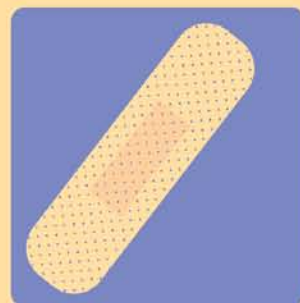


The Inverclyde Pharmacy First Service at your local pharmacy



Information for patients

What is the Inverclyde Pharmacy First Service?

- The Inverclyde Pharmacy First Service is a trial service for patients in Inverclyde which runs from 30th January 2017 for 1 year.
- When you are registered for the Inverclyde Pharmacy First Service, you can visit your local pharmacy for consultations, advice and NHS treatment for any minor illness.
- At the pharmacy, you will have a consultation, and your pharmacist will assess your symptoms and provide advice on managing your illness.
- This might also include treatment on the NHS or being referred to another healthcare professional if you need it. Your pharmacist can give you medicine for a minor illness or complaint, if they think you need it.
- This is an NHS Service, which is provided free of charge. You will not have to pay for this.

Who is the service for?

You can use the Inverclyde Pharmacy First Service if:

- you are registered with a GP surgery in Inverclyde Health and Social Care Partnership
- you attend a community pharmacy in Inverclyde
- You can't use the Inverclyde Pharmacy First Service if you live in a care home.

How do I register for the service?

The Inverclyde Pharmacy First Service is available from all pharmacies in Inverclyde.

- You can choose which pharmacy to register with.
- You can register at any time – you don't have to make an appointment.
- When you register, your pharmacist will ask you for some information, including your name, CHI number, or date of birth and postcode.
- They will also check whether you can use the Inverclyde Pharmacy First Service.
- Your pharmacist will complete a form, which you must sign.
- Your pharmacist will complete a separate form for each member of your family, including children under 16, or under 19 and in full-time education.
- You can only register for the service with one pharmacy at a time. If you register with a different pharmacy, you will no longer be registered at the first pharmacy.

While you are registered for the service you can still make an appointment to see your doctor whenever you like.

- Remember that even if you aren't registered for this service, you can go to your pharmacist for advice or buy a medicine for a minor illness or complaint.

How does the service work?

- You will be able to get a consultation, advice or NHS treatment advice and free treatment (if you need it) from your pharmacist for minor illnesses and complaints. Some examples are:

acne
athlete's foot
backache
cold sores
constipation
cough
diarrhoea
earache
eczema and allergies
emergency
contraception
haemorrhoids (piles)
hay fever
head lice

headache
impetigo
indigestion
mouth ulcers
nasal congestion
pain
period pain
shingles
sore throat
threadworms
thrush
urine infections
(women)
warts and verrucas

- If you're not sure about whether you have a condition that is eligible for the scheme, ask your pharmacist.
- Your pharmacist, like your doctor, can only give out certain medicines and products. You may not get the medicine or product you would normally buy.
- If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP.

Can I still go to other pharmacies?

- Yes, you can go to any pharmacy to buy medicines or collect other prescriptions. However, you will need to go to the pharmacy you have registered with to use the service.

What if I'm unhappy about the service I have received from the pharmacy?

- If you can, first talk to the pharmacist so they can try to sort out your complaint immediately.
- If you can't do this, or if you have already spoken to your pharmacist and are still unhappy, you can make a complaint. The leaflet [Making a complaint about the NHS](#) explains how to do this. You can get this leaflet from most places where you get NHS care, or at www.nhsinform.scot.

How to find out more

For more information about anything in this leaflet, contact:

- your local pharmacy
- your doctor or a member of NHS staff involved in your care
- the NHS Inform Helpline on **0800 22 44 88** (calls from a landline are free), or
- your local citizens advice bureau (find your nearest bureau on the internet at www.cas.org.uk or in your local phone book).

Choose the right service!

Community Connectors

- Affected by loneliness, Isolation at any age
- Do you want Social Interaction?
- Help making connections to services, support and activities
- Telephone 01475 728628



Self Care NHS Inform

- Need general health advice
- Minor illnesses • Sore Throat
- Diarrhoea • Cold, Flu • Vomiting
- Telephone 0800 22 44 88
- www.nhsinform.scot



Social Care

- Benefits advice / money worries
- Support for Adult and Children at risk
- Assessment for personal/practical support
- Support to live independently
- Telephone 01475 715299



Physiotherapy

- Advice on muscle, joint or back pain visit: www.nhsinform.co.uk/msk
- Further help? (14yrs+): Self refer to Outpatient Physio. Self referral forms available in physio depts & GPs Practices.



Pharmacy First

- Pain Relief • Shingles
- Emergency Contraception
- Cough / Cold • Cystitis (Females 16-65)
- Impetigo • Stop Smoking
- Contact your local Pharmacy



NHS 24 Call 111

- Unsure of a symptom
- Need help, can't wait until your regular NHS service reopens
- Telephone for FREE, dial 111



Optician Services

- Experience sudden changes in vision
- Have sore, irritated, red, sticky or watery eyes
- Contact your local optician



Dentist Services

- Pain in mouth, jaws or gums
- Facial swelling, bleeding from mouth
- Contact your local dentist



GP (Doctor) Team

- An illness or injury that won't go away
- Monitoring and management of ongoing conditions
- Contact your practice

