

Pharmacy First (Minor Ailments Service) How does it work?

Patients registered with a GP practice in West Cheshire are able to access advice and treatment for the conditions listed below from their local pharmacy. Patients can visit any pharmacy offering the service an appointment is not necessary.

Patients who do not pay for their prescriptions will receive a consultation and the appropriate medication where necessary, free of charge from the Pharmacy. Patients who pay for their prescriptions will pay the current prescription charge for medication supplied **or** the retail price (if this is lower and can be legally sold). Patients can use any pharmacy but will be required to register onto the service at first use.

There are two levels of service:

Level 1 Core Service: Should be available at all times the pharmacy is open.

Level 2 Service: A level 2 services is not available from all pharmacies. (Consultations for conditions which require the supply of a prescription only medicine).

Condition	Key Exclusions to Treatment (refer to protocols for full criteria)
Acne (Mild to Moderate) Level 1 service	Under 12 years of age Pregnant or breastfeeding Widespread condition (severe acne)
Athlete's Foot Level 1 service	Under 12 years of age Pregnant or breastfeeding Diabetic Black toe nails
Cold and Flu Level 1 service	Under one year of age Rash that does not fade on pressing e.g. with glass Breathless Light hurts the eyes It is painful to bend the neck
Conjunctivitis (Superficial eye infections) Level 2 service	Children under 3 months old Severe infection Recent course of Chloramphenicol Eye pain or injury to eye Eye surgery in last 6 months Glaucoma
Constipation Level 1 service	Under 7 years of age Pregnant or breastfeeding Abdominal pain, vomiting
Cough Level 1 service	Under one year of age Cough that has lasted more than three weeks Cough producing blood-stained sputum Asthmatic, wheezing and reduced peak-flow Family history of asthma Difficulty breathing or shortness of breath
Cystitis (Uncomplicated urinary tract infection in women) Level 2 service	Under 18 years or over 65 years of age Pregnant or breastfeeding Fever or feeling unwell Confused or dehydrated Treatment within the previous three months
Diarrhoea and Vomiting Level 1 service	Under one year of age Pregnant women Chronic vomiting
Eczema / Dermatitis (Mild) Level 1 service	Face or genital area Severe, widespread and or oozing Infected eczema/contact dermatitis

	Nappy Rash
Fever Level 1 service	Babies under 3 months old Severe headache or continuous vomiting Shortness of breath or difficulty in breathing Rash that does fade on pressing, e.g. with glass
Hay fever Level 1 and 2 service	Pregnant or breastfeeding Thick yellow or green discharge from eyes or nose Persistent or painful ear or sinusitis
Head lice Level 1 service	Family/siblings of patient, who do not have head lice Children under the age of six months
Indigestion/Dyspepsia Level 1 service	Under 18 years of age Pregnant or breastfeeding Blood in stools/persistent vomiting Previous history / suspected duodenal/gastric ulcer Have taken an indigestion remedy for two weeks with no relief of symptoms Taking prescribed NSAIDS e.g. ibuprofen
Impetigo Level 2 service	Under one year of age Pregnant or breastfeeding Currently taking an antibiotic More than 2 small areas with each area no greater than the size of a one pence piece Previous treatment within last 6 months
Oral Thrush in infants (Oral Candidiasis) Level 2 service	Under one month old or over 12 months old Child is unwell Reoccurrence within last 8 weeks
Pain Level 1 service	Children under the age of 3 months Recurrent or severe pain
Piles (Haemorrhoids) Level 1 service	Under 18 years of age Pregnant or breastfeeding Bleeding is problematic Persistent irritation or leakage Abdominal pain/vomiting Taking anticoagulants (e.g. Warfarin)
Sore Throat Level 1 service	Under one year of age Tender lumps below the ear or at the jaw angle Severe difficulty in swallowing Five or more episodes of sore throat in the last 12 months causing serious disruption of daily life
Threadworm Level 1 service	Under 2 years of age Pregnant or breastfeeding Recent return from tropical/developing country
Vaginal Thrush Level 2 service	Under 16 years of age or over 60 years of age Patients unsure if it is Thrush Recurrent (more than 2 episodes in 6 months) No previous diagnosis by GP Pregnancy
Warts / Verrucae Level 1 service	Under 5 years of age Taking oral steroids/anticoagulants Immunocompromised or taking any immunosuppressant Genital or facial warts Moles History of vascular disease Diabetic patients