**Pendle Care Navigation / Directory of Services**

**Service Access Criteria for:-**

Self Care with your Community Pharmacy – Pendle

**Brief Description**

Self-care is widely acknowledged as an important solution to managing demand and keeping the NHS sustainable. Supporting people to self-manage common conditions such as coughs and colds could help bring down the 57 million GP consultations each year for minor ailments, a situation which costs the NHS approximately £2 billion and takes up to an hour a day on average for every GP.

Promoting the concept of self-care and increasing the awareness that there are alternatives to making GP appointments, or attendance at OOHs or A&E departments with minor conditions, will encourage patients to explore self-care in the future, so changing the culture of dependency on the NHS.

Self-care means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when needed. Many minor ailments are of short duration, have no long term health implications and can often be self-managed by the individual. Treatments for minor ailments, including medicines like paracetamol, ibuprofen, headlice lotion and indigestion tablets are readily available over the counter in pharmacies.

The CCG will commission only the treatments or services which accord with all of the principles of Appropriateness; Effectiveness; Cost-effectiveness; Ethics and Affordability.

**Conditions treated**

The following criteria for inclusion / referral for self-care to Community Pharmacy:-

• Treatments used for minor ailments, which are in nature self-limiting.

• Treatments where there is insufficient evidence of clinical benefit or cost- effectiveness.

• Preparations where there may not be a clinical need to treat.

• Treatments are readily available in community pharmacies and supermarkets

You will be asked questions about your symptoms and any other medication you may currently be taking. This is to make sure that any medicines you may be given are suitable for you. Any details you give to your Pharmacist are confidential.

**Exclusions / Exemptions**

Conditions that patients should seek advice from the pharmacy for:-

Antifungal treatment Antihistamines

Antiperspirants Bites and stings treatments

Conjunctivitis treatments Dandruff – cradle cap treatments

Diarrhoea treatment Ear wax removers

Emollients for mild dry skin conditions Headlice treatment

Health supplements Indigestion / heartburn remedies

Nasal decongestants Simple pain relief

Sore throat treatments Sunscreens

Teething treatments Vitamins

Warts and verruca treatments

Treatments for these conditions are no longer funded by the NHS so will need to be funded by the patient.

Patients with long term conditions e.g on-going chronic pain will still be able to receive prescribed products for their condition and pain management needs. The exemptions depend on the individual product or type of medication, but there are some exemptions for certain groups of people e.g patients being cared for at the end of their life.

**How accessed**

All Community Pharmacists offer self-care advice on a range of minor ailments and common conditions. They are an appropriate alternative to the use of general practice or other health care environments i.e. A&E, Out of hours urgent care. There is no need to make an appointment to speak to the pharmacist and many pharmacies are open in the evenings and at weekends. Any consultation with the pharmacist will be confidential and discrete, in a private area of the pharmacy.

As well as visiting the local pharmacist patients can also be encouraged to access the NHS Choices website – ‘live well’ or ‘self-care’: [www.nhs.uk](http://www.nhs.uk)

**Opening Hours**

Pharmacy opening times vary however most Pharmacies are open between 8.00am and 6.00pm each weekday.

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