

Community Pharmacy Common Ailments Service

About the Service

- The Common Ailment Service is a free NHS service that patients can access for advice and treatment of 26 conditions.
- The service involves:
 - Patient registration with the pharmacy (leaflet explains)
 - Private consultation with the pharmacist
 - Advice on management and treatment where needed **OR** referral if necessary

Who can access the Common Ailments Service?

Any patient who lives in Wales or who is registered to a Welsh GP is eligible to access the Choose Pharmacy Service, the only exclusions are:

- Temporary residents whose usual address is not in Wales
- Care Home residents

What conditions can be treated?

Pharmacists can offer advice and/or treatment for 26 agreed conditions.

These are:

Acne	Athletes Foot	Backache (acute)
Chickenpox	Cold sores*	Colic*
Conjunctivitis (bacterial)	Constipation	Dermatitis (acute)
Diarrhoea*	Dry Eye	Haemorrhoids
Hayfever	Head Lice	Indigestion/reflux
Ingrowing toenail*	Intertrigo/ringworm	Mouth Ulcers
Nappy rash	Oral thrush	Scabies
Sore throat/tonsillitis	Teething	Threadworm
Vaginal thrush	Verruca	

**advice only conditions - no treatment available on NHS – these are conditions when there is not sufficient evidence to support the use of medicines to treat on the NHS.*

- The Common Ailments Formulary (developed by the All Wales Medicines Strategy Group –AWMSG) specifies the evidence-based treatments available for these conditions
- The formulary is available on the Cwm Taf Primary Care Resource Portal http://howis.wales.nhs.uk/cwmtaf_resource/formulary
- It can be used by everyone responding to requests for common ailments to manage treatment of common ailments.

What about conditions not included (e.g. cough, cold, rash)?

Patients suffering with other conditions will not be able to access the Common Ailments Service. They may however receive advice from the pharmacist/pharmacy staff and the option to buy medicines over the counter.

If a pharmacist/pharmacy staff feels that the patient needs to be seen by the GP they should refer appropriately.

Can everyone be treated under the Common Ailments Service?

For some conditions there are exclusions based on

- Age
- Pregnancy/breastfeeding
- If they have had the condition multiple times

These vary depending on the condition.

Principles of the Common Ailments Service

The service is intended to:

- ✓ encourage patients who would otherwise have visited a GP for a common ailment to visit the pharmacy instead;
- ✓ provide advice and, where necessary, treatment;
- ✓ Promote self-care, thereby increasing resilience.

The service is not intended to:

- ✗ be viewed as a 'free medicines supply' service;
- ✗ Convert people, who would otherwise have purchased a medicine, from self-care to pharmacy care.

Promoting the Common Ailments Service

Display promotional materials in the pharmacy.

- Posters
- A5 leaflets
- Window sticker

Additional supplies can be obtained from NWIS. Please contact rachel.williams19@wales.nhs.uk

Use Social media/pharmacy website templates – these can be downloaded from:

- Social media content - <http://howis.wales.nhs.uk/sitesplus/documents/979/CAS%20practice%20website~social%20media%20content%20-%20Black.pdf>
- Website content - <http://cwmtaf.wales/services/pharmacy-medicines-management/common-ailments-service/>

Unable to offer the Common Ailments Service

- If the pharmacy is unable to provide the Common Ailments Service on a particular day (e.g. due to unplanned pharmacist absence)
 - Local GP practices should be contacted at the earliest opportunity to advise that the service is unavailable

- If patients try and access the service they should be referred to another local pharmacy providing the service wherever possible. Patients should **only** be referred back to the GP where no pharmacy service is accessible. Details of all pharmacies providing the Common Ailments Service can be found [here](#)

Offering the Common Ailments Service

This section is intended as guidance only and staff should use their professional discretion when responding to patient requests.

Patients who ask to buy medicines over the counter

For example “could I have 32 paracetamol?”

- Continue as OTC sale in line with sales of medicines protocol

Patients who ask to speak to a member of staff about symptoms/a condition

For example “can I speak to the pharmacist privately” or “can I have some advice I think I may have thrush”

- Offer the patient the options of either OTC sale or access to the common ailments service.

OTC sale – explain that pharmacy staff may be able to advise/offer treatment and that if pharmacist does not need to speak to the patient, request can be managed quickly; advise that patient would need to buy medicine.

Common Ailments Service - Use the [Choose Pharmacy Patient Information leaflet](#) (appendix 1) to explain the service to the patient, ensure the following points are covered

- Patient needs to register to access the service; registration will involve the creation of an electronic patient record that will be visible to other pharmacies if the patient moves their registration accordingly.
- The patient will need to have a consultation with the pharmacist in the private consultation room.
- Medicines will be provided free of charge where the pharmacist feels that a medicine is needed.
- The patients GP will be sent a summary of the consultation/

Give the patient and indication of how long this process is likely to take. A typical consultation lasts between 5-10 minutes; also include waiting times to see the pharmacist.

- It is important to note that this should be left to the patient to make their choice.

Patients who ask to access the Common Ailments Service:

For example “my doctor has sent me for a common ailment” or “I’d like to use the common ailment service”

Use the [Choose Pharmacy Patient Information leaflet](#) (appendix 1) to explain the service to the patient, ensure the following points are covered

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For all patients accessing Common Ailments Service

- Patients may receive advice only, or advice and treatment after appropriate assessment by the pharmacist. If medication is required, it will be supplied from the agreed formulary free-of-charge.
- Patients are expected to attend the pharmacy in person.
- Patients should be given advice to support self-care in the future.

Referrals from pharmacy to GP

If a patient presents at the pharmacy with symptoms indicating the need for a consultation with another healthcare professional the locally agreed method for referral should be instigated.

1. Urgent Referrals (same/next day)

- **Patients requiring an urgent appointment with either a GP, or other healthcare professional will be given a referral letter (CAS1).** See appendix 2. This will include
 - Patient details
 - Details of presenting symptoms/condition
 - Reason for referral
 - Contact details for pharmacist
 - Advice to patients on making appointment (reverse of form)
- Pharmacists may contact the practice where they feel the need to speak to a clinician.

2. Routine Referrals

- Patients requiring routine, non-urgent appointments will be advised to contact the practice to arrange an appointment. These patients will not be given referral letters in order to support practices in differentiating urgent and routine referrals.

3. Unable to treat

- On occasion patients may request an appointment for a Common Ailment that is not included in the current service or exclusion criteria may apply.
- In these instances patients will be advised to contact the practice to discuss treatment needs.
- Pharmacists will provide patients with a form which they will need to present at the GP Practice. See appendix 2.

For all patients

GP practices will be sent a summary of all pharmacy consultations including those where a referral is made to ensure that GP's have access to consultation information.

This will include

- Patient details
- Date and time of consultation
- Treatment provided and/or
- Advice given

Consultation summaries will be forwarded in a timely manner, usually within 72 hours of the consultation.

Common Ailments Consultation		A & JM Sheppard Ltd, Troed-y-Bryn Pharmacy, Heol Aneurth, Penyrmeol, Caeffylli	
Patient: James BROWN		NHS Number: 974 485 1252	
DOB: 01-Jan-1970 Gender: M			
GP details		Patient details	
GP Name	DR.	Patient Name	JAMES BROWN
GP Address	The Health Centre (Ynys Mon) Beaumaris Ynys Mon Anglesey LL55 8AL	Date of birth	01-Jan-1970
GP Telephone	01248 810818	Gender	M
		NHS Number	974 485 1252
		Address	26 Castle Street Beaumaris Gwynedd NULL LL55 8AP
Consultation details			
Consultation Date	16-May-2016		
Presenting Ailment	BACKACHE (ACUTE)		
Referred By	Self Referral		
Symptoms For	3-4 days		
Prescribed Items			
Product		Pack Size	Amount
Back Book		1	1
Paracetamol 500 mg tablets		32	1

What is Choose Pharmacy?

Choose Pharmacy is a confidential NHS electronic records system, which community pharmacists use to record details of NHS services they provide to you.

Registering for a service

This will usually be at the time you need to access an NHS pharmacy service.

When you register, your pharmacist will ask you for some basic details:

your name	date of birth
postcode	gender

If you are registered with a GP in Wales or England, your record will be created using information from the NHS Wales or NHS England patient demographic database.

If you are not an NHS Wales or NHS England patient you may still be eligible to access NHS Choose Pharmacy services. In this case the pharmacist will ask you for additional personal information.

If the pharmacist does not know you, you may be asked to show some form of identification to confirm your name, date of birth and address.

Your pharmacist will explain the service, ask if you are happy to register and will give you a copy of this leaflet to take away.

For some services it is possible to register in advance (for example the Discharge Medicines Review Service).

- If you register in advance for a service you may withdraw your consent at any time, at which time participation in the service will end.

Children under the age of 16

If a child aged 13-16 years has sufficient understanding they can consent to registration. If they don't have understanding, or for children aged 12 years and under, a person with parental responsibility can nominate a pharmacy and complete registration for them.

If the person requesting registration does not have parental responsibility, registration can only continue with the consent of a person with parental responsibility.

Do I have to use the same pharmacy for all NHS Choose Pharmacy services?

No - You are able to nominate different pharmacies for different services. This means you can access different NHS services at different pharmacies if you wish.

What happens if I want to change pharmacy?

You can only nominate one pharmacy at a time for each service.

You can change your nominated pharmacy at any time, by registering at your new chosen pharmacy.

This may be permanent or if you need to access that service in a different pharmacy temporarily (e.g. on holiday, working away).

Consent to access patient records

1. Choose Pharmacy Record

You will be asked to give your verbal consent to allow details of consultations to be recorded within the Choose Pharmacy system.

These will be recorded each time you use an NHS Choose Pharmacy service.

This will allow pharmacists to see a summary of your record for the service you are accessing, including a summary of previous consultations.

2. Welsh GP Record

If you are registered with a Welsh GP practice, the pharmacist will be able to see your Welsh GP Record. This will only be for certain Choose Pharmacy services and only where it is considered to be necessary by the pharmacist.

The Welsh GP record is a summary of important information taken from your full GP medical record.

- You will be asked to give your consent for the pharmacist to access your record every time it is needed, you can refuse consent by simply saying 'no'.
- Every access to a Welsh GP Record is automatically monitored by the NHS to ensure that your information is being accessed appropriately, with your consent.

3. Electronic Discharge Advice Letter (Discharge Medicines Review Service only)

If you are registered with a Welsh GP practice, the pharmacist is able to view a summary of your latest electronic Discharge Advice letter if you have recently been discharged from hospital.

- *You will be asked to give your consent for the community pharmacist to access your discharge advice letter every time it is needed.*

- The pharmacist will be able to view the medicines prescribed when you were discharged from hospital.
- If you wish to do so you can provide consent for your nominated carer or representative to access this service on your behalf and discuss information regarding the medicines you are prescribed and how you take them.

What information will be kept about me?

Your Choose Pharmacy record will contain

- Your name, address, date of birth, gender and GP details.
- Details of every consultation, which will include details of any medication supplied and any advice given and referrals made.

If you access the service in the future, details of previous consultations will be available to the pharmacist in your chosen pharmacy.

If you have changed pharmacy then details of previous consultations will be available to your new pharmacy. This will ensure your new pharmacy has accurate information about you and can deliver a safer service. The previous pharmacy will no longer be able to access your patient record.

Sharing Information within the NHS

Your GP

Where relevant, the details of your consultations will be shared with your GP to help them provide your care. Examples of information that may be shared includes details of:

- Medicines/vaccinations provided
- Advice given
- Any follow up needed by your GP

In the future this information will be shared electronically.

NHS Wales Staff

Your information may be used by NHS Wales staff to:

- Make sure the service is being provided appropriately and to help plan future services; and
- Make sure the pharmacy is being paid appropriately for the services that are provided.

Wherever possible, anonymised data (information that does not identify you) will be used.

Where your personal information is needed, this information will only be used where appropriate and necessary (for example to check that your Welsh GP Record has been accessed with your consent).

To find out why NHS Wales collects information about you and how this information may be used, ask your pharmacist for the leaflet "Your information, Your rights - What you need to know" or visit:

<http://www.wales.nhs.uk/sitesplus/861/openoc/171385>

If you have any concerns or require further details about the way your information is used you should discuss this with your pharmacist.



Choose Pharmacy

This leaflet tells you about your NHS Choose Pharmacy Record and how it is used

Appendix1 Common Ailment Service Referral Letter

To	(GP Surgery /OOH/WECS)		
Date		Time	
Patients Name		DOB	
Patient Address			

The above patient has accessed the NHS Common Ailment Service, and following a consultation I feel that they need an urgent appointment with you for the following reason:

Presenting Condition	
Duration of Symptoms	
Reason for Referral	

Pharmacist Signature			
Pharmacist Name		GPhC Number	
Pharmacist contact number			

For GP Practice/WECS/OOH Use

Appointment details (Date/Time)	
Management (action taken/referral)	
Treatment advised (Specify)	
Follow up recommended	

Information for patients

To make an appointment with your GP

Either

- Telephone your practice to make an appointment
- Tell the person answering the phone that you have been referred by your pharmacist and have a referral letter (CAS1)

Or

- Take this letter to your practice and give it to the receptionist

Remember to take this letter to your appointment for your doctor to see

To make an appointment with the Out of Hours GP service

- Telephone the Out of Hours service on **0300 123 5060**
- Tell the person answering the phone that you have been referred by your pharmacist and have a referral letter (CAS1)

Remember to take this letter to your appointment for the doctor to see

To make an appointment with the Optometrist

Either

- Telephone the optometrist to make an appointment
- Tell the person answering the phone that you have been referred by your pharmacist and have a referral letter (CAS1)

Or

- Take this letter to the optometrist and give it to the receptionist.

Remember to take this letter to your appointment for your optometrist to see

Appendix 3 Common Ailments Service Unable to treat Communication Form

Dear Doctor

The following patient requested treatment under the Common Ailments Service today

Patient Name & Address	
Date of Birth	

Unfortunately I have been unable to treat them for the following reason and have suggested they return to the practice to discuss making an appointment.

<input type="checkbox"/> Condition not included	<input type="checkbox"/> Exclusion Criteria apply	<input type="checkbox"/> other

Yours sincerely

Pharmacist Signature			
Pharmacist Name		Date	
Pharmacist contact number			

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