

# Common ailments service

**An NHS Wales pharmacy service for adults and children living in Wales.**

Advice and treatment for a range of common ailments without having to make a GP appointment.

HELPWCH NI | HELP US  
I'CH HELPU CHI | HELP YOU

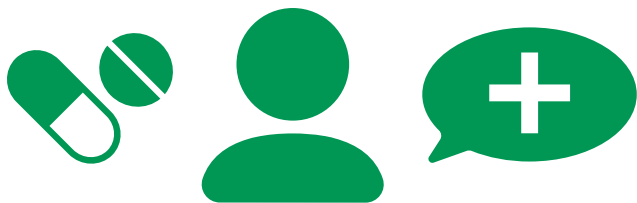
# What does the service offer?

If you visit a pharmacy and have a common ailment you can ask the pharmacist for advice and treatment where required. The pharmacist may ask if you wish to register for the service. Registering means the pharmacist may supply you with a medicine you need free of charge.

Your pharmacist can help you with the following ailments and illnesses as part of the common ailments service:

- indigestion
- constipation
- diarrhoea
- piles
- hay fever
- head lice
- teething
- nappy rash
- colic
- chickenpox
- threadworms
- sore throat
- athlete's foot
- eye infections
- mouth ulcers
- cold sores
- acne
- dry eyes
- dermatitis
- verruca
- back pain
- vaginal thrush
- oral thrush
- scabies
- ringworm
- intertrigo
- ingrowing toenails
- urinary tract infection (UTI)

If your pharmacist feels that it is more appropriate for you to see your GP or another healthcare professional then they may tell you to make an appointment.



## Who is the service for?

You can use the service if you live in Wales and are registered with a GP Practice.

## How does it work?

- You may need to show the pharmacist some form of identification before you can use the service but this will depend on whether you are known to the pharmacist.
- The pharmacist will check your details against the NHS Wales Welsh Demographic Service to confirm that you are registered with a GP Practice in Wales.
- Your consultation will always be with a qualified pharmacist and will take place in a confidential area within the pharmacy.
- If your pharmacist agrees that you need a medicine or product to treat your symptoms they are able to give it to you free of charge under this service.
- If you do not wish to register with the service the pharmacist will provide you with advice but will not be able to supply any free medicine.

# How do I register?

- Your pharmacist will ask you for some details, your name, date of birth and postcode.
- If the pharmacist does not know you, you will 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 with you.

# Can I still go to my GP?

- You can still make an appointment with your GP if you feel this is more suitable.
- You will still have to go to your GP if:
  - Your pharmacist suggests that you should, or
  - you need a medicine that you can only get on prescription from your GP.



# Can I still go to other pharmacies?

You can use other pharmacies to buy medicines or to pick up your prescriptions but remember:

- You can only register with one community pharmacy at a time for the common ailment service.
- If you want to go to another community pharmacy for the service you can, but you will need to register with the new pharmacy.
- If you do register with a new pharmacy you will no longer be registered at the pharmacy where you were previously registered.
- It is safer if the pharmacy has a record of all the medicines you are taking so that they can be sure that if your health changes your medicines are still suitable for you.

# What information will be kept about me?

- The community pharmacy that you are registered with will record your name, address, date of birth, details of the ailment that you presented and any advice or medicines given.
- If you access the service in the future, details of previous consultations will be available to the pharmacist in the pharmacy where you are seeking treatment or advice. This may be a different pharmacy to the one you have used previously. This is to help them decide whether you can be treated safely by the pharmacist or whether you need to see a GP or other healthcare professional.

- Details of your consultations will be available to your GP to help them provide you with care.
- Your information may be used by NHS Wales staff responsible for ensuring the pharmacy has been paid correctly for the services provided. Your records will only be used where appropriate and necessary, and wherever possible information that does not identify you will be used.
- If you have any concerns or want more information about the way your information is used you should discuss these with your pharmacist.
- To find out why NHS Wales collects information about you and how this information may be used ask your pharmacist for a copy of the leaflet *“Your information, Your rights, What you need to know”* or visit:  
<https://111.wales.nhs.uk/aboutus/yourinformation>

## What if I’m not happy with the service?

- Firstly speak to your pharmacist.
- Still not happy, contact your Local Health Board.