

### So, what do I do next?

You can go to any pharmacy participating in the scheme where you will be seen, in confidence, without an appointment.

Please remember to take evidence of registration with your GP that includes your NHS Number. For example a medical card, the right hand side of a previous prescription issued to you by your doctor, or the voucher you were provided with by your practice.

If the pharmacist is unable to confirm your registration you will not be eligible for treatment under this scheme.

### What should I do if my symptoms persist?

It is important that, if you have followed the advice provided by the pharmacist but you are not feeling better, you should consult your doctor. Let your doctor know which pharmacist you went to see and the medication you have been taking.

### Will I have to pay?

You can get your medicines free under the scheme if you are normally exempt from paying prescription charges. If you are not exempt from prescription fees, you will be charged the retail price of the medicine or current prescription charge, whichever is cheaper.

### This document is available in large print, braille, CD, audio tape or in your preferred language by request.

If you would like this document in your language, please phone 0800 0926 995.

Nëse e kërkoni këtë dokument në gjuhën tuaj, iu lutemi telefononi 0800 0926 995.

यदि आपको यह दस्तावेज़ आपकी अपनी भाषा में चाहिए, तो कृपया नंबर 0800 0926 995 पर फ़ोन करें।

Si vous souhaitez obtenir ce document dans votre langue, appelez le 0800 0926 995.

જો તમને આ માહિતી તમારી પોતાની ભાષામાં જોઈતી હોય, તો કૃપા કરીને 0800 0926 995 પર ફોન કરો.

اگر آپ اس دستاویز کا ترجمہ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی اس نمبر پر فون کیجئے 0800 0926 995

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 0800 0926 995 'ਤੇ ਫੋਨ ਕਰੋ।

যদি আপনি এই নথিপত্রটি আপনার নিজের ভাষায় চান, অনুগ্রহ করে (0800 0926 995) নম্বরে টেলিফোন করুন।

Jeśli chcesz otrzymać ten dokument przetłumaczony na język polski, prosimy zadzwonić pod numer 0800 0926 995.

Haddii aad rabto warqaddan oo ku tarjuman luqaddaada, fadlan soo wac 0800 0926 995.

Updated: March 2010

# Minor Ailments Scheme



Treatment from your  
Community Pharmacist

**NHS**  
Redbridge

## Minor Ailments Scheme

Minor ailments are conditions that, with appropriate advice, you can treat yourself with medicine that is available over the counter.

### Do you have any of these conditions?

- Athletes Foot
- Cold sore
- Constipation
- Cystitis
- Diarrhoea
- Heartburn / Indigestion
- Eczema / Contact Dermatitis
- Fever / High Temperature
- Hayfever
- Head Lice
- Conjunctivitis
- Insect Bites & Stings
- Mouth Ulcers
- Nasal Congestion
- Oral Thrush (Candidia)
- Scabies - Skin
- Sprain / Strain / Bruise / Back Pain
- Threadworm
- Vaginal Candidiasis
- Viral Upper Respiratory Tract Infection

### Why have a Minor Ailments Scheme?

For the listed range of conditions, the Minor Ailments Scheme allows you easier access to the same advice, treatment and medicines from your local pharmacist as you would get from your GP.

### Can I go to any pharmacy?

Yes - if the pharmacy is in Redbridge and they display any of the following posters on their premises.



### What will I be asked at the pharmacy?

The pharmacist will need to know about your symptoms and any other medicines you are taking.

### Is the service confidential?

Yes - information will only be shared with your registered GP about any advice or treatment you receive.

### Will I always receive medication?

Not if the pharmacist feels it is not required. What you will receive is good advice on how best to deal with your symptoms.

If medication is appropriate, the pharmacist will provide the correct medicine for YOU. This should only be used by YOU and not shared with anyone else (even if they have similar symptoms).

The pharmacist will clearly advise you how to take the medicine provided.

You will need to sign a form confirming that you are exempt from prescription charges if this is the case.

The pharmacist may refer you to your doctor if your illness is not treatable under the Minor Ailments Scheme.

### What medicines can I get?

Only medicines that are used to treat the listed conditions. Antibiotics are not included as their use should be restricted to conditions outside the scheme. Any repeat medication is also excluded.

### Am I eligible for the scheme?

Yes, if you have one of the listed conditions and are registered with a Redbridge GP.