

An A to Z list of Community Pharmacy Services and how your community pharmacy team can help you with self-care and treatment for minor conditions in Herefordshire

Condition	Age restrictions	When you can seek advice from the pharmacy
Acne (Mild)	None	<p>Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions:</p> <p>Have you tried something from the pharmacy for up to 8 weeks but this doesn't appear to have improved things?</p> <p>Are you very unhappy about your symptoms?</p>
<p>Allergic rhinitis (including hay fever). This is a type of inflammation in the nose sometimes with a runny, stuffy nose, sneezing, red, itchy and watery eyes.</p>	Not if under 2 years	<p>Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions:</p> <p>Do you have any other symptoms like a temperature, a persistent headache that won't go away or have pain in your eyes?</p> <p>Do you feel short of breath or have a severe cough?</p> <p>Are you pregnant or breastfeeding?</p>
Athlete's foot	None	<p>Seek advice from the pharmacy for over the counter treatment unless you answer "Yes" to any of the following questions:</p> <p>Do you have a rash on any other part of the body than the foot?</p> <p>Have you already tried something Over The Counter (OTC) from the pharmacy?</p> <p>Are you Diabetic?</p> <p>Are you Pregnant? If yes, telephone your practice to discuss.</p>
Burns and Scalds (Minor)	Not if under 5 years	<p>Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions:</p> <p>Are you pregnant?</p> <p>Have you inhaled smoke as part of being burnt?</p> <p>Go to A and E if you have been burnt due to:</p> <p>Any chemical and electrical burns</p> <p>large or deep burns – any burn bigger than your hand</p> <p>burns that have caused white or charred skin – any size</p> <p>burns on the face, hands, arms, feet, legs or genitals that cause blisters</p>
Carer's Guide to Managing Medicines- a booklet	None	<p>A useful guide developed in conjunction with Herefordshire Carers Support. For a hard copy please contact Herefordshire Carer's support Tel: 01432 356068 or email:</p> <p>help@herefordshirecarerssupport.org</p> <p>Electronic copy available here through this link:</p> <p>Carers Guide to Managing Medicines - Herefordshire CCG</p>
Chicken Pox	Not if under 4 weeks	<p>Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions:</p> <p>Are you feeling generally unwell/ poorly and not seem to be improving?</p> <p>Are there other symptoms e.g. cough or chest pain?</p> <p>Are you pregnant? If you are pregnant and have been in contact with another</p>

		person with chicken pox then telephone the practice for advice
Cold and Flu Symptoms	None	Affects the nose, sinuses and throat. Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions: Do you feel your symptoms are severe? Have you had symptoms for more than 10 days?
Cold sores (lips only)	Not if under 2 years	Seek advice from the pharmacy for Over The Counter (OTC) treatment but tell the pharmacist if you are receiving other regular prescribed medicines.
Colic	None	The most useful intervention is support for the family. Support groups, such as Cry-sis, can also offer help and advice if you need it. You can contact the Cry-sis helpline for advice on 0845 122 8669 (9am-10pm, seven days a week). Discuss with your health visitor or pharmacist over the counter medicines which may help.
Cystitis (Mild)	Not if under 16 years	Seek advice from the pharmacy for Over The Counter medicine unless you answer "Yes" to any of the following questions: Are you male? Are you diabetic? Do you have heart disease, kidney disease or high blood pressure? Are you pregnant or breastfeeding? Have you already tried an over the counter remedy and your symptoms are still present?
Dandruff	Children under 5 years	Seek advice from the pharmacy for Over The Counter medicine unless you answer "Yes" to any of the following questions: Are you pregnant or breastfeeding? Are there open sores or sores which look infected? Is it present on other areas e.g. the face or has spread over a wider area? Have you already tried an over the counter product for at least a month?
Day to day management support for managing medicines	None	This service is to help patients manage their medicines day to day including reminder charts, the re- packaging of medicines into blister packs/ monitored dosage systems. This would not include patients in care homes or those with formal care arrangements e.g. via domiciliary care agencies. See link and discuss with the usual supplying pharmacy.
Diarrhoea	Symptoms for 1 day and under 1 year old Symptoms for 2 days if under 3 years old Symptoms are more than 3 days in older children or adults.	Refer to the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions: Do you feel drowsy or confused as well? Are you experiencing frequent episodes of diarrhoea in general? Is diarrhoea accompanied by loss of blood? Have you recently returned from travelling abroad?
Disposal of unwanted medicines	None	This is a public health service whereby unwanted medicines can returned to any community pharmacy /dispensing practice not necessarily the one which the medicines were issued from. However, medicines or bins containing a sharp or a needle should be returned to the place the sharps bin was issued. If the sharps bin was issued by Wye Valley Trust then it should be returned to the hospital. If the bin was issued via a prescription then it should be returned to a GP practice. There will be no need to phone the pharmacy or practice before

		attending.
Dry skin (mild)	Not if under 1 month old	Refer to the pharmacy team for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions: Is the skin broken or inflamed? Have you already tried an OTC treatment or is a large area of skin affected? For babies, young children the pharmacy team will be able to advise you on which preparations are suitable for this age group.
Earache	Not if under 2 years	Refer to the pharmacy team for Over The Counter (OTC) treatment paracetamol/ ibuprofen unless you answer "Yes" to any of the following questions: Has the child been generally unwell for > 3 days? Are there symptoms of any of the following: severe pain, ear swelling, ear discharge; both ears are affected; toothache is present, sore throat, difficulty in swallowing, being sick, loss of hearing or suffers from recurrent earache?
Ear Wax	None	Refer to the pharmacist for advice and treatment drops. Earwax build-up - NHS choices has useful information.
Eczema/contact dermatitis	Not if under 2 years	Seek advice and treatment from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions: Do you think your symptoms are "severe"? Are you itching all over or is the skin broken? Do you also have other symptoms for example a headache or high temperature? Have you had the rash for more than 2 weeks? Are you pregnant?
Emergency Contraception	Age restriction in place	Patient must self-present. i.e. they cannot send another person on their behalf. Telephone the pharmacy first to ensure there is a pharmacist on duty who is appropriately trained to help you. A confidential consultation will take place in the pharmacy and there is no charge for this service. Patients do not need to be registered with a Herefordshire GP for this service. See link here .
Emergency Request for Repeat Medicines	N/A	Option 1: Discuss with your usual community pharmacy Option 2: Telephone NHS 111 who will give details of any community pharmacy providing the NHS Urgent Medicines Scheme Service (NUMSAS) The patient does not have to be registered with a Herefordshire GP to receive the NUMSAS service.
Eye: Conjunctivitis (bacterial) / Red eye or crusty eyes Eyelid Styes	Not if under 2 years	Seek advice from the pharmacy unless you answer "Yes" to any of the following questions: Have you had this for more than 3 days? Does your vision seem altered or different? Do you have pain or any rash on your scalp or face? Are you pregnant or breastfeeding? Do you already have an eye condition e.g. glaucoma? Have you had eye surgery or an injury or suspect a foreign body in the eye?
Eyes –Dry eyes/ Sore tired eyes	Not if under 18 years	Seek advice from the pharmacy team unless you answer "Yes" to any of the following questions: Are you pregnant or breastfeeding? Do you have another eye condition for which you are receiving this treatment? Do you have any sudden pain, blurred vision or find it difficult looking at the light?

Haemorrhoids (Piles)	Not if under 12 years	Seek advice and treatment from the pharmacy unless you answer "Yes" to any of the following questions: Are the haemorrhoids/piles bleeding ? Have you already tried something Over The Counter (OTC) from the pharmacist which you don't feel has worked?
Head Lice	None	Seek advice from the pharmacist for advice and Over The Counter (OTC) treatment
Headache	None	Seek advice from the pharmacist unless you answer "Yes" to any of the following questions: Did the headaches start suddenly? Have you had a head injury? Have you already tried over the counter treatments? Are the headaches severe or are affecting your daily living activities? Are there any other symptoms e.g. High temperature, slurred speech or memory loss?
Impetigo	None	This is best managed through discussion with the practice - either a telephone consultation or appointment at the practice.
Indigestion/ dyspepsia	Not if under 12 years	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to any of the following questions: Have you had your symptoms for more than 5 days? Do you have any other symptoms like vomiting or difficulty in swallowing? Are you pregnant? Do you have any pain in your chest or arms? Have you lost weight recently or have coughed up blood or noticed blood in the stools?
Insect bites and stings	Not if under 3 months	Seek advice from the pharmacy for over the counter treatment unless you answer "Yes" to any of the following: Are the bites around the eye or on the face? Do the bites look infected? Do you have any other symptoms like changes to your breathing e.g. wheezing or short of breath? Are you pregnant?
Medicines Use Review (MUR) Service	N/A	Patient must self present. This is a medicines "check up" service which provides additional support on the day to day management of regular medicines including new medicines which have been started by the GP or the hospital. Support can include reminder charts, large labels, easy opening tops, checking inhaler technique, advice on simplifying medicines so that the patient better understands their medicines. See link for more information
Migraine (infrequent i.e. less than 5 times per month)	Not if under 16 years old	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to: Are you pregnant or breastfeeding? Do you have any other long term health conditions? Do your symptoms appear to be worsening? If you have become suddenly very unwell and may have other symptoms e.g. raised temperature, difficulty in talking, rash, stiff neck or feel confused then see medical advice straight away. There are a number of preparations which you can purchase over the counter but

		the pharmacy team will want to check with you that they are safe and appropriate for you to use.
Mouth Ulcers	None	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer "Yes" to: Have you had the ulcers for more than 3 weeks? If you are taking regular prescribed medicines make sure you tell the pharmacist.
Nappy rash	None	Seek advice from the pharmacy for Over The Counter (OTC) treatment but discuss with the practice if you answer "Yes" to: Is the nappy rash accompanied by a bright red, shiny rash (fungal infection)? Does the baby also have a temperature or fever?
New Medicines Service	None	This service provides support for people with long term conditions with "newly prescribed" medicines in certain categories of medicines. See link for more information.
Pain - back pain, muscular aches and pains	Not if under 20 years Not if over 55 years	Seek advice from the pharmacy for over the counter treatments such as paracetamol and/or ibuprofen in the first instance. Discuss with your practice if the symptoms <ul style="list-style-type: none"> • don't seem to be improving after about 5 days using these medicines, or • the pain stops you doing your day to day activities, or • the pain is very severe or gets worse over time, or • you are worried about the pain or are struggling to cope. If you have a history of cancer, drug abuse or are on prescribed medicines then discuss with the practice. If there is difficulty in passing urine or any numbness then you should seek medical advice immediately.
Palliative Care medicines - in usual pharmacy opening hours	None	Prescription must be taken to the pharmacy See link for more information.
Palliative Care medicines- outside usual pharmacy opening hours	None	Only the Out of Hours service has the facility to contact the "on call" community pharmacy services in order to provide emergency access to medicines. Most commonly but not exclusively these are prescriptions for palliative care (end of life) patients.
Rashes on skin including Slapped Cheek, Hand, foot and mouth	Not if under 12 months	Seek advice from the pharmacy for over the counter treatment unless you answer "Yes" to any of the following: Does the rash cover a large area of the body? Do you have a high temperature/ fever? Are there other symptoms such as breathing difficulties or ulcers on the skin surface? Have you had diarrhoea or vomiting as well? Have you had this for more than one week? Are you pregnant or have been in contact with another person with these rashes? If so telephone your practice for advice.
Repeat Dispensing Service	None	A pharmacy service where if you have regular repeat medicines the pharmacy will hold a number of prescriptions for you saving you and the practice time. This is suitable only if medicines are not changing frequently. Discuss with the community pharmacist where you usually collect your prescriptions from.

		See link for more information.
Ringworm	None	Seek advice from the pharmacy for Over The Counter (OTC) treatment but discuss with practice if the answer is “Yes” to any of the following questions: Is the rash present on the scalp? Are you diabetic? Have you tried anything for this which has not improved despite using for 2 weeks? Are you taking any regular prescribed medicines?
Scabies	Not if under 2 years	Refer to pharmacist for advice and treatment but remember all members of the household must be treated simultaneously
Sore throat/ Tonsillitis	None	Seek advice from the pharmacy unless you answer “Yes” to any of the following questions: Have you had symptoms for longer than a week? Do your tonsils appear dotted with white or yellow spots and/or do you think you have swelling of your neck glands? Are you taking any other prescribed medicines?
Stop Smoking Service	Not if under 12 years	From April 1 st 2018 the new Council Stop Smoking Service will be a targeted support service. The target groups and referral routes identified for this service are: <ul style="list-style-type: none"> • Pregnant smokers • People referred under the pre-op health optimisation pathway • Patients and staff in WVNHS and 2Gether trust as part of NHS Smoke Free • People in identified high risk groups through surgery based information or through Health Checks Contact details for this service to enquire are: Phone: 01432 383567 Email: Healthylifestyle.trainerservice@nhs.net If persons are provided with vouchers for stop smoking medicines as part of this service then these vouchers can be taken to participating pharmacies details of which can be found Stop Smoking Support - Herefordshire CCG
Sunburn	None	Seek advice from the pharmacy for over the counter treatment unless you answer “Yes” to any of the following: Do you have blistering or swelling of the skin? Do you have a high temperature of 38°C (100.4°F) or above? Do you have chills, a headache or are feeling sick?
Sun protection	None	You can refer to the pharmacy team for advice and for Over The Counter (OTC) treatments Let the pharmacy team know if you are taking any other medicines.
Sweating (excessive)		Refer to pharmacy for advice and for Over The Counter (OTC) treatments unless the answer is “Yes” to any of the following: Is the skin broken, appears infected or cover a large area?
Syringe Needle Exchange Scheme	Not if under 18 years	Persons or their representatives can present for this scheme. This is available only during usual pharmacy opening hours. There is some limited information the person presenting will be required to complete. See link for more information
Teething	None	Refer to pharmacy for advice and for Over The Counter (OTC) treatments unless the answer is “Yes” to any of the following: Is the child is also generally unwell/poorly?

		Is there a rash anywhere other than on the face?
Threadworm	Not if under 2 years	N.B. All members of the family will need advice and treatment at the same time. Refer to pharmacist for advice and Over The Counter (OTC) treatments unless the answer is “Yes” to the any of the following: Is anyone in the family pregnant or breastfeeding? Has anyone in the family recently returned from travelling abroad? Have you already tried something over the counter and it doesn’t seem to have worked?
Thrush Vaginal (itching, soreness, stinging, vaginal discharge may be present)	Not if under 16 years Not if over 50 years	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer “Yes” to any of the following: Are you pregnant or breastfeeding? Are you diabetic? Is this the first time you have had this, or alternatively are you regularly suffering with this condition?
Thrush Mouth/Oral (an infection in the mouth with a white spots which may be painful, red, sore and altered taste)	Not for Babies under 4 months	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer “Yes” to any the following: Are you regularly suffering with this? Are you diabetic? Let your pharmacist know if you are on other prescribed medicines.
Travel Sickness	Not if under 3 years	Seek advice from the pharmacy for Over The Counter (OTC) treatment unless you answer “Yes” to any the following: Are you pregnant or breastfeeding? For symptoms now: Do you have other symptoms such as severe vomiting, loss of balance or these symptoms which appear to be worsening? For prevention of travel sickness: If you suffer from certain other long term conditions please tell your pharmacy team so that they can advise you on which preparations are safe and appropriate for you.
Warts and Verrucae	None	Refer to pharmacist for advice and treatment unless Over The Counter (OTC) treatments have already been tried. Discuss with your practice if you are diabetic, the warts are on the face or genitals; or an existing wart changes shape, bleeds or the wart is painful.