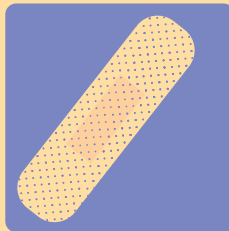


The NHS Minor Ailment Service at your community pharmacy



A service for people who don't
pay prescription charges.



 **Scottish
Consumer Council**
Making all consumers matter

**This leaflet is produced by the Scottish Executive Health
Department, with the help of Health Rights Information Scotland,
a project of the Scottish Consumer Council.**





The **NHS Minor Ailment Service** at your community pharmacy

A service for people who don't pay prescription charges.

Who is this leaflet for?

If you don't pay for your prescriptions, this leaflet is for you.

What is the NHS Minor Ailment Service?

- Everyone can go to their pharmacist for advice or to buy a medicine for a minor illness or complaint.
- But this is an NHS service for people, including children, who don't pay prescription charges.
- It means that if your pharmacist thinks you need it, they can give you a medicine for a minor illness or complaint without you having to pay for it.
- It will save you making an appointment with your GP simply to get a prescription for a minor complaint.

Who is the service for?

You can use the NHS Minor Ailment Service if:

- you are registered with a GP surgery in Scotland,
- you don't pay for your prescriptions, and
- you don't live in a nursing or residential care home.





How does it work?

- The NHS Minor Ailment Service is available from all community pharmacies in Scotland.
- You register for the service with the community pharmacy of your choice.
- You don't have to make an appointment. You can go along at a time that suits you.
- Your consultation will always be with a pharmacist.
- Your pharmacist will offer you advice. If you need a medicine or a product to treat your symptoms, you will be given this free of charge.

You will still have to go to your GP if:

- your pharmacist suggests you should, or
- you need a medicine that you can only get with a prescription from your GP.





How do I register?

- You can register for the NHS Minor Ailment Service at a community pharmacy of your choice. You can do this at any time.
- Your pharmacist will ask you for some details - your name, date of birth, and postcode. He or she will also check whether you pay for your prescriptions.
- Your pharmacist completes a form which you must sign to register for the service.
- You will be asked to mark the reason why you don't pay for your prescriptions on the form. Your pharmacist may ask you for proof, for example, your maternity or medical exemption certificate. Try to remember to bring this information with you.
- Your pharmacist will complete a separate form for each member of your family, including children.
- You can only register with one community pharmacy at a time for the NHS Minor Ailment Service.
- If you want to go to another community pharmacy for the NHS Minor Ailment Service, you can. But you will need to register with the new pharmacy.
- If you do register with a new community pharmacy, you will no longer be registered at the pharmacy where you were registered before.





What does the service offer?

- You will be able to get advice and free treatment (if you need it) from your community pharmacist for minor illnesses and complaints such as:

acne

athlete's foot

backache

cold sores

constipation

cough

diarrhoea

earache

eczema and allergies

haemorrhoids (piles)

hay fever

headache

head lice

indigestion

mouth ulcers

nasal congestion

pain

period pain

thrush

sore throat

threadworms

warts and verrucae

- Your pharmacist, like your doctor, can only give out certain medicines and products free of charge. You may not get the medicine or product that you would normally buy.
- If your pharmacist feels that it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP.





Can I still go to my GP?

- Yes. You can still make an appointment with your GP if you prefer.

Can I still go to other pharmacies?

- Yes. You can still use other pharmacies to buy medicines or to pick up your prescriptions.
- But remember, you can only use the NHS Minor Ailment Service at the community pharmacy you've registered with.

What if I'm not happy?

- If you are not happy with the service you are given, speak to your community pharmacist.
- If you are still not happy after you've done this, you can make a complaint. The leaflet **Making a complaint about the NHS** explains how to do this. You can get the leaflet from most NHS services, or at www.hris.org.uk.

How to find out more

For more information about anything in this leaflet, contact:

- your local community pharmacy
- your GP or another member of NHS staff involved in your care
- the NHS Helpline on **0800 22 44 88** (calls are free), or
- your local citizens advice bureau (find your nearest bureau on the internet at www.cas.org.uk or in your local phone book).



Further copies of this document are available, on request, in audio and large print formats and in community languages, please contact:

اس دستاویز کی مزید کاپیاں آڈیو کیسیٹ پر اور بڑے حروف کی چھپائی میں اور کمیونٹی کی زبانوں میں طلب کیے جانے پر دستیاب ہیں، برائے مہربانی اس پتے پر رابطہ کریں:

এই ডকুমেন্ট-এর (দলিল) অতিরিক্ত কপি, অডিও এবং বড়ো ছাপার অক্ষর আকারে এবং সম্প্রদায়ের ভাষায় অনুরোধের মাধ্যমে পাওয়া যাবে, অনুগ্রহ করে যোগাযোগ করুন:

Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànanain coimhearsnachd. Cuir fios gu:

इस दस्तावेज़/कागज़ात की और प्रतियाँ, माँगे जाने पर, ऑडियो टैप पर और बड़े अक्षरों में तथा कम्प्यूनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਆਡਿਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

此文件有更多備份，如果需要，語音版本和大字體版本及少數種族語言版本也可提供，請聯絡：

يمكن أن تطلب النسخ الأخرى من هذا المستند كالتسجيل الصوتي والخط الكبير ونسخ بلغات أخرى، يرجى الإتصال على:

Aby otrzymać niniejszy dokument w innej wersji językowej, na kasecie lub w wersji z powiększonym drukiem, prosimy o kontakt:

Telephone 0131 244 2631

This information is available on the Scottish Executive website at www.scotland.gov.uk and on the NHS 24 website at www.nhs24.com.



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