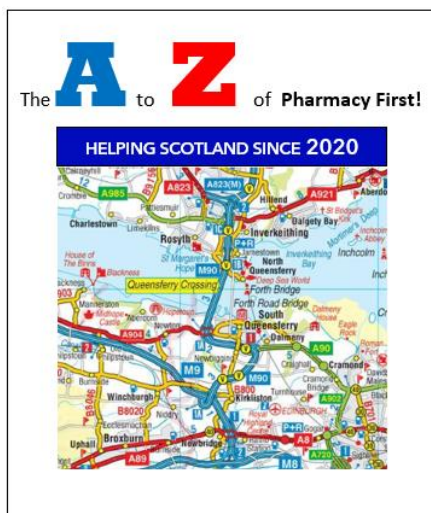




This is the **SECOND** in a series of **FACTSHEETS** covering....




C is for:

- **C**ommon Clinical Conditions frequently treatable via Pharmacy First include **eyes, ears, skin, scalp, mouth, digestive tract, bladder, travel sickness, allergies, hayfever, pain, certain fungal viral and parasitic infections**. Ensure you and your team know what's treatable and how to help patients avoid unnecessary visits to the GP or hospital – see the latest Approved List here: <https://www.nss.nhs.scot/pharmacy-services/pharmacy-services/nhs-pharmacy-first-scotland-pfs/>
- **C**ustomer conversation openers - **“let me just take down some details so I can help you better...”**, or **“let me take some details while you’re waiting to see the Pharmacist...”** as early as possible
- **C**ommunity Pharmacy Scotland - CPS also have a useful Pharmacy First Hub of information: <https://www.cps.scot/nhs-pharmacy-first-scotland>

D is for:

- **D**isallowed items – **1 in 20 dispensed items put through Pharmacy First are being disallowed** and not paid because they're not the Approved List, This means you're **not getting reimbursed** for the item, and it **doesn't count** towards your Pharmacy First activity target! Please pick items on your PMR exactly as listed on the Approved List; if your PMR doesn't allow you to, please report this to your Area Manager or PMR provider for investigation.

FUN PHARMACY FACT!



The Australian actor **Chris Hemsworth** who played Thor in several Marvel 'Avengers' movies was working in a pharmacy prior to becoming famous. One of his tasks was to sterilize breast pumps after women returned them to the pharmacy!

This info is also attached as a PDF to make it easy to print off and keep handy in the pharmacy.

Kind regards,

The Community Pharmacy Development Team & NHS Lothian Community Pharmacy Champions

www.communitypharmacy.scot.nhs.uk

Twitter: @nhslocommpharm