



Treatment Vouchers  
can be obtained from:

- All Community Pharmacies
- All GP Practices
- Walk-In-Centre
- Croydoc
- Rainbow Centre



Oct 2009



Important

Your pharmacist is providing treatment and advice under the Pharmacy First Scheme in line with the symptoms you have described. Your local community pharmacist is available to provide advice on all medicines, whether prescribed or purchased. Pharmacy First is only for minor ailments. If your symptoms persist or are more severe you should seek advice from your doctor.

Help and advice is also available from:

NHS Direct  
24 Hour advice helpline  
Telephone 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**NHS**  
**Croydon**

Headquarters, Leon House  
233 High Street, Croydon, Surrey, CR0 9XT

Feel better fast  
VISIT YOUR  
**PHARMACY FIRST**



Toothache  
Contact dermatitis

Colds

Head lice

Back pain

Haemorrhoids

Constipation

Earache

Diarrhoea

Thrush

Headache

Athlete's foot

Sore throat

Mouth ulcers

Warts & verrucas

Indigestion

Nappy rash

Cold sores

Cystitis

Scabies

Ear wax

Fever

Acne

Toothache

Conjunctivitis

Threadworm

Soft tissue injury

Insect bites/stings

Hayfever & allergies



**Croydon**

## What is Pharmacy First ?

If you are suffering from any of the ailments listed here, you can visit your pharmacy first for NHS treatment. They will give you the appropriate advice and medication if required. There is no need to make an appointment.

Many of our pharmacies now have consultations rooms if you wish to have a private discussion.

## How Does Pharmacy First Work?

If you are suffering from any of the conditions included in 'Pharmacy First', then you should visit your local community pharmacy. The pharmacist will be able to provide advice and medicines if appropriate in the same way as your GP.

You will be asked some questions about your condition. If the pharmacist considers it necessary you may be referred to the GP for further advice.

## Minor ailments

### Ailments included in the scheme:

Acne	Head lice
Athlete's foot	Headache
Back pain	Indigestion
Cold sores	Insect bites/stings
Conjunctivitis	Mouth ulcers
Constipation	Nappy rash
Contact dermatitis	Scabies
Colds	Soft tissue injury
Cystitis	Teething
Diarrhoea	Threadworm
Earache	Toothache
Ear wax	Thrush
Fever	Sore throat
Haemorrhoids	Warts & verrucas
Hayfever & allergies	

## Questions and Answers

### Q Will I have to pay?

A You can get your medicines free if you do not normally pay for prescriptions.

### Q What does your pharmacist need?

A Proof of your prescription exemption, if you are exempt from paying prescription charges.

To be able to carry out a full assessment of your condition you must go to the pharmacy in person. If a child is suffering from a minor ailment the pharmacist may be able to carry out the assessment with the main carer. The pharmacist will decide if this is appropriate.

### Q Am I eligible for Pharmacy First?

A The scheme is currently available to patients living or working in Croydon, including parents and carers.

### Q Will I always get treatment for my complaint?

A You will definitely be given advice, and treatment if necessary. Sometimes you may not need medicines. If this is the case your pharmacist will give you advice on how to deal with your symptoms. If it is appropriate you will be given the right medicines. These are for YOU ONLY, it may not be right for anyone else, even if they have similar symptoms.

