

Woodstock Surgery

Community Pharmacy Consultation Service

This is a new service to enable you to be seen more quickly via your local pharmacist for the treatment of minor conditions.



We are introducing a new, same-day, GP community pharmacy consultation service to help you receive quality care and support for minor health conditions, more quickly through accessing care via your community pharmacist.

This service is in line with the Oxfordshire Clinical Commissioning Group policy on self-help. Items that are available over the counter are not appropriate for prescribing by your Doctor.

This is for minor illnesses and injuries such as:-

- Ankle, foot, knee, lower leg, or arm swelling or pain
- Athlete's foot
- Allergic reactions
- Bites or stings
- Coughs and colds
- Eye infections
- Headaches
- Lower back pain
- Mouth ulcers and blisters
- Rashes
- Sore throat
- Shoulder pain

How does the new service work?



To watch a video that explains how this new service works, click on the link below:
<https://view.vzaar.com/22504178/player>

Now when you contact us regarding a minor condition, after discussing your condition and where appropriate, our receptionist will offer you the option of having an appointment with your community pharmacist.

Community pharmacists are highly qualified and experienced in providing clinical advice and care (including recommending over the counter treatments) for minor injuries and conditions. They will offer you a same-day consultation via the phone, or in person, which can be arranged quickly and at a time to suit you.

Your pharmacist will take your medical history, ask about your symptoms and any current medication you might be taking. Following the consultation, the pharmacist will offer you self-care advice and if appropriate, offer you an over-the-counter product. The pharmacist will make a record of the outcome of your consultation and send it to your GP.

If having given you advice/treatment, your pharmacist identifies you need further specialist help they will be able to refer you back to your GP, or onto another health service for support.

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor condition, following a call to NHS 111 and through GPs around the country who have been piloting this service.

Evidence from these pilots shows advice provided by community pharmacists results in the same outcome, as if the patient went to see their GP, or attended an emergency department.

Advantages for patients using the new GP Community Pharmacy Consultation Service

- Community pharmacies are local, open longer hours than the GP practices and can offer you the same consultation outcome at a time that is more convenient for you either on the phone, in person or through a video consultation.
- If the pharmacist thinks you need to see the GP or other health professional, they can help arrange an urgent appointment for you.
- This will help ensure as patients you receive the right care, in the right place, with the right person and at the right time.
- Introducing this new service, frees up GP appointments for those people with more complex symptoms who really need to see a GP.