

What happens if I lose my registration card?

In the event you lose your card, you will need to re-register for the service and explain to the pharmacist that you have lost your card.

Don't forget, you will need to bring proof that you do not pay for your prescriptions.

It is important to remember that:

- Without a valid registration card, you will not receive treatment under the service.
- The service does not provide medicines for the store cupboard, or for 'just in case'. Medicines will only be provided if considered appropriate by the pharmacist for current health problems.
- Any abuse of the service will result in termination of registration.
- The patient should always be present at the pharmacy consultation. Medicines will not be provided in the patient's absence.
- If a pharmacist considers that the patient needs to be referred to the surgery, they will not 'jump the queue' at the surgery, but will be allocated an appointment in line with that surgery's reception protocols.

If you require any further information please contact:
NHS Cambridgeshire's Patient Advice & Liaison Service (PALS).

PALS

Patient Advice and Liaison Service

☎ 0800 279 2535 (FREEPHONE)

☎ 01223 884418

✉ pals@cambridgeshire.nhs.uk

This leaflet can be made available in braille or other languages upon request. Please contact NHS Cambridgeshire's Patient Advice and Liaison Service on 0800 279 2535.

This document has been based on information taken from Nottingham City Primary Care Trust.



Cambridgeshire Minor Ailments Service



Patient guidance on using the new Cambridgeshire Minor Ailments Service

What is a minor ailment service?

A minor ailment service allows you easy access to advice and treatment from your Community Pharmacy. This service complements existing GP and Out of Hours services and may save the need for an appointment.

If you are normally exempt from paying prescription charges, you can still get your medicines free.

What is a minor ailment?

Minor ailments are conditions that can be self-treated with medicine available over the counter from your Community Pharmacy.

If you or a member of your family suffer from one of the following minor ailments, you can choose to be seen by your local pharmacist, as an alternative to an appointment at the surgery.

- Constipation
- Coughs
- Diarrhoea
- Temperature
- Head Lice
- Nasal Congestion
- Sore Throat
- Conjunctivitis
- Earache
- Headache
- Hay Fever
- Thrush
- Indigestion & Infant Gripes
- Fungal Skin Infections
- Thread Worm
- Cold Sores
- Nappy Rash

Can everyone use the service?

To be eligible to use Cambridgeshire minor ailments service you and your family members must be:

- Exempt from prescription payment
- Registered with an NHS Cambridgeshire GP practice.

Patients who usually pay for their prescription medicines may still consult the pharmacist for health advice, but will be required to pay for any medicines they purchase over the counter.

This will usually be less than the NHS prescription charge.

No treatment can be provided for children of less than 3 months of age. Babies less than 3 months old should be treated by their GP.

There is no upper age limit so older family members may be included, and of course all children up to 16 years of age and students up to 18 years are eligible to use the service.

How do I use the service?

When you or an eligible family member need to use the service, you must register with a participating Community Pharmacy.

You need to bring proof that you do not pay for your prescriptions. You might have an exemption certificate or for children under the age of 16 you might choose to bring along their birth certificate or passport.

The pharmacist will complete a registration form and provide you with a registration card. You **MUST** bring this to the pharmacy **every time** you need to use the service. Without a valid registration card, you will not be able to receive treatment under the service.

After you have registered for the service and providing you show your registration card to the participating pharmacy, you and your eligible family members can visit your pharmacy to receive advice and treatment for the minor ailments listed in this leaflet when appropriate.

It is important that you advise the pharmacy at your next visit if there is any change in your circumstances, for example if you return to paid work, cease to be a student, or are no longer exempt from prescription charges.

Can I go to any pharmacy?

A list of participating pharmacies in your area is available from Community Pharmacies and GP surgeries.

Alternatively you can check by contacting NHS Cambridgeshire 01223 884056.