

# Community Pharmacy Minor Ailment Scheme



## FAQs

### Is the service confidential?

Yes, everything you say in the pharmacy is confidential.

### Will I need an appointment to be treated in the pharmacy?

One of the great things about this scheme is that you do not need an appointment. You can just pop in when you need to.

### \*Will I have to pay for my advice and treatment?

Pharmacies are able to offer free advice to everyone, so please remember to use your local pharmacy for help and guidance.

Also, if you do not normally pay a prescription charge, pharmacies are able to provide you with advice and/or medicines for minor conditions free of charge.



### Can I go to any pharmacy?

Yes, pharmacies in Cumbria are taking part in the scheme, so pop into your local pharmacy or visit [www.cumbriaccg.nhs.uk](http://www.cumbriaccg.nhs.uk) for more details

### Feedback

If for any reason you are not satisfied with the treatment or service you have received from this scheme; or if you have any comments, complaints or feedback for this service, please let us know by informing the pharmacy involved.

### Health advice

For health advice or information concerning your medication please contact your local community pharmacy, GP surgery or visit NHS Choices website [www.nhs.uk](http://www.nhs.uk)

## for more information...

To find out more about the Minor Ailments Scheme, talk to the pharmacy or reception staff at your GP surgery today.

Pharmacies in Cumbria  
can now give free advice and  
treatment\* on a range of minor  
health problems

## How does the scheme work?

All you need to do is visit your local community pharmacy.

## What information will I be asked for in the pharmacy?

You will be asked about your symptoms and any other medication you might be taking, in order to give you the correct advice.

You will be advised the best way to manage your symptoms.

The minor ailments scheme covers a range of short term treatments (see list). You may need to be sent back to your GP if more treatment is necessary or if the condition is not covered by the scheme.

If appropriate, you will be supplied with medicine to treat your symptoms.



**Cumbria**

## What treatments does the scheme cover?

### Digestive Disorders

Indigestion  
Heartburn  
Infant Colic - Counselling only  
Constipation  
Diarrhoea  
Haemorrhoids

### In Pregnancy

Heartburn  
Constipation  
Haemorrhoids  
Coughs and Colds  
Headache and Backache  
Hay Fever  
Head Lice

With counselling available where over-the-counter treatments are not available.

### Pain and Inflammation

### Mouth Problems

Oral Fungal Infection  
Mouth Ulceration/Inflammation  
Teething  
Oral Thrush

### Eyes

Hay Fever - Eye symptoms  
Bacterial Conjunctivitis\*  
Dry Eyes

\*children aged under 2yrs need to visit their GP

### Infections

Vaginal Thrush  
Fungal Skin Infection  
Cold Sores  
Warts or Verrucas  
Threadworm  
Head Lice  
Scabies  
Crab Lice  
Cystitis/Urinary Infections  
Athletes foot

### Skin Allergy/Itch

Hay Fever  
Acne  
Eczema  
Allergy/Itch  
Nappy Rash  
Scalp Disorders  
Bites and Stings

### Ear Wax

### Nasal/Cough Congestion

Hay Fever  
Cough  
Cold  
Flu  
Sore Throat

### Children

Pain  
Fever  
Earache  
Coughs, colds and snuffles