

Joydens Wood Pharmacy

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Opening Times

Monday 9am - 6.30pm
Tuesday 9am - 6.30pm
Wednesday 9am - 6.30pm
Thursday 9am - 6.30pm
Friday 9am - 6.30pm
Saturday 9am - 4.00pm
Closed for Lunch 1pm - 2pm

Your FREE Healthy Living Leaflet for November 2019

1. What is a minor ailment?
2. How many GP consultations are thought to be for minor ailments per year?
3. How much money does that cost the NHS each year?
4. What is the government's solution to this?
5. What is a minor ailment service?
6. Where do I need to go to use this service?
7. How qualified are community pharmacists?
8. Why should I go to the pharmacy first?
9. What if my problem is more serious?
10. What if I am not eligible for free prescriptions?



...Your first port of call

Answers on the bottom of page two

What is a minor ailment?

A minor ailment is defined as a common or self-limiting condition that can be managed without medical intervention. It would include things like coughs, colds, upset stomachs, cuts and grazes, constipation, skin conditions, sore throats etc.

It is estimated that 20% of GP consultations are for these sorts of conditions at a cost of about £2 billion to the NHS each year. This works out at around 57 million consultations annually and that time would be much better spent by the GPs caring for those patients with more serious problems.



The solution - a minor ailments service

To try to reduce the pressure on both GPs and the NHS budget, the government has been encouraging your local health services to provide minor ailment services from your local community pharmacies.

This would involve each area stipulating which conditions they wish to include in this service, and which medicines the pharmacists would

be paid to supply to the patients requiring it. As this is very confusing to patients who can get the service in one area but not another it has now been decided that a standardised service will be introduced.

Why my local pharmacy?

Local pharmacies must have a registered pharmacist operating in them and pharmacists study medicines, their uses and their effects on the human body for 4 years at university, followed by a year of practical training under a more experienced pharmacist.

So, they are amply qualified to recognise your symptoms and provide a medicine that will help ease them until you get better. Remember these illnesses are self-limiting and will usually clear up on their own. There are a number of other reasons to visit a pharmacy first:

- Most people live within a short driving distance to a local pharmacy whereas your surgery may be several miles away
- They have longer opening hours than your surgery
- You do not need to arrange an appointment to see a pharmacist
- You will generally be able to see them within minutes rather than waiting several days for a GP appointment or several hours at your local A&E department.

What if my condition is more serious?

As pharmacists are so well trained, they can recognise when your condition is more serious and requires further in-depth investigations and will refer you on to your GP, dentist, optician etc if necessary. It is always a good idea to visit your pharmacy first when you feel ill



because, as was explained above, it will save you time and worry as you may not have to see the doctor at all. Also, if you would like privacy, all pharmacies now have consultation rooms where you can discuss your concerns without anybody over-hearing your symptoms.

What if I am not eligible for free medicines?

In these circumstances, there is even more reason for you to go to

your pharmacy first. The government has removed approximately 3000 items from GPs prescribing budget so many treatments for minor ailments are no longer available on prescription.

Hence it is much simpler for you to go straight to your pharmacy and purchase the medicines they recommend, to treat your symptoms. As many branded medicines have a cheaper generic equivalent, the pharmacist or one of their team will generally suggest you use one of those.

All pharmacy staff must be trained on the basics of minor ailments and which medicines should be used to treat which conditions. They will also give you healthy living advice to help prevent you becoming ill in the future.

For more information or to use us as your first port of call, talk to a member of our trained team.



Answers: Q1, They are defined as common or self-limiting conditions that can be managed without a system that will supply certain medicines for certain conditions free of charge to patients who are eligible. Q6, Your local community pharmacy. Q7, They study medicines and their use at university for 4 years plus one year practical training. Q8, Because rather than waiting to see a GP for several days, you can get advice from a pharmacist within minutes. Q9, Then the pharmacist is trained to refer you either to a GP, dentist or optician or if it is very serious, your local A&E. Q10, You can purchase a product that will ease your symptoms until you feel better.