

# Offering patients access to the Common Ailments Service

## Who can access the Common Ailments Service?

Any patient who lives in Wales or is registered to a Welsh GP is eligible to access the Choose Pharmacy Service, the only exclusions are:

- Temporary residents whose usual address is not in Wales
- Care Home residents

## What conditions are covered?

Pharmacists can offer advice and/or treatment for 26 agreed conditions. These are:

Acne	Athletes Foot	Backache (acute)
Chickenpox	Cold sores*	Colic*
Conjunctivitis (bacterial)	Constipation	Dermatitis (acute)
Diarrhoea*	Dry Eye	Haemorrhoids
Hayfever	Head Lice	Indigestion/reflux
Ingrowing toenail*	Intertrigo/ringworm	Mouth Ulcers*
Nappy rash	Oral thrush	Scabies
Sore throat/tonsillitis	Teething	Threadworm
Vaginal thrush	Verruca	

\*advice only conditions no treatment available on NHS

## What about conditions not included (e.g. cough, cold, rash)?

Patients suffering with other conditions will not be able to access the Common Ailments Service.

They may however receive advice from the pharmacist and the option to buy medicines over the counter. If a pharmacist feels that the patient needs to be seen by the GP they will refer appropriately.

## Can everyone be referred to the Common Ailments Service?

For some conditions there are exclusions based on

- Age
- Pregnancy/breastfeeding

These vary depending on the condition and can make offering the service complicated, particularly when reception teams are handling large volumes of calls.

## Making it simple!

Since the service was implemented in October 2013, 3402 patients in the Cynon Valley have registered and received NHS advice and/or treatment for common ailments. The most common ailments presented are the following

- Conjunctivitis (Bacterial)
- Head Lice
- Hayfever
- Oral Thrush
- Sore throat
- Threadworm
- Vaginal Thrush