

# Your consultation with an NHS Community Pharmacist

**NHS**



**We are piloting a new service for people with a minor illness or who require an urgent supply of their regular medicines, to get help at a community pharmacy instead.**

If, during your initial assessment we think you will get the quickest and safest care via a consultation with a pharmacist, we will arrange that for you, so you avoid having a long wait.

Pharmacists are experts in medicines and managing minor illness. A consultation with a pharmacist means that you can be seen today at a pharmacy of your choosing.

## What happens next?

We will send your details and information about your condition to the pharmacy you have chosen.



The pharmacist will be expecting you. Once we have contacted them, all you need to do is to go to the agreed pharmacy and let the counter staff know that you have been sent by the urgent and emergency care team and that you have arrived for your consultation with the pharmacist.



You will then have a consultation and be assessed by the pharmacist in a private consultation room.



## Your chosen pharmacy details

## How will the pharmacist help?

Pharmacists are highly skilled healthcare professionals who have trained for at least five years.

**If the pharmacist reviews your symptoms and thinks you need to see another healthcare professional (eg GP, dentist, optician), they will help to arrange this.**

The pharmacist can provide advice and reassurance on how to manage your condition, as many minor illnesses get better on their own. If the pharmacist thinks you need treatment to help with your symptoms, they may recommend an over-the-counter medicine.

If you are seeing them because you have run out of your usual medicine, they can help arrange a new supply.

**The pharmacist will record the outcome of your consultation and send it to your GP to ensure your GP record is updated, including if any medicines are supplied.**



## Which pharmacy can I go to?

You can choose which pharmacy you go to, as long as it's taking part in the scheme.



## How will we use your information?

We will only use your personal information to help manage your care safely.

All of your personal information will be held securely by the NHS and will not be shared with third parties.



## Further information:

You can access further information about this service by going to the following website:

[www.england.nhs.uk/urgentandemergencyreferraltopharmacy/](http://www.england.nhs.uk/urgentandemergencyreferraltopharmacy/)

## Useful resources:

[How your pharmacy can help \(www.nhs.uk\)](http://www.nhs.uk)

[Pharmacies \(www.nhs.uk\)](http://www.nhs.uk)

[Out-of-hours-medicines \(www.nhs.uk\)](http://www.nhs.uk)

