



NHS Community Pharmacist Consultation Service

This service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to community pharmacists?		
SEASONAL SPRING SUMMER	Hayfever		
	Bee sting	Stings with Minor Redness or Minor Swelling	
	Wasp sting		
GYNAE THRUSH	Vaginal discharge Vaginal Itch or Soreness	UTI (Women aged 16 – 65 years with two of the following: Dysuria (Painful / discomfort / burning with urination) New nighttime urination (nocturia) Cloudy urine	
EYE	Conjunctivitis / Stick Eye, Eyelid Problems / Watery	Runny Eyes / Dry Eyes	Sore Tired Eyes Red or Irritable
EAR	Earache / Ear Wax / Blocked Ear /	General hearing Problems	
GASTRIC or BOWEL	Constipation Diarrhoea Nausea / Vomiting	Indigestion Hemorrhoids Rectal Pain	Heartburn Infant Colic
PAIN	Acute pain Ankle or foot pain Hip pain or Swelling Knee or leg pain	Lower back pain Lower limb pain Headache or migraine Shoulder pain	Sprains and Strains Thigh or buttock Wrist, hand, or finger pain
SKIN	Acne, spots or pimples Athlete's foot Blisters on foot Dermatitis/ dry skin Hair loss	Nappy rash Oral thrush Rash – allergy Ringworm/threadworm	Scabies Skin dressings Skin rash Warts/verrucae Wound problems
MOUTH THROAT	Cold sore blisters Flu-like symptoms Hoarseness	Mouth ulcers Sore mouth Sore throat	Oral thrush Teething Toothache
SEASONAL AUTUMN WINTER	Cold sores Coughs	Flu-like symptoms	Sore throat
	Congested, blocked or runny nose	Constant need to clear their throat	Excess mucus

As health care demands increase, we have additional ways to direct you to the most appropriate service for faster treatment. Patients often consult with their own pharmacist. We can also refer you for a consultation with a community pharmacist, based on the list above. This means the pharmacist has additional information with your consent, to provide the best possible advice. They also update your patient record and if necessary, refer you back to us should your condition warrant it.



Hints and Tips

HAYFEVER

Has already started, and it affects a lot of people, including some of the CMC Team. So we sympathise with you. The Government dictates via NICE and the ICB that we are unable to prescribe medications for Hayfever, as they are readily available from a Chemist. This includes Fexofenadine.

Please let us know if your contact details change:

Emails, Mobile Phones, Home Nos, Address.

You can do it online:

<https://clevelandmedicalcentre.org.uk/navigator/change-of-personal-details/>

Or you can complete a form at reception.

We can send you confirmations and reminders of your appointments. We can also send you links to important information, health alerts and newsletters etc.



You Asked We Actioned

Q: Is it possible to have the Glass Doors on Sapphire Road opened again.

A: The parts finally arrived and have been fitted, so the doors are back open again.

Q: Can you take more action regarding patients that do not turn up or cancel their appointments.

A: We try where possible, to send confirmations and reminders, but this only works for those patients that opt in for this service.

Where possible we try to contact patients who do not turn up. Primarily to check they are ok and or speak to them about the reasons for their non-attendance.

Obviously, this takes a lot of time on our part and diverts resources away from the phones and other tasks.

PRACTICE NEWS

We are pleased to announce that Dr Holly Ash who was a salaried GP, has accepted an invitation to become a GP Partner at the Practice.

We have also met with the new members of the Patient Participation Group, and they will be arranging sessions at the practice where you can meet them in person. Further information to follow.