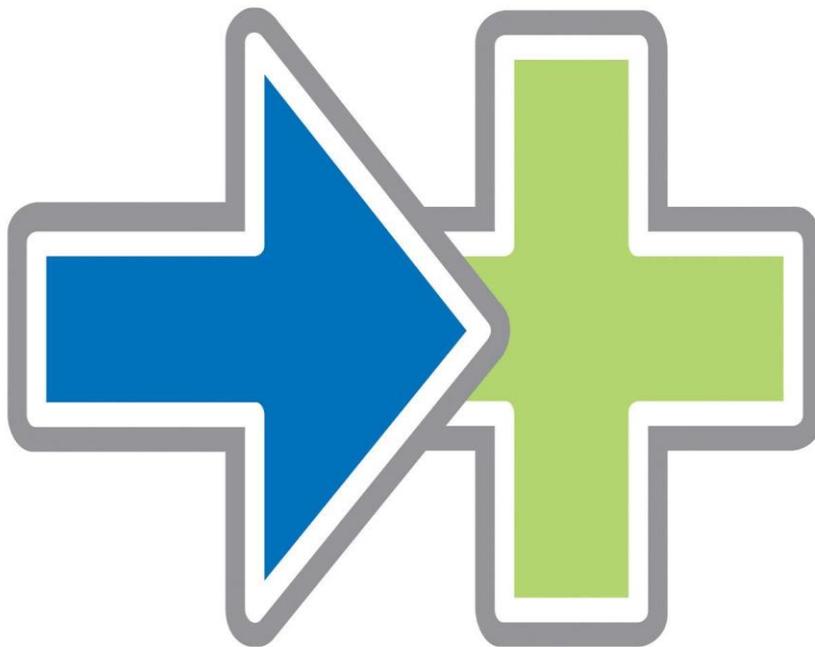




Health and Social
Care Board

**COMMUNITY PHARMACY
MINOR AILMENTS SERVICE**



Introduction

The provision of a Minor Ailments Service through community pharmacies:

- Encourages patient to self-treat minor ailments
- Supports the use of the pharmacy as a first point of call for health advice and allows the pharmacist to make more use of their professional skills
- Improves patient accessibility to treatment without the need of an appointment
- Provides an alternative to a GP consultation for minor ailments, allowing GPs more time for patients with more complex medical needs
- Benefits other parts of the healthcare service particularly Emergency Departments and Out-Of-Hours medical services.

Treatment Algorithms

The algorithms must be used by the pharmacist as a guide to patient identification, signs and symptoms and treatment options. They are not meant to dictate treatments but are to be used to support clinical decisions. They are in no way to be used to negate a pharmacist's clinical / Professional judgment.

Product information e.g. dose, duration and age range should be checked at time of use. As products are at all times subject to change it is advisable to check the formulary on a regular basis. The formulary can be accessed via the minor ailment pages on the BSO web site

<http://www.hscbusiness.hscni.net/services/2055.htm>

Professional Responsibility

- At all times the pharmacist will be required to preserve patient confidentiality in line with their responsibilities as members of the Pharmaceutical Society of Northern Ireland and GDPR regulations May18.
- At no point does this Service abrogate the professional responsibility of the individual pharmacist. They must use their professional judgment at all times.
- The Responsible Pharmacist on a given day is responsible for ensuring consultations are delivered according to the Service Specification
- Complaints should be dealt with via the standard procedures for the participating GP surgeries and Pharmacies.