

# Patients Forum Workshop

Stopping prescribing medicines you  
can buy yourself

5<sup>th</sup> December 2019,  
Leigh Cricket Club



# SELF-CARE

Looking after yourself to improve/maintain health



## WHEN TO USE SELF-CARE...

### MINOR ILLNESSES

- Cold
- Flu
- Indigestion
- Back pain
- Headaches
- Skin complaints



### MINOR INJURIES

- Muscle pulls
- Strains
- Back pain



### RECOVER WITH

- Rest
- Fluids
- Medication
- Good diet
- Exercise
- Stop smoking
- Less alcohol
- Hot/cold compression
- Bandages



# Objectives

- Why are we promoting self care?
- What is self care?
- Which conditions, patients and services does this affect?
- What is happening in Wigan?



**Conditions for which over the counter  
items should not routinely be prescribed  
in primary care:  
Guidance for CCGs**



# Self Limiting Conditions

- Get better on their own
- Don't need treatment
  - Cold sores
  - Conjunctivitis – bacterial and viral
  - Coughs and colds
  - Cystitis
  - Nasal congestion
  - Sore throat



# Minor conditions

- Don't need medical advice
- Can buy treatment





# Minor conditions

Mild, Moderate or infrequent....

- Acne
- Burns and scalds
- Constipation (<2 weeks)
- Cradle cap
- Dandruff
- Diarrhoea in **adults (not children)**
- Dry eyes/sore tired eyes
- Dry skin
- Earwax
- Excessive sweating (hyperhidrosis)
- Fungal nail infections – GM addition
- Haemorrhoids
- Hay fever/seasonal rhinitis
- Head lice
- Indigestion and heartburn
- Infant colic
- Insect bites and stings
- Irritant dermatitis
- Migraine
- Mouth ulcers
- Nappy rash
- Oral thrush
- Pain e.g. aches and sprains, headache, period pain, back pain
- Prevention of dental caries
- Ringworm/athlete's foot
- Sunburn
- Sun protection (except ACBS criteria)
- Teething/mild toothache
- Threadworms
- Travel sickness
- Warts and verrucae



# Exceptions

- It's not minor and/or
- It's not self-limiting
- The patient isn't able to safely self-care
- There is no licensed Over the Counter (OTC) product





# Who needs to follow the guidance?

- GP Practices
- Pharmacies
- Opticians
- Dentists
- Urgent treatment centre
- Walk in centre
- Out of hours
- Accident & Emergency (A&E)

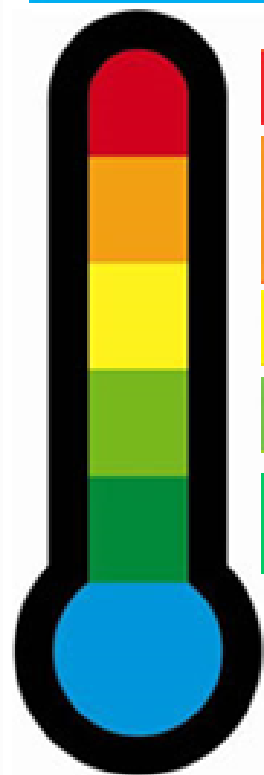
- District nurses
- Midwives
- Health visitors
- Advance Nurse Practitioners (ANPs)
- Community matrons
- .....

.....EVERYONE



# Choose well

*Helping you get the right treatment*



A&E or 999

Minor Injuries Unit (MIU)  
or Walk-in Centre (WIC)

GP

Your local pharmacy

NHS 111

Self care

With a number of different NHS services available it can be quite difficult to know where exactly to go to get the right treatment for you, your family and your friends.





# Engagement - patients

- People who cant afford it
- Elderly and children
- Those with long-term conditions
- Vulnerable patients e.g. Learning Disability
- Pre-payment certificates
- Care Home residents





# Engagement – Health Care Professionals

- People who cant afford it
- Children/elderly/vulnerable patients
- Patient harm
- Increased workload
- Inconsistent application
- Patient complaints



# Greater Manchester exception

- The person cannot afford to self-care
- We will have a Pharmacy Minor Ailment Scheme for low-income families





# Communication



# Patient safety/Workload

Your pharmacy team  
are healthcare experts  
who can advise on minor  
health concerns right  
there and then

**STAYWELL**



Prameet Shah, Community Pharmacist



# Implementation

We are implementing 30 of the 36 conditions first. These are the conditions where we don't think a lot of prescribing happens now.

After that we'll move onto the following 6 conditions:

- Acute Pain
- Dry Skin
- Hay Fever (around Feb, March time)
- Dry Eyes
- Indigestion
- Heartburn



# Complaints





# Recommendations

- Do an Equality Impact Assessment (EIA) and take actions ✓
- Exemptions to address affordability ✓
- Clear guidance ✓
- Public campaign ✓
- Minor ailment scheme ✓
- Safeguards for people who might not seek treatment or advice from GP ✓
- Engagement with pharmacy ✓
- Engagement with opticians ✓
- Engage with doctors ✓



# Recommendations

- Work with schools
- Patient education







# Thank you!

Please join us for our next Patient Forum Workshop

NHS Finance

Thursday 20<sup>th</sup> February 2020,

6pm – 8pm

Sunshine House, Wigan

