

About Pharmacy First

Pharmacy First offers you the chance to see your pharmacist without an appointment and if necessary, get the same medicines your Doctor would have given you for the problems. Your Pharmacist is a qualified healthcare professional who can help with your health problems.

Can I join this scheme?

Yes, if you are registered with a doctor in Nottingham City and you are exempt from prescription charges. If you pay for your prescriptions, the pharmacist will still be able to help you with your health problems, but you will need to pay for any medicines supplied. No treatment can be provided for children of less than 3 months of age under the scheme. Babies less than 3 months old should always be treated by their GP.

How do I join Pharmacy First?

If you go to any participating pharmacy in Nottingham City, and ask to join the Pharmacy First scheme the staff will be pleased to help you. Look out for the Pharmacy First sticker on the door, or a poster in store, which indicates that they are participating in the scheme. The pharmacy staff will ask if you are exempt from prescription charges. If you are, then they will ask to see the evidence you would normally provide when you have a prescription from the doctor. They will then ask for your details, including your name, address, postcode, date of birth and the name of your doctor. All this information will be added to a voucher book. You can also register all the eligible members of your family living at the same address as well. You will be asked to sign the voucher book which you will be given to keep. If you are a parent or guardian of a child (under 16 years old) you may register your child with a participating pharmacy, even if you pay for prescriptions. He/She will need to be with you when you see the pharmacist. Once you have registered with a pharmacy you are then free to use any of the pharmacies in Nottingham City whenever you need help, advice or medicines for future health problems, which are covered under the Pharmacy First scheme.

How does Pharmacy First work?

Once you have registered, the pharmacist will talk with you and offer advice, and if appropriate treat you with the same medicines as your Doctor would have chosen.

What if I don't want to use Pharmacy First?

If you do not want to use Pharmacy First your surgery will make an appointment in the normal way.

What if the Pharmacist thinks I need to see the Doctor or Nurse?

The Pharmacist will decide if they can treat you or whether you should see a Doctor or Nurse. If they think you need to see the Doctor or Nurse, the Pharmacist will provide you with a referral slip for you to take to your surgery. This will indicate to your surgery that you have already been to the pharmacy, and the reason you have been referred to them.

Derby Road NHS Health Centre

336 Derby Road, Lenton, Nottingham NG7 2DW

Tel: 0115 837 7987

If you need health advice, have concerns, or don't know where to turn you can call PALS (Patient Advice and Liaison Service) on 0115 912 3320 or Freephone 0800 183 0456 or Email: pals@nottinghamcity.nhs.uk.

PALS are available Monday - Friday between 9am and 5pm except Bank Holidays. You can also visit the PALS website at www.nottinghamcity.nhs.uk/have-your-say/pals.html

If you wish to write to them send your letter(s) to: PALS, NHS Nottingham City, 1 Standard Court, Park Row, Nottingham NG1 6GN

SELF-CARE

GP SURGERY

A&E OR 999

Make the right choice for you and your child.

Derby Road Health Centre

NHS

Stop and Think...

A&E and 999 services are for emergency and life threatening conditions only.

If your child is ill or injured, there are a range of options available.



Self care using your local Pharmacist.



The best choice to treat very minor illnesses, ailments and injuries.

Self care is how you can treat your child's very minor illnesses and injuries in your own home simply combining a well stocked medicine cabinet with support and advice from your Pharmacist and the services below when required

Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local pharmacist. For more information on the Pharmacy First scheme refer to the back of this leaflet.



Pharmacy First Service

Pharmacy First aims to improve patient access to GP appointments by encouraging patients with certain minor ailments to use the pharmacy for treatment rather than making an appointment at the surgery.

This will relieve the pressure on current appointment schedules and allow those patients with more urgent or serious needs to see the GP sooner. The scheme covers the whole of the NHS Nottingham City area including community pharmacies and all GP practices.

Burrows & Close Pharmacy 334 Derby Rd, Lenton NG7 2DW Tel: 0115 978 7169	Mon-Fri 8.45am - 6.00pm Sat 8.45am - 1.00pm Sun Closed
--	--

Lloyds Pharmacy 103/5 Hartley Road, NG7 3AQ Tel: 0115 978 5826	Mon-Fri 9.00am - 6.00pm Thu 9.00am - 1.00pm Sun Closed
--	--

Applegate Pharmacy 132 Alfreton Road, NG7 3NS Tel: 0115 978 5744	Mon-Fri 9.00am - 6.00pm Sat Closed Sun Closed
--	---

Burrows & Close Pharmacy 72 Ilkeston Road, NG7 3GQ Tel: 0115 978 3389	Mon-Fri 9.00am - 6.00pm Sat 9.00am - 1.00pm Sun Closed
---	--

Make an appointment with your GP for medical advice.



For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.

Your GP can treat your child's illnesses or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment.

We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.



Derby Road Health Centre

Open Monday, Wednesday & Thursday 8am - 6.15pm and 7am - 6.15pm on Tuesday & Friday.
Closed Saturday/Sunday.

Calls to the surgery outside normal surgery hours will be answered by the NHS Direct service.

Telephone: 0115 837 7987



Out of Hours Help

Calls to the surgery out of hours will be answered by a qualified Nurse who can advise you on what to do next. You may be asked to attend NEMS in Lenton on the junction of Triumph Rd and Derby Road.



Alternatively call **111** for non life threatening conditions.

For serious illnesses, injuries and conditions that may be life threatening choose A&E or 999.



Do I really need to attend A&E or call 999?

Many visits to A&E can be resolved by other NHS services. If your child's condition is not critical then please choose another service to get them the best possible treatment.

If the child's condition is not serious and the surgery is closed you may wish to consider one of the two 'walk-in' clinics in the city. See below for details of the Nottingham City NHS Walk-In Clinics.



When to go to A&E

For all serious conditions such as broken bones, burns or blood loss go straight to your nearest A&E.

A&E Means Accident & Emergency NOT Anything & Everything!



When to call 999

Always call 999 if someone is seriously ill or injured, and their life is at risk. Examples of when to call 999 include (but not limited to):

- chest pains
- severe breathing problems
- severe loss of blood
- unconsciousness
- severe burns or scolds
- fitting or concussion
- choking
- severe allergic reactions



Walk-in Clinics in Nottingham City
Open 365 Days a Year!

Nottingham NHS Walk-In Centre

Seaton House (City Link)
London Road
Nottingham NG2 4LA

Tel: 0115 883 8500 Open 7.00am to 9.00pm

Nottingham City NHS Walk-In Centre

79a Upper Parliament Street
(Near the Theatre Royal)
Nottingham NG1 6LD

Tel: 0115 883 1960 Open 8.00am to 8.00pm