

Pharmacy Minor Ailment Scheme Flow Chart

Patient requests an appointment with a GP?



Has the patient requested to see a GP about one of the conditions listed below?

Athletes Foot	Dermatitis / Allergic Rash	Heartburn and Indigestion	Sunburn
Bites, Stings and Allergies	Diarrhoea	Infant Decongestion	Threadworms
Cold and Flu	Dry Skin (Simple Eczema)	Mouth Ulcers and Teething	Vaginal Thrush
Cold Sores	Earache, Pain and Headache	Nappy Rash	Warts and Verrucae
Conjunctivitis	Earwax	Oral Thrush	
Constipation	Fever	Scabies	
Cough	Haemorrhoids	Sore Throat	
Cystitis	Hay fever	Sprains and Strains	



Yes



No

Ask the patient if they would like to participate in the Pharmacy Minor Ailment Scheme (PMAS)? *(Always offer a choice)*
Is the patient eligible for the service?

1. Registered with a GP in the Sandwell and West Birmingham CCG area
2. Exempt from prescription charges

Patient is offered an appointment to see a GP as requested



- Hand patient a PMAS leaflet, explaining the scheme
- Refer patient to their regular Pharmacy or local participating Pharmacies



Patient has a confidential consultation with the pharmacist



Patient given advice **or** advice and treatment

Patient unsuitable for treatment under the PMAS and referred back General Practice



Pharmacy Minor Ailment Scheme

Quick reference guide

Much of the UK population experiences symptoms of minor ailments every day. Most people take responsibility for dealing with their symptoms by self-care and self-medication. In the year to June 2017, the NHS spent approximately £569 million on prescriptions for medicines for treating conditions that are self-limiting or lend themselves to self-care. If these consultations were handled by a pharmacist, the NHS could, better allocate resources to higher priority areas that have a greater impact for patients. It is vital that the NHS achieves the greatest value from its finite resources.

Sandwell and West Birmingham Clinical Commissioning Group are currently operating the minor ailment scheme through some of our pharmacies for our population. The scheme is a follow up to the NHS England Pharmacy First scheme.

Community Pharmacy services are increasingly being highlighted nationally as part of the NHS response to managing increasing demand and complexity.

Community Pharmacy has been identified as having a potential role in managing winter pressures and establishing a network of community pharmacies could help manage surges in demand in both the summer (e.g. by provision of medicines for hay fever) and winter (e.g. by supporting self-care for winter ailments).

The NHS England Call to Action programme has identified a role for community pharmacy in the transformational agenda by playing a significant role in urgent and emergency care and improving access to general practice.

The Pharmacy Minor Ailments Service is primarily designed as a “walk in” service so that patients exempt from prescription charges of all ages can access self-care advice for the treatment of minor ailments and, where appropriate, be supplied with over the counter medicines, without the requirement to attend their GP practice for an appointment and prescription.

This scheme is available to patients exempt from prescription charges who are registered with a general practitioner in the Sandwell & West Birmingham CCG area. Patients can access the scheme up to a maximum of **6 times** in a 12-month period.

The Minor Ailments Service aims to:

- Support patients to self-manage their condition and recover quickly from episodes of ill health that are suitable for management in a community pharmacy setting
- Ensure that patients have a positive experience of care in a community pharmacy setting
- Enable more patients to access advice and medicines where appropriate from the NHS without requiring a GP appointment or A&E / urgent care visit to provide a prescription
- Release capacity in other healthcare setting by providing convenient access to advice and treatment in community pharmacy
- Divert patients with specified minor ailments from general practice and other urgent care settings into community pharmacy where the patient can be seen and treated in a single episode of care

The pharmacy must be located within Sandwell and West Birmingham CCG area and must comply with all the requirements of the NHS Community Pharmacy Contractual Framework. There must be suitable access to a confidential patient consultation room on site to undertake a private consultation. The service must be available at the pharmacy throughout the whole core and supplementary opening hours. An individual patient can access the scheme up to six times per calendar year.

The service is funded by Sandwell and West Birmingham CCG. The scheme covers both under and over 16s. The medication options will vary depending on the age and condition presented to the Pharmacist.

The PMAS scheme covers the following conditions

Minor Ailment/Condition	Treatment option (to be supplied in line with PGD)
Acute Cough under 16 and over 16	<ul style="list-style-type: none"> • Simple Linctus BP S/F / Paediatric S/F • Pholcodine 5mg/5ml Linctus S/F
Acute Fever under 16	<ul style="list-style-type: none"> • Ibuprofen 100mg/5ml S/F Suspension / 200mg tablets • Paracetamol 120mg/5ml SF Suspension / 250mg/5ml S/F Suspension / 500mg tablets
Acute Bacterial Conjunctivitis under 16 and over 16	<ul style="list-style-type: none"> • Chloramphenicol 0.5% Eye Drops
Acute Pain / Earache/Headache/ Temperature over 16	<ul style="list-style-type: none"> • Paracetamol 500mg tablets / Ibuprofen 200mg tablets
Athletes Foot under 16 and over 16	<ul style="list-style-type: none"> • Clotrimazole 1% cream
Bites and Stings and Allergies under 16 and over 16	<ul style="list-style-type: none"> • Hydrocortisone 1% cream • Mepyramine maleate 2% cream (Antisan brand) • Chlorphenamine Syrup S/F 2mg/5ml / 4mg tablets • Croxamiton 10% cream • Cetirizine 10mg tablets
Cold sores under 16 and over 16	<ul style="list-style-type: none"> • Aciclovir 5% cream
Cold and Flu under 16 and over 16	<ul style="list-style-type: none"> • Paracetamol 120mg/5ml S/F suspension / 250mg/5ml S/F suspension / 500mg tablets • Pseudoephedrine Linctus 30mg/5ml (Sudafed brand) • Ibuprofen 200mg tablets • Menthol and Eucalyptus Inhalation • Xylometazoline 0.1% Nasal Spray
Constipation under 16 and over 16	<ul style="list-style-type: none"> • Lactulose Solution • Ispaghula 3.5g sachets • Senna 7.5mg tablets • Glycerol suppositories
Cystitis over 16	<ul style="list-style-type: none"> • Potassium Citrate sachets • Sodium Citrate sachets
Diarrhoea under 16 and over 16	<ul style="list-style-type: none"> • Dioralyte sachets
Dry Skin (Simple Eczema) under 16	<ul style="list-style-type: none"> • Zerobase Cream • Zeroderm Ointment
Dermatitis/Allergic type rashes under 16 and over 16	<ul style="list-style-type: none"> • Zeroderm Ointment • Hydrocortisone 1% Cream • Croxamiton Cream 10%
Earache under 16	<ul style="list-style-type: none"> • Ibuprofen 100mg/5ml S/F Suspension / 200mg tablets • Paracetamol 120mg/5ml S/F Suspension / 250mg/5ml S/F Suspension / 500mg tablets
Earwax under 16 and over 16	<ul style="list-style-type: none"> • Olive Oil Ear Drops
Hay Fever under 16 and over 16	<ul style="list-style-type: none"> • Cetirizine Liquid / 10mg tablets • Chlorphenamine Syrup S/F 2mg/5ml / 4mg tablets • Loratadine 5mg/5ml Syrup / 10mg tablets • Sodium cromoglicate 2% eye drops (Opticrom Aqueous brand) • Beclometasone 50mcg nasal spray (Beconase Pollenase aqueous spray brand)
Heartburn/Indigestion over 16	<ul style="list-style-type: none"> • Gaviscon Advance tablets / Liquid • Ranitidine 75mg tablets
Haemorrhoids over 16	<ul style="list-style-type: none"> • Anusol Ointment / Suppositories • Anusol Plus HC ointment / Suppositories
Infant Decongestant under 16	<ul style="list-style-type: none"> • Normal Saline Nose Drops 0.9%
Mouth Ulcers and Teething under 16	<ul style="list-style-type: none"> • Anbesol Teething Gel • Paracetamol 120mg/5ml S/F Suspension
Mouth Ulcers over 16	<ul style="list-style-type: none"> • Bonjela gel • Chlorhexidine 0.2% mouthwash
Nappy Rash under 16	<ul style="list-style-type: none"> • Clotrimazole 1% Cream • Conotrane Cream
Oral Thrush under 16 and over 16	<ul style="list-style-type: none"> • Miconazole Oral gel 2%
Scabies under 16 and over 16	<ul style="list-style-type: none"> • Permethrin 5% Dermal Cream • Chlorphenamine Syrup S/F 2mg/5ml / 4mg tablets • Croxamiton 10% Cream
Sore Throat over 16	<ul style="list-style-type: none"> • Paracetamol 500mg tablets • Ibuprofen 200mg tablets • Difflam throat spray
Sprains and Strains over 16	<ul style="list-style-type: none"> • Paracetamol 500mg tablets • Ibuprofen 200mg tablets / 10% Gel
Sunburn under 16	<ul style="list-style-type: none"> • Aqueous calamine cream • Paracetamol 120mg/5ml S/F Suspension / 250mg/5ml S/F Suspension / 500mg tablets
Threadworm under 16 and over 16	<ul style="list-style-type: none"> • Mebendazole 100mg tablet
Vaginal Thrush over 16	<ul style="list-style-type: none"> • Clotrimazole 2% Cream / 500mg Pessary • Fluconazole 150mg oral capsule
Warts and Verruca's under 16	<ul style="list-style-type: none"> • Salactol Topical Paint

Participating Pharmacies in the Sandwell and West Birmingham area:

Pharmacy Name	Pharmacy Address	Postcode
Al-Shafa Pharmacy	93 Shireland Road, Smethwick	B66 4QJ
Al-Shifa Pharmacy	164 Lozells Rd, Birmingham	B19 2SX
ASDA Pharmacy within ASDA store	off Windmill Lane, Smethwick, Birmingham	B66 3EN
ASDA Pharmacy within ASDA store	Old Park Lane, Oldbury, West Midlands	B69 4PU
ASDA Pharmacy within ASDA store	One Stop Shopping Centre, Walsall Road, Perry Barr, Birmingham	B42 1AB
ASDA Pharmacy within ASDA Superstore	Wednesbury Oak Road, Tipton	DY4 0BP
ASDA Pharmacy within ASDA Superstore	Great Bridge Retail Park, Brickhouse Lane, Tipton	DY4 7HW
Ashworth Pharmacy	211 Queens Road, Smethwick	B67 6NX
Beaconview Chemist	314 Beaconview Road, Charlemont Farm Estate, West Bromwich	B71 3NX
Bearwood Pharmacy	348a Bearwood Road, Smethwick	B66 4ES
Bellevue Pharmacy	69 Pershore Road, Edgbaston, Birmingham	B5 7NX
Bloomsbury Pharmacy	Oliver Street, Nechells, Birmingham	B7 4NY
Bluecross Pharmacy (Soho Pharmacy)	249 Soho Road, Handsworth, Birmingham	B21 9RY
Boots Chemist	Unit D Gallagher Retail Park, Axletree Way, Wednesbury	WS10 9QY
Boots Chemist	612/614 Bearwood Road, Smethwick	B66 4BW
Boots Chemist	Great Bridge Retail Park, Great Bridge Street, Tipton	B70 0DR
Boots Chemist	24 High Street, Rowley Regis, West Midlands	B65 0DR
Boots Chemist	Oakewell Health centre, Brunswick Park Road, Wednesbury	WS10 9HP
Boots Chemist	27 Queens Square, Sandwell Centre, West Bromwich, West Midlands	B70 7NG
Boots Chemist	Unit 2 Windmill Shopping Park (off Windmill Lane), Cape Hill, Smethwick	B66 3PR
Boots Chemist	1 Hartlebury Road, Oldbury, West Midlands	B69 1DF
Boots Chemist	48 Three Shires Oak Road, Smethwick	B67 5BS
Boots Chemist	28 One Stop Retail Park, Perry Barr, West Midlands	B42 1AA
C H White	Unity House, 6 Unity Place, Oldbury, West Midlands	B69 4DB
Churchview Pharmacy	249 Halesowen Road, Cradley Heath, Birmingham	B64 6JD
Click 4 Prescriptions	218 Soho Road, Handsworth, Birmingham	B21 9LR
Co-Chem Pharmacy	136 Heathfield Rd, Birmingham	B19 1HJ
Coopers Pharmacy	28 Pound Road. Oldbury, West Midlands	B68 8LY
Dalvair Pharmacy	479 Bearwood Road, Smethwick, Birmingham	B66 4DH
Day Lewis Pharmacy	30 Carters Green, West Bromwich	B70 9LW
Deu Chem Pharmacy	269 Soho Road, Handsworth, Birmingham	B21 9SA
Dudley Road Late Night Pharmacy	328-330 Dudley Road, Winson Green, Birmingham	B18 4HJ
Duggals Chemist	Unit 8 Mostyn Buildings, Lower Church Lane, Tipton, West Midlands	DY4 7PE
Duggals Chemist	75 Park Lane, Tipton, West Midlands	DY4 8RP
Dunstones Chemist Ltd	62 Mallin Street, Smethwick, West Midlands	B66 1QZ
Fakir Chemist	2A Church Road, Birmingham	B13 9AG
Forrest Chemist	145 Hamstead Road, Great Barr, Birmingham	B43 5BB
Friar Park Pharmacy	158 Crankhall Lane, Wednesbury	WS10 0EB
Gill Pharmacy	341 Rookery Road, Handsworth, Birmingham	B21 9PP
Great Bridge Pharmacy	30 Great Bridge, Tipton, West Midlands	DY4 7EW
Haden Vale Pharmacy	50 Barrs Road, west Midlands	B64 7HG
Healthstop Pharmacy	168 Hamstead Road, Handsworth, Birmingham	B20 2QR
Heathfield Pharmacy	147a Heathfield Rd, Birmingham	B19 1HL
Hill Top Pharmacy	1 Pottery Road, Oldbury, Birmingham	B68 9EX
Hills Pharmacy	15 Hill Top Road, Oldbury	B68 9DU
Hingley M.E. J	Regis Medical Centre, Darby Street, Rowley Regis, West Midlands	B65 0BA
Hingley M.E. J	59 Cradley Road, Cradley Heath, West Midlands	B64 6AG
Hingley M.E. J	95 High Street, Cradley Heath, West Midlands	B64 5HF
Hockley Medical Practice Pharmacy	100 Warstone Lane, Birmingham	B18 6DZ
Hurcomb Chemist	11 Wheelers Street shopping Centre, Wheelers Street, Birmingham	B19 2ER

Pharmacy Name	Pharmacy Address	Postcode
Ingrams Chemist	351 High Street, West Bromwich	B70 9QG
J Docter Ltd	Bloomsbury Village Centre, 67 Rupert Street, Birmingham	B7 5DT
Jhoots Pharmacy	8 Birmingham Road, Great Barr, Birmingham	B43 6NR
Jhoots Pharmacy	19 - 20 Market Square, Cradley Heath, West Midlands	B64 5HH
Jhoots Pharmacy	Rowley Village, Rowley Regis, West Midlands	B65 9EN
Jhoots Pharmacy	51 Dudley Road, Rowley Regis, West Midlands	B65 8JH
Jhoots Pharmacy	44 - 46 Cape Hill, Smethwick, Birmingham	B66 4PB
Jubilee pharmacy	2 Upper Russell Street, Wednesbury	WS10 7AR
Khaira Pharmacy	6A High Street, West Bromwich	B70 6JX
Ladywood Pharmacy	16 King Edwards Road, Ladywood, Birmingham	B1 2PZ
Langley Pharmacy	21 Langley High Street, Oldbury	B69 4SN
Lloyds Pharmacy	Freeth Street, Oldbury	B69 3DB
Lloyds Pharmacy	Halesowen Street, Rowley Regis	B65 0HF
Lloyds Pharmacy	52 Lodge Road, West Bromwich	B70 8PA
Lloyds Pharmacy	Mace Street Health Centre, Mace Street, Cradley Heath	B64 6HP
Lloyds Pharmacy	152 Walsall Road, West Bromwich	B71 3HP
Lloyds Pharmacy	Oldbury Health Centre, Albert Street, Oldbury	B69 4DE
Lloyds Pharmacy	518 Hagley Road West, Oldbury	B68 0BZ
Lloyds Pharmacy	Cape Hill Medical Centre, Raglan Road, Smethwick	B66 3NR
Lloyds Pharmacy	Unit 9-10 Tollgate Precinct, High Street, Smethwick	B67 7RA
Lloyds Pharmacy	581 Bearwood Road, Smethwick	B66 4BH
Lloyds Pharmacy	Warley Medical Centre, Ambrose House, Kingsway, Oldbury	B68 0RT
Lloyds Pharmacy	19 West Gate Plaza, Moor Street, West Bromwich	B70 7AR
Lloyds Pharmacy	Summerfield Health Centre, Winson Green Road, Winson Green	B18 4BA
Lloyds Pharmacy	Thornbridge Avenue, Great Barr, Birmingham	B42 2PW
Lloyds Pharmacy	87 Holyhead Road, Handsworth, Birmingham	B21 0HH
Lloyds Pharmacy	Orsborn House, 55 Terrace Road, Birmingham	B19 1BP
Lyng Pharmacy	1 Lyng Lane, West Bromwich	B70 7RW
Malchem Chemist	60 High Street, Smethwick, Birmingham	B66 1DS
Marks Chemist	144 Soho Road, Handsworth, Birmingham	B21 9LN
Masters Pharmacy	182-184 Vicarage Road, Oldbury	B68 8JB
Medipharma UK Ltd	279 Walsall Road, Stone Cross, West Bromwich	B71 3HR
Michaels Chemist	262 High Street, Smethwick, Birmingham	B66 3NL
Murrays Pharmacy	Glebefields Health Centre, St. Marks Road, Tipton, West Midlands	DY4 0SN
Murrays Pharmacy	Neptune Health Park, Sedgley Road West, Tipton, West Midlands	DY4 8PX
Murrays Pharmacy	232 Halesowen Road, Cradley Heath, West Midlands	B64 6HN
Nishkam Pharmacy	21 Soho Road, Handsworth, Birmingham	B21 9SN
Oldbury Pharmacy	196 Causeway Green Road, Oldbury, West Midlands	B68 8LS
Park Lane Pharmacy	3 Park Lane, Wednesbury	WS10 9PR
Peaches Pharmacy	185 Halesowen Road, Cradley Heath, West Midlands	B64 6HF
Pike Pharmacy	Laurie Pike Health Centre, 95 Birchfield Road, Handsworth, Birmingham	B6 6BB
Portway Pharmacy	51a New Birmingham Road, West Midlands	B69 2JQ
R & R Pharmacy	Broadway Health Centre, Cope Street, Birmingham	B18 7BA
R K Pharmacy	90 Lewisham Road, Smethwick, Birmingham	B66 2DD
Rana Dispensing Chemist	Finch Road Primary Care Centre, 2 Finch Road, Birmingham	B19 1HS
Roots Pharmacy	168 Trinity Road, Birmingham	B6 8HZ
Rowlands Pharmacy	352 Oldbury Road, Warley	B65 0QH
Rx Pharmacy	256 Wellington Road, Handsworth, Birmingham	B20 1QL
Sandwell Pharmacy	85 Church Vale, Birmingham	B71 4DH
Sidhu's Pharmacy	369 High Street, West Bromwich	B70 9QL
Sirpal Chemist	274-276 Ladypool Road, Sparkbrook, Birmingham	B12 8JU
Sirpal Chemist	274 - 276 Ladypool Road, Sparkbrook, Birmingham	B12 8JU
Sparkbrook Health Centre Pharmacy	Grantham Road, Sparkbrook, Birmingham	B11 1LU
Sparkbrook Pharmacy	53a Stratford Road, Sparkbrook, Birmingham	B11 1RD

Pharmacy Name	Pharmacy Address	Postcode
Stag Pharmacy	230 Stoney Lane, Sparkbrook, Birmingham	B12 8AN
Superdrug Pharmacy	Unit 35, Kings Square, Sandwell Centre, West Bromwich	B70 6NZ
Swanspool Pharmacy	Swanspool Medical Centre, St. Marks Road, West Midlands	DY4 0SZ
Tesco Extra Pharmacy	Foxoak Street, Cradley Heath	B64 5DF
The Co-operative Pharmacy	4 New Street, Hill Top, West Bromwich	B70 0HN
Tividale Pharmacy	213 Regent Road, Tividale, West Midlands	B69 1RZ
Tower Hill Pharmacy	Tower Hill Medical Centre, 435 Walsall Road, Birmingham	B42 1BT
Vantage Pharmacy	24 Church Road, Aston, Birmingham	B6 5UP
Victoria Pharmacy	Victoria Health Centre, 5A suffrage Street, Smethwick, Birmingham	B66 3PZ
Villa Pharmacy	66 Victoria Road, Aston, Birmingham	B6 5HA
Vishnu Pharmacy	57 Hurst Road, Warley	B67 6LY
Walkers Pharmacy	377 Queslett Road, Birmingham	B43 7HB
Wards Chemist	49 Coopers Road, Handsworth Wood, Birmingham	B20 2JU
Wednesbury Pharmacy	140 Crankhall Lane, Wednesbury	WS10 0ED
Well Pharmacy	938-940 Walsall Road, Great Barr, West Midlands	B42 1TQ
Well Pharmacy	1 Union Street, Wednesbury, West Midlands	WS10 7HD
Well Pharmacy	86 Hill Top, West Bromwich	B70 0RT
Well Pharmacy	110 Church Lane, Handsworth Wood, Birmingham	B20 2ES
Xtreme Pharmacy	62 Witton Rd, Birmingham	B6 6LE
Yew Tree Pharmacy Ltd	20 Redwood Road, Yew Tree Estate, West Midlands	WS5 4LB
Zenith Pharmacy	Ground Floor, 7 Birchfield Road, Birmingham	B19 1SU

Please share this information with your teams and sign post your patients to the Pharmacist and the Pharmacy Minor Ailment Scheme