

Dear Parents and Carers

Re: NHS Pharmacy First Service – an NHS service being provided by pharmacies across England for children and adults

I am writing to let you know about an NHS service, which is available in Boots pharmacies across England, called the **NHS Pharmacy First Service**.

What is Pharmacy First?

The NHS-funded service enables children and adults to get convenient access to advice and treatment where appropriate for seven common conditions, without the potential delay of having to wait for a GP appointment. Accessing the service may mean that children feel better and get back to school as quickly as possible, as well as supporting parents/carers to also get better if they are unwell with one of the conditions covered under the service. There is no need to make an appointment; parents or carers can pop into their local Boots pharmacy with their child and ask for help under the service.

The service supports with the following conditions for people in the age groups specified below:

- **Earache** (aged 1 to 17 years)
- **Impetigo** (aged 1 year and over)
- **Infected insect bites and stings** (aged 1 year and over)
- **Sore throats** (aged 5 years and over)
- **Sinusitis** (aged 12 years and over)
- **Uncomplicated urinary tract infections** (UTIs) in women (aged 16 to 64 years)
- **Shingles** (aged 18 years and over)

The person will see a pharmacist in a private consultation room. The pharmacist will provide advice and, if clinically appropriate, offer to supply treatment for the condition*. If treatment is provided, an electronic message will be sent to the person's GP surgery so their health record can be updated.

Should the pharmacist be unable to help, they will direct the person to their GP surgery or other healthcare professional, as appropriate.

With the ever-increasing pressures on the NHS, particularly during these busy winter months, it is important to us, as a community pharmacy, that we do all we can to provide support.

Therefore, we would really like your help in driving awareness of this fantastic service to your parents and carers and to encourage them to think **Pharmacy First**.

To support you with this, we have created the below paragraph you could use in your regular communications, to highlight the service to parents and carers:

NHS Pharmacy First Service

Did you know that the NHS Pharmacy First Service enables children and adults to get convenient access to healthcare advice and treatment where appropriate, for seven common conditions without the potential delay of having to wait for a GP appointment? Accessing the service may mean that we can help children feel better and get back to school as quickly as possible, as well as supporting parents/carers to also get better if they are unwell with one of the conditions covered under the service.

There is no need to make an appointment; parents or carers can pop into their local Boots pharmacy with their child and ask for help under the service.

Support for the following conditions can be accessed under the service, free of charge (unless NHS prescription charges apply):

Common condition	Patient eligibility
Earache	1 to 17 years
Impetigo	1 year and over
Infected insect bites and stings	1 year and over
Sore throats	5 years and over
Sinusitis	12 years and over
Uncomplicated urinary tract	Women 16 to 64 years
Shingles	18 years and over

A summary of the service is available as an [animation](#) and more information can also be found at [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst) as well as at <https://www.boots.com/healthhub/a-z-services/pharmacy-first>.

Community Pharmacy England, who represent community pharmacy owners in England, have created a suite of resources for use by schools; you can use any that would suit your methods of communication with parents/carers to raise awareness of this important service. Resources include:

- ✓ Downloadable posters which can be displayed in reception/waiting areas or staff rooms.
- ✓ Downloadable flyers which could be included in school bags or left in reception/waiting area.
- ✓ Digital screen options which could be played if you have a digital screen in your reception/waiting area.
- ✓ Template news stories that could be included on your school website or in newsletters; and
- ✓ Template letter to email out to parents/carers highlighting the Pharmacy First service.

All these resources are available at cpe.org.uk/infopharmacyservices

Yours sincerely

Sarah Symonds

Head Teacher

Headcorn Primary School