

The Pharmacy First Service

Since the 31st January 2024, we have been offering the Pharmacy First service, where we provide our professional health care advice, treatments, and medicines for common illnesses without the need for an appointment.



Photo 32907956 | Earache © Katarzyna Bialasiewicz | Dreamstime.com

You may be referred to Pharmacy First by one of the following referral organisations:

NHS 111 Telephony

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NHS 111 On-Line

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Integrated Care Board (ICB)

Clinical Assessment Service (IUC CAS)

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999 Services

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GP

(Low acuity minor illness conditions and the seven clinical pathways)

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Other urgent and emergency care provider (e.g., UTC, ED, UCC)

...for any of the following ailments:

Acne, spots, and pimples	Lower limb pain or swelling
Allergic reaction	Mouth ulcers
Ankle or foot pain or	Nasal congestion
Athlete's foot	Pain and/or frequency passing urine
Bites or stings, insect or	Rectal pain
Blisters	Scabies
Constipation	Scratches and grazes
Cough	Sinusitis
Cold and 'flu	Shoulder pain
Diarrhoea	Skin, blisters or rash
Ear discharge or ear wax	Sleep difficulties
Earache	Sore throat
Eye, red or irritable	Teething
Eye, sticky or watery	Tiredness
Eyelid problems	Toe pain or swelling
Hair loss	Vaginal discharge
Headache	Vaginal itch or soreness
Hearing problems or	Vomiting
Hip, thigh, or buttock pain or swelling itch	Wound problems - management of dressings
Knee or lower leg pain	Wrist, hand, or finger pain or swelling
Lower back pain	

(this list is non-exhaustive and subject to services provided within the pharmacy)

You can also visit the pharmacy if you are experiencing any of the following seven conditions, with or without the need for a referral.

We will provide a short consultation with our pharmacist to assess your symptoms, and if appropriate, prescribe treatment for the condition or refer you to your GP for further treatment.

Impetigo (1 year & over)

(Not including pregnant individuals under 16)

For 'non-bullous' impetigo, where there are usually no significant symptoms (although there may be some itching), for adults and children aged 1 year and over.

A consultation and visual examination will take place to determine how serious the infection is. If it is not serious, you may be prescribed an antibiotic to clear the infection.

If 'bullous' impetigo is suspected (i.e. if the area is painful, or you are suffering from weakness, fever or diarrhoea), you will be referred to a your GP or local health professional.

Urinary Tract Infection

(Women - 16 to 64 years)

(Not including pregnant individuals, patients using a urinary catheter or individuals with recurrent UTIs)

If you are suffering from any number of the 3 main UTI symptoms (i.e. burning pain when passing urine, getting up to use the toilet in the middle of the night, or if your urine is cloudy), we will discuss treatment of the infection through self-care and pain relief, onward referral to a health provider or prescribing antibiotics.

Sore Throat (5 years & over)

(Not including pregnant individuals under 16)

If you are suffering with a sore throat, come and talk to one of our staff. We will assess you and depending on your symptoms, we can advise you on self-care and pain relief with a follow up in a week's time, provide treatment in store or send you to your GP.

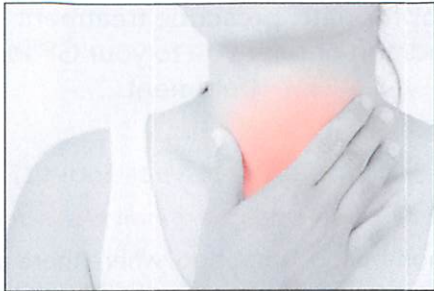


Photo 118195742 © Siam Pukkato | Dreamstime.com

Sinusitis (12 years & over)

(Not including pregnant individuals under 16, immunosuppressed individuals or patients with chronic sinusitis for 12 weeks or more)

Sinusitis is a common condition where the lining of the sinuses (air-filled cavities behind your cheekbones and forehead) become inflamed.

Depending on the length of time of symptoms (deterioration, fever, continual yellow or green nasal discharge, tooth/jaw ache), we can recommend self-care, pain relief, a nasal spray or antibiotics to ease your condition.

Acute Otitis Media (1 to 17 years)

(Not including pregnant individuals under 16, or patients with recurring otitis media)

A middle ear infection, most common in children from 6 to 24 months.

A short examination will take place using an otoscope with one of our well trained staff. Depending on the results you may be prescribed antibiotics to treat the infection or referred to your GP or health provider.

Infected Insect Bites (1 year & over)

(Not including pregnant individuals under 16)

A consultation with our pharmacist to look for any signs of pain, swelling or pus around the infected area will determine whether you need further treatment from another healthcare provider or if we can treat the infection.

Shingles (18 years & over)

(Not including pregnant individuals)

An infection that causes a painful rash, caused by the same virus that causes chickenpox. Most common in older people, although anyone can get it.

You will be assessed for pain, blister formation, and based on your age, either referred or prescribed an antiviral medication and advised on pain management and self-care.

You can talk to one of our members of staff at any time, or give us a call on

0208 674 6070

to book a free consultation



New Park Pharmacy Pharmacy First



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Opening Times

Monday to Friday - 9am to 7pm

Saturday - 9am to 1pm

Sunday & Bank Holiday - Closed

Closed for Lunch - 1:30pm to 2:30pm

Address

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Website: www.newparkpharmacy.co.uk

Providing NHS Services

