

Appendix 3. Guidance for Confirming Patient Eligibility for the Community Pharmacy Selfcare Advice Service

Patient Eligibility Criteria	Examples of Evidence
Patient registered with a NEL GP practice	Pharmacy First referral OR can also be confirmed on the National Care Records Service (NCRS, formerly SCR)
Patients under 16 years, who have at least one parent who would be eligible for this service	Patient age can be confirmed using nationally recognised ID (e.g. birth certificate, passport) Parent eligibility confirmed from below
Patients who are 16, 17 or 18 years old, in full-time education, AND have at least one parent who would be eligible for this service	Patient age can be confirmed using nationally recognised ID (e.g. birth certificate, passport, driving licence) Proof of full-time education can be confirmed from student ID Parent eligibility confirmed from below
All young people who are under the care of the Local Authority	Self-declaration, as difficult to evidence
Young care leavers, aged 16-25 years old	Self-declaration, as difficult to evidence
Patients who are receiving Universal Credit and whose income is at a level where they are eligible for free prescriptions	Universal Credit award notice Proof can also be confirmed using Real Time Exemption Checking (RTEC)
Patients receiving other low income related benefits, which give them eligibility for free prescriptions	Proof of an income-based benefit, e.g. <ul style="list-style-type: none"> • Income support • Income-based Jobseeker's Allowance • Income-related Employment and Support Allowance • Pension Credit Guarantee Credit • NHS Tax credit exemption certificates Proof can also be confirmed using Real Time Exemption Checking (RTEC)
Patients who are homeless, asylum seekers or refugees	Self-declaration, as difficult to evidence
Patients eligible for full help (HC2 certificate) under the NHS Low Income Scheme (LIS). LIS eligibility also extends to the partner and any young dependants	HC2 certificate Proof can also be confirmed using Real Time Exemption Checking (RTEC)
Patients with a Prescription Exemption Certificate issued by the Ministry of Defence (note that this will normally only offer exemption for an accepted disablement, as specified on the exemption certificate)	Prescription Exemption Certificate issued by the Ministry of Defence

Appendix 4. Medicines Formulary for the Community Pharmacy Selfcare Advice Service

	Condition	Treatment Options		
1	Athlete's foot	Terbinafine 1% cream (Lamisil® AT, 1x15g)	Miconazole 0.16% spray powder (Daktarin® Activ spray powder, 1x100g)	Miconazole 2% cream (Daktarin® 1x15g OR 1x30g)
2	Back pain/ musculoskeletal pain	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	Ibuprofen 5% gel (Fenbid® 1x30g OR 1x50g)
3	Conjunctivitis	Chloramphenicol 0.5% eye drops (1x10ml); OR Optrex® Infected Eyes 0.5% eye drop	Chloramphenicol 1% eye ointment (1x4g); OR Optrex Bacterial Conjunctivitis 1% eye ointment	
4	Constipation	Senna (sennoside B) 7.5mg tablets (1x20)	Lactulose 3.1-3.7g/5ml oral solution (1x500ml)	Ispaghula husk granules (Fybogel Hi-Fibre®, 1x10)
5	Contact dermatitis (2)	Emulsifying ointment (1x500g)	Crotamiton 10% cream (Eurax®, 1x30g)	Hydrocortisone 1% cream (1x15g OR OR Hc45® Hydrocortisone 1% cream 1 x 15g); OR Clobetasone 0.05% cream (Eumovate®, 1x15g)
6	Diarrhoea (2)	Oral rehydration therapy sachets (Dioralyte® oral powder sachets blackcurrant, citrus or plain 1x6)	Loperamide 2mg capsules (1x30)	
7	Fever (pyrexia)	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	
8	Haemorrhoids	Anusol® Plus HC ointment (1x15g)	Anusol® Plus HC suppositories (1x12); OR Anusol® suppositories (1x12)	Anusol® cream (1x23g OR 1x43g); OR Anusol® ointment (1x25g)
9	Hay fever (3)	Chlorphenamine 4mg tablets (1x28) OR 2mg/5ml oral solution sugar free (1x150ml or Piriton® 1 x 150ml); OR Cetirizine 10mg tablets (1x30) OR 1mg/ml oral solution sugar free (1x200ml); OR Loratadine 10mg tablets (1x30) OR 1mg/ml oral solution sugar or sugar free (1x100ml)	Beclometasone 50mcg/dose nasal spray (1x200 OR Beconase Hayfever® 1x180)	Sodium cromoglicate 2% eye drops (Opticrom® Allergy 1x10ml)
10	Headache	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	
11	Head lice (2)	Head lice comb (Nitty Gritty NitFree Comb® OR NitComb-M2®)	Dimeticone 4% lotion (Hedrin®, 1x50ml OR 1x150ml) OR 4% spray (Hedrin®, 1x120ml)	Malathion 0.5% liquid (Derbac-M®, 1x150ml)
12	Indigestion/ heartburn	Peptac® suspension (1x500ml)	Mucogel® suspension (1x500ml)	

	Condition	Treatment Options		
13	Insect bites and stings (3)	Paracetamol 500mg tablets (1x32); Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	Chlorphenamine 4mg tablets (1x28) OR 2mg/5ml oral solution sugar free (1x150ml or Piriton® 1 x 150ml); OR Cetirizine 10mg tablets (1x30) OR 1mg/ml oral solution sugar free (1x200ml OR Zirtek Allergy® 1 x 200ml); OR Loratadine 10mg tablets (1x30) OR 1mg/ml oral solution sugar or sugar free (1x100ml)	Hydrocortisone 1% cream (1x15g OR Hc45® Hydrocortisone 1% cream 1 x 15g)
14	Nappy rash	Sudocrem® cream (1x30g OR 1x60g OR 1x125g OR 1x250g)	Metanium® nappy rash ointment (1x30g)	
15	Paediatric fever/ teething pain (2)	Paracetamol 120mg/5ml suspension sugar OR sugar free (1x100ml); OR Paracetamol 250mg/5ml suspension (1x200ml); OR Paracetamol 500mg tablets (1x32)	Ibuprofen 100mg/5ml suspension (1x100ml OR Nurofen® for Children orange OR strawberry 1 x 100ml); OR Ibuprofen 200mg/5ml suspension (1x100ml OR Nurofen® for Children orange OR strawberry 1 x 100ml)	Bonjela® Junior Gel (1x15g)
16	Primary dysmenorrhoea (period pain)	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	Naproxen 250mg (Period Pain Reliever® 250mg gastro-resistance tablets 1x9)
17	Ringworm	Clotrimazole 1% cream (1x20g)	Terbinafine 1% cream (Lamisil® AT, 1x15g)	
18	Scabies	Permethrin 5% cream (1x30g or Lyclear® 5% 1 x 30g)	Malathion 0.5% liquid (Derbac-M®, 1x150ml)	
19	Soft tissue injury	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	
20	Oral thrush	Miconazole 2% oral gel (Daktarin® oralmucosal gel, 1x15g)		
21	Threadworm	Mebendazole 100mg tablets (Ovex®, 1x4 OR 1x1)	Mebendazole 100mg/5ml oral suspension (Ovex®, 1x30ml)	
22	Toothache	Paracetamol 500mg tablets (1x32)	Ibuprofen 200mg tablets (1x24); OR Ibuprofen 400mg tablets (1x24)	Choline salicylate 8.7% gel (Bonjela® original 1x15g)
23	Vaginal thrush (2)	Clotrimazole 500mg pessary (1x1 OR Canesten Thrush® 500mg pessaries 1x1); OR gel pessary (Canesten Thrush® 500mg Soft Gel pessary 1x1)	Clotrimazole 1% (1x20g) OR 2% cream (Canesten Thrush External® 1x20g)	Fluconazole 150mg oral capsule (1x1 or Canesten® Thrush Oral 150mg capsules 1x1)
24	Warts and verrucae	Salicylic acid 12%/lactic acid 4% gel (Salatac® gel, 1x8g OR Bazuka® gel, 1x5g)	Salicylic acid 16.7%/lactic acid 15% (Duofilm® paint 1x15ml)	