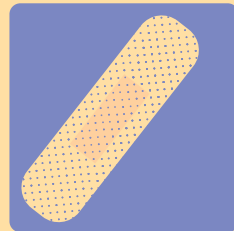


# The NHS Minor Ailment Service at your local pharmacy



Information for patients

## What is the NHS Minor Ailment Service?

- The Minor Ailment Service is an NHS service for children, people aged 60 or over, people who hold a medical exemption certificate and people on certain benefits.
- When you are registered for the Minor Ailment Service, your pharmacist can give you medicine for a minor illness or complaint, if they think you need it. You will not have to pay for this.

## Who is the service for?

You can use the NHS Minor Ailment Service if:

- you are registered with a GP surgery in Scotland, and
  - you are under 16, or under 19 and in full-time education
  - you are 60 or over
  - you have a valid maternity exemption certificate, medical exemption certificate, or war pension exemption certificate
  - you get Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Universal Credit or Pension Credit Guarantee Credit, or
  - you are named on, or entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate.

You can't use the NHS Minor Ailment Service if you live in a care home.

## How do I register for the service?

The NHS Minor Ailment Service is available from pharmacies across Scotland.

- You can choose which pharmacy to register with.
- You can register at any time – you don't have to make an appointment.
- When you register, your pharmacist may ask you for some information, including your name, date of birth and postcode.
- They will also check whether you can use the NHS Minor Ailment Service and may ask you for proof, for example your maternity or medical exemption certificate. **Try to remember to bring this proof with you.**
- Your pharmacist will complete a form, which you must sign.
- Your pharmacist will complete a separate form for each member of your family, including children under 16, or under 19 and in full-time education.
- You can only register for the service with one pharmacy at a time. If you register with a new pharmacy, you will no longer be registered at the old pharmacy.

**While you are registered for the service you can still make an appointment to see your doctor whenever you like.**

- Remember that even if you can't use this free service, you can go to your pharmacist for advice or to buy a medicine for a minor illness or complaint.

## How does the service work?

- You will be able to get advice and free treatment (if you need it) from your pharmacist for minor illnesses and complaints, such as:

**acne**

**headache**

**athlete's foot**

**head lice**

**backache**

**indigestion**

**cold sores**

**mouth ulcers**

**constipation**

**nasal congestion**

**cough**

**pain**

**diarrhoea**

**period pain**

**earache**

**thrush**

**eczema and allergies**

**sore throat**

**haemorrhoids (piles)**

**threadworms**

**hay fever**

**warts and verrucae**

- Your pharmacist, like your doctor, can only give out certain medicines and products. You may not get the medicine or product you would normally buy.

- If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP.

## Can I still go to other pharmacies?

- Yes, you can go to any pharmacy to buy medicines or collect other prescriptions. However, you will need to go to the pharmacy you have registered with to use the service.

## What if I'm unhappy about the service I have received from the pharmacy?

- If you can, first talk to the pharmacist so they can try to sort out your complaint immediately.
- If you can't do this, or if you have already spoken to your pharmacist and are still unhappy, you can make a complaint. The leaflet **Making a complaint about the NHS** explains how to do this. You can get this leaflet from most places where you get NHS care, or at [www.hris.org.uk](http://www.hris.org.uk).

## How to find out more

For more information about anything in this leaflet, contact:

- your local pharmacy
- your doctor or a member of NHS staff involved in your care
- the NHS Inform Helpline on **0800 22 44 88** (calls from a landline are free), or
- your local citizens advice bureau (find your nearest bureau on the internet at [www.cas.org.uk](http://www.cas.org.uk) or in your local phone book).

Email [ask@hris.org.uk](mailto:ask@hris.org.uk) to ask for this information in another language or format.

This information is available on the Scottish Government website ([www.scotland.gov.uk](http://www.scotland.gov.uk)) and on the Health Rights Information Scotland website ([www.hris.org.uk](http://www.hris.org.uk)).



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