

Template email from setting to parents/carers

Dear Parents/carers

**Re: Pharmacy First – an NHS service being offered from pharmacies across England for children and adults**

I am emailing to let you know about an NHS service which pharmacies across England are offering for children (as well as adults) called **Pharmacy First**.

**What is Pharmacy First?**

Community Pharmacists offer free and confidential advice for minor illnesses such as coughs, colds, and eye infection. If appropriate, they can also provide treatment\* without a prescription for seven common conditions:

* Urinary tract infection (women aged 16-64)
* Sinusitis (adults and children aged 12+)
* Sore throat (adults and children aged 5+)
* Earache (children and young adults aged 1-17)
* Infected insect bite (adults and children aged 1+)
* Impetigo (adults and children aged 1+)
* Shingles (adults aged 18+)

The pharmacy will send an electronic message 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 health professional as appropriate.

This service takes away the potential delay of having to wait for a GP appointment and may help ensure children get well and back to xx nursery/school/settingxx as quickly as possible, as well as supporting parents/carers to also get better sooner if they are unwell.

Patients that are already exempt from prescription charges, such as children, will still be exempt from charges if treatment is provided for the listed conditions, otherwise usual [**NHS prescription charge rules**](https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/free-nhs-prescriptions) apply.

For more information on how your pharmacist can help, visit [**Think pharmacy first :: NHS Birmingham and Solihull**](https://www.birminghamsolihull.icb.nhs.uk/health-information/your-community-pharmacy/think-pharmacy-first) or watch [**https://www.youtube.com/watch?v=JQUl\_ZOqFZg**](https://www.youtube.com/watch?v=JQUl_ZOqFZg)

Yours sincerely

**Setting name**