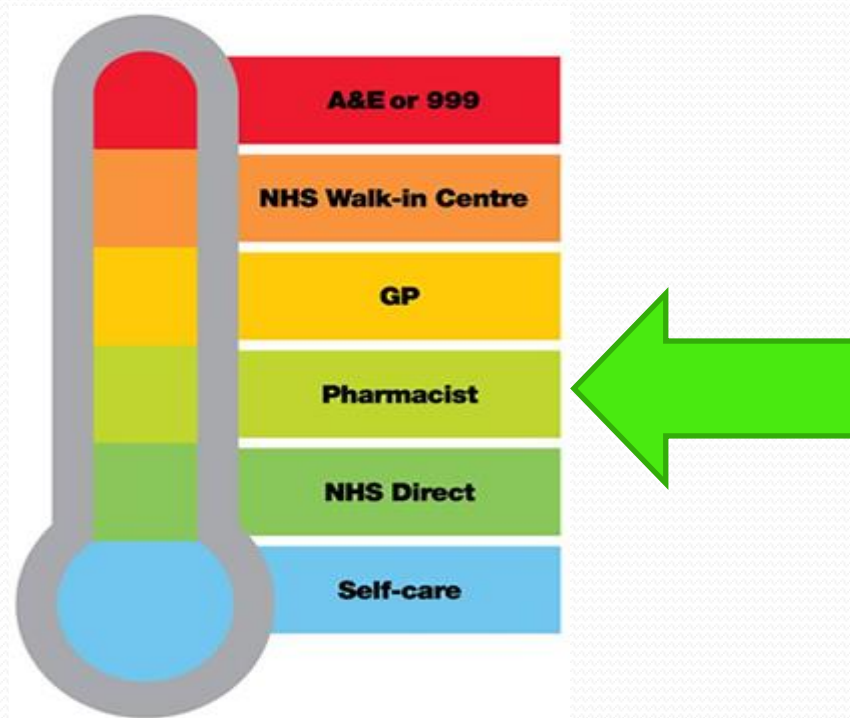


Common Ailments Service (CAS)



Why Community Pharmacy?

- BMA supports the view that pharmacy should take more responsibility from GP's to relieve increased workload and burden.
- 27% of GP appointments are potentially avoidable and include patients who could have been seen by another HCP including a pharmacist.
- Welsh Government commitment to “Make better use of pharmacists to improve access to services by providing the first port of call for the consultation and treatment of common minor ailments”

Service Information

CAS is intended to:

- Encourage patients who would otherwise have visited a GP to visit the pharmacy instead;
- Provide advice and, where necessary, treatment;
- Promote self-care, thereby increasing resilience.

The service is not intended to:

- Be viewed as a 'free medicines supply' service;
- Convert people, who would otherwise have purchased a medicine, from self-care to pharmacy care.

Patient Eligibility

To access this service, patients must be:

- A resident in Wales and registered to a GP practice in Wales.
- Not be resident in a Care Home.
- If under 16 years of age, attend with a parent or guardian able to provide consent, unless principles of Fraser competence apply (aged 14-16 years).

Condition Covered by CAS

Pharmacists can offer advice and/or treatment for 26 agreed conditions:

Acne	Head Lice
Athletes Foot	Indigestion/Reflux
Backache (acute)	Ingrown toenail*
Chickenpox	Intertrigo/Ringworm
Cold sores*	Mouth Ulcers
Colic*	Nappy rash
Conjunctivitis (bacterial)	Oral thrush
Constipation	Scabies
Diarrhoea*	Sore throat/Tonsillitis
Dry Eyes	Teething
Dry Skin	Threadworms
Haemorrhoids	Vaginal thrush
Hay Fever	Verruca

*there are no evidence based NHS treatments available for these conditions. Pharmacists will provide advice on self-care and ongoing management of symptoms

Conditions Not Included

- Patients suffering from other conditions e.g. coughs, colds, rash will not be able to access the common ailments service.
- Patients attending the pharmacy for conditions not included in the service will still be able to receive advice from the pharmacist, and the option to buy medicine over the counter.
- Or the pharmacist will refer the patient to the GP if they feel that this is appropriate.

Exclusions

- For some conditions there are exclusions based on: age/pregnancy/breast feeding/clinical exclusions.
- GP staff can use the referral information (right) if unsure.
- Alternatively they could ring their local pharmacist for advice.

Common Ailment Service – Referral information

Condition	Consider Referring	DO NOT Refer to CAS	Treatment Episodes
Acne	All patients over 12	Previous use of oral therapy	1 per year
Athletes Foot	All patients	Poorly controlled diabetes	2 per year
Backache (acute)	Patients aged 20 to 55 yrs	Red flags	2 per year (≥6 months apart)
Chicken Pox	Patients under 14	Systemically unwell	1 per year
Conjunctivitis (bacterial)	Patients over 2	Pregnant, breastfeeding, eye complications	2 per year (≥6 months apart)
Constipation	Patients over 18	GI Complications	2 per year
Dry Eyes	Patients with previous diagnosis	Refer all new patients to optometrist	1 per year
Dry Skin	All patients	Infection	2 per year
Haemorrhoids	All patients	Pregnant, GI Complications	2 per year (≥6 months apart)
Hay Fever	Patients over 2	Pregnant, breastfeeding	6 per year
Head Lice	All patients	None	2 per year (≥6 months apart)
Indigestion & Reflux	Patients over 18	GI complications, NSAIDs	2 per year
Intertrigo / Ringworm	All patients	Severe, recurrent, infection	2 per year (≥6 months apart)
Mouth Ulcers	Patients over 10	Severe, systemically unwell, chemotherapy	1 per year
Nappy Rash	Infants	Infection, systemically unwell	1 per year
Oral Thrush	All patients	No obvious cause, poorly controlled diabetes	2 per year (≥6 months apart)
Scabies	Patients over 2	Infection, systemically unwell	1 per year
Sore Throat & Tonsillitis	All patients	>2 weeks duration, systemically unwell	2 per year
Teething	Infants	Systemically unwell	2 per year
Threadworms	Patients over 6m	Pregnant, breastfeeding	1 per year
Vaginal Thrush	Patients aged 16 to 60	Pregnant, breastfeeding, poorly controlled diabetes	2 per year
Verruca	All patients	Diabetes	1 per year

Top Tips for GP Surgery Staff

Keep a copy of the [CAS Quick Reference Guide](#) on the reception desk for easy access.

If uncertain, start by referring one or two conditions e.g. head lice/hay fever, until confident with range of conditions.

It's advisable that a clear referral name is agreed so that patients can be sent to the pharmacy to ask for the 'common ailment service.'

Be aware of "advice only" conditions and advise patients that they will not receive treatment for these.