



# SELF-CARE POLICY

## Information for non-clinical practice staff

The Staffordshire self-care policy only applies to conditions which are either;

- **Self-limiting** – Does not need treatment as it will get better of its own accord
- **Suitable for self-care** – The patient does not need clinical advice from a GP or nurse and treatments are available to buy without prescription

**It is very important patients know where to access information to help them manage their minor condition.**

### 1. Online

NHS choices [www.nhs.uk](http://www.nhs.uk) - This has lots of advice on different illnesses and how to treat them

### 2. Community Pharmacies

Pharmacists are qualified professionals who can provide advice on the management of minor conditions and the over-the-counter (OTC) products which are suitable to treat them. Pharmacists should recognise if a condition is more serious and can direct patients on where to get the appropriate help.

#### Key messages for patients

- ❖ This is national guidance for all CCGs from NHS England – it is not just affecting patients at this practice
- ❖ It is aimed at reducing spend on minor conditions so that funds can be spent on other areas of healthcare and services which will have greater benefit for patients
- ❖ Time saved on GP and nurse appointments will allow them to focus on patients with more complex health needs
- ❖ Patients who get free prescriptions or those who use pre-payment for prescriptions are **not** exempt because the policy only applies to conditions where a prescription is not appropriate/needed

### Queries or complaints

<b>Practice</b>	Issues relating to the practice/ GPs/ staff or policies	Follow Practice procedures
<b>PALS</b>	Issues with the Staffordshire interpretation/ communication of the guidance	Freephone: 0800 030 4563 - There is also a 24 hour answer phone service. (Monday-Friday)  Email: <a href="mailto:MLCSU.PatientServices@nhs.net">MLCSU.PatientServices@nhs.net</a> Post; Freepost Plus RTAA-XTHA-LGGC Patient Services, Midlands and Lancashire Commissioning Support Unit, Springfield's Health & Wellbeing Centre 19 Lovatt Court ,Rugeley ,WS15 2FH
<b>NHS England</b>	Issues with the new guidance	<b>Telephone:</b> 0300 311 22 33 <b>Email:</b> <a href="mailto:England.contactus@nhs.net">England.contactus@nhs.net</a> <b>Post:</b> NHS England, PO Box 16738, Redditch, B97 9PT



Remember that you can buy medicines over the counter to treat common conditions



**Choose self care**

Acknowledgement to Derbyshire CCG

**Conditions/ailments where self-care may be appropriate:**

Acute sore throat	Mild acne	Infrequent migraines
Oral thrush	Mild dry skin	Infrequent constipation
Probiotics	Sunburn	Coughs, colds and nasal congestion
Vitamins and minerals	Sun protection	Insect bites and stings
Conjunctivitis	Minor burns and scalds	Infrequent cold sores of the lip
Mouth ulcers	Nappy rash	Earwax
Cradle cap	Dry eyes/sore (tired) eyes	Excessive sweating
Haemorrhoids	Prevention of dental decay	Head lice
Infant colic	Ringworm/athletes foot	Mild to moderate hay fever/seasonal rhinitis
Mild cystitis	Teething/mild toothache	Indigestion and heartburn
Mild dermatitis	Threadworms	Minor conditions associated with pain (e.g. aches, sprains, headache, period pain and back pain)
Dandruff	Travel sickness	
Diarrhoea (adults only)	Warts and verrucae	

**There are certain scenarios where patients should continue to have their treatments on prescription:**

1. Patients prescribed an OTC treatment for a long-term condition (e.g. regular pain relief for chronic arthritis)
2. For the treatment of more complex forms of minor illnesses (e.g. severe migraines that are unresponsive to over the counter medicines).
3. For those patients that have symptoms that suggest the condition is not minor (i.e. those with 'red flag' symptoms for example indigestion with very bad pain).
4. Treatment for complex patients (e.g. immunosuppressed patients).
5. Patients requiring prescription only medication.
6. Patients prescribed OTC products to treat an adverse effect or symptom of a more complex illness and/or prescription only medications.
7. When the product licence of the treatment doesn't allow it to be sold OTC to certain groups of patients. This may vary by medicine, but could include babies, children and/or women who are pregnant or breast-feeding. Community Pharmacists will be aware of what these are and can advise accordingly.
8. Minor condition suitable for self-care that has not responded sufficiently to treatment with an OTC product.
9. The clinician considers that the presenting symptom is due to a condition that would not be considered a minor condition.
10. Individual patients where the clinician considers that their ability to self-manage is compromised as a consequence of medical, mental health or significant social vulnerability to the extent that their health and/or wellbeing could be adversely affected, if reliant on self-care. Consideration should also be given to safeguarding issues.



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