**Community Pharmacy Extended Care Service – Comms Toolkit**

**Key messages**

* More services now available at Midlands pharmacies.
* People needing medical care across the Midlands are now able to get professional clinical advice and treatment at a place more convenient for them as part of an extended service agreement between community pharmacists and NHS England in the Midlands.
* The agreement covers a variety of minor illnesses including urinary tract infections (UTIs) and some skin infections.
* More than 700 community pharmacists in the West Midlands and 400 community pharmacists in the East Midlands, and have signed the agreement, and completed the necessary training requirements.
* Patients needing clinical advice can check if their local pharmacist is taking part at [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/)
* The majority of pharmacists involved in the service are able to treat women aged between 16 and 64 with simple UTIs as well as children aged from three months to two years who present with acute bacterial conjunctivitis.
* Pharmacists can also treat skin infections including impetigo, infected eczema and infected insect bites.
* Further training will see pharmacists able to treat otitis media in children aged from three months to 16 years. This is an infection in the middle ear and particularly common in young children.
* Pharmacists are able to supply medicines to treat the conditions, or to recommend over the counter medicines. If people are exempt from paying for prescriptions, they won’t have to pay for medicines that would normally be prescribed by the GP.

**Quote from NHSE**

Roz Lindridge, NHS England Regional Director for Commissioning said: “This is a massive step forward in making treatment more accessible for people in local surroundings and empowering pharmacists to offer clinical care to their communities.

“We have been delighted with the number of community pharmacists who have taken up the extended services agreement and who have completed at least two stages of the training. Pharmacists are already carrying out clinical checks such as blood pressure and vaccinations for flu and Covid-19. Further services are planned with pharmacists able to manage oral contraception for instance.”

Lindsey Fairbrother is a pharmacist at the Good Life Pharmacy in Hatton in Derbyshire. She says: “This agreement allows people to walk into their local participating pharmacy and seek advice and treatment from a qualified healthcare professional without an appointment or wait times.

“The service is already proving popular at our village pharmacy and we see at least 12 patients every week – supplying them with medicines to help treat their conditions.

“We are really delighted to be able to help more people get the help they need more quickly, and more locally too.”

**Webpage**

[NHS England — Midlands » Community Pharmacy Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/)

**Social media copy –** **Community Pharmacy Extended Care Service**

[Click here](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/resources/) to download images.

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| Our new scheme with pharmacists in the Midlands means you can visit a pharmacist instead of your GP for advice and treatment on a range of minor illnesses. Find out more and see if your local pharmacy is taking part [NHS England — Midlands » Community Pharmacy Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/) | **A picture containing text, businesscard, screenshot  Description automatically generated** |
| You can now get clinical advice and treatment from local pharmacies in the Midlands for a range of minor illnesses including Urinary Tract Infections, conjunctivitis and eczema. Check if your local pharmacy is taking part [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |
| Did you know more than half of community pharmacists in the Midlands can now provide advice and treatment for a variety of minor illnesses including Urinary Tract Infections and some skin infections. You don’t need to visit your GP. Check if your local pharmacy is taking part [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |
| Think you have a Urinary Tract Infection (UTI)? Pain or a burning sensation when peeing? Needing to pee more often and pee that looks cloudy, dark or has a strong smell? More and more of our community pharmacies are signing up to offer you immediate advice and treatment. Check if your local pharmacy is taking part [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) | **Graphical user interface, text, application  Description automatically generated** |
| Does your child have symptoms of bacterial conjunctivitis? Redness? Discharge? A burning sensation and crusting on the lids? If your child is under 2 years a pharmacist can help. More and more of our community pharmacies are signing up to offer immediate advice and treatment. Check if your local pharmacy is taking part [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |
| Are you suffering from eczema? It can become infected leaving you feeling unwell. More and more of our community pharmacies are signing up to offer you immediate advice and treatment. Check if your local pharmacy is taking part [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |
| Do you have an insect bite? Sometimes they can look red and swollen and feel hot. You community pharmacist can assess you and provide the right treatment. Check if your local pharmacy offers the service [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |
| Does your child have ear ache? Redness? Inflammation and soreness? It could be a middle ear infection (otitis media). Your community pharmacist can assess children under 16 years and provide the right treatment. Check if your local pharmacy offers the service [NHS England — Midlands » Pharmacies offering Extended Care Services](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/) |  |

**A4 Poster**

[Click here](https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/resources/) to download A4 poster.

