# ****Promoting self-care and over the counter medicines****

# ****Engagement Report****

1. **Background and decision**

NHS Barnsley Clinical Commissioning Group (CCG) has the responsibility for the commissioning (planning and buying) of local healthcare services for the benefit of the people of Barnsley.

Following a national public consultation, which we promoted locally earlier in 2018, NHS England published national guidance[[1]](#footnote-1) to CCGs on reducing the prescribing of over the counter medicines for some minor, short-term health conditions.

They state that for a range of common, minor short-term health conditions that people are encouraged to self-care and that GPs should no longer routinely prescribe.

These are conditions which will clear up quite quickly with self-care, or there are medicines available to buy over the counter at your pharmacy or local store which will relieve symptoms.

**What did we want to find out?**

Our proposal is to adopt this national guidance and promote more self-care in Barnsley and as a result we set out to hear local views on this and to find out what local people think we need to consider in relation to how this guidance is rolled out across Barnsley.

This includes views on the Barnsley *PharmacyFirst* scheme, where local pharmacies can currently provide medication and advice on a range of common conditions and local people only pay the price of any recommended medication which is often cheaper than a prescription, or it’s free to those exempt from prescription charges.

This report details all of the collective feedback that we received as part of the above engagement exercise and the decision taken by the CCG.

**Your feedback and CCG decision**

All the feedback we received was submitted to Barnsley CCG Governing Body in September 2018. The papers from that meeting are available on the [CCG website here](http://www.barnsleyccg.nhs.uk/about-us/minutes-of-previous-meetings.htm).

The Governing Body approved the proposal to adopt the national guidance and also to update the local PharmacyFirst scheme.

The Governing Body noted all the feedback and flagged up the following points received in the feedback:

|  |  |
| --- | --- |
| **Feedback themes** | **CCG action/response** |
| * The GP decision needs to be based on the individual
 | * This will be made clear in the guidance to prescribers (GPs and others) and to patients.
 |
| * We need to ensure that by implementing this guidance we aren’t widening inequalities and the ‘socially vulnerable’ exception is applied in cases where people are on a limited income
 | * This has point has been clearly outlined in the guidance and briefings for prescribers to ensure that, in line with the point above, the prescriber can and should be making those assessments where appropriate.
* The PharmacyFirst scheme continues to offer free enhanced, personalised advice even if someone chooses to buy treatments in a general store.
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| * Concern over the counter medicines aren’t effective for some minor conditions
 | * The PharmacyFirst scheme continues to offer enhanced, personalised advice. This includes advice on how long conditions are expected to last, how long medication will take to work, how long to take it for. It will also take into account the individual and any other medicines or conditions they flag to the pharmacist.
* The personalised advice is only available in a pharmacy and not from a general store.
* Where people have tried the over the counter medicines and received advice from the pharmacist, and the condition is still not improving in line with the advice, pharmacists will provide confirmation of this that you can take to your GP/nurse.
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| The CCG has a role in signposting. We asked people what sort of ways they thought we could be providing better or more information and signposting on self-care in Barnsley and the following feedback was provided in relation to the following themes:  |
| * Advertise what is happening and what it means for people and do it widely. Work with local people/ patient representative groups to develop the information and sense check it
* Face-to-face conversations are key with doctors, nurses and pharmacy staff
* Co-ordinate advice between pharmacies and GPs
 | * New promotional material has been developed based on the national patient leaflet and Rotherham CCG’s leaflet (who have had this in place for a while).
* Promotional materials have been shared with a range of public facing NHS and local authority buildings and this will be promoted in face to face conversations. There will also be regular campaigns to promote self-care for these short-term, common, minor conditions.
* The changes will be rolled out from August 2019 onwards. GP practice and pharmacy teams have been given additional signposting support so they can give people advice on the types of medications that might work best for them as well as other general self-care advice.
* Pharmacies and GP teams have the same guidance, the same information on which conditions this applies to and when it applies.
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**2**. **Summary of the key themes from the collective feedback we have received**

**What people told us**

Overall we received feedback from 125 individuals and the key themes taken from this engagement are as follows:

We asked people to provide general comments on the overall guidance and what we need to consider locally when implementing this. The feedback fell into three broad themes.

The majority of people agreed with the proposals within the guidance. They fell into two groups; those respondents who agreed completely and those respondents who agreed but had concerns. The final, smaller group disagreed and shared some of the concerns which are detailed below.

Of those people who agreed completely they highlighted that the CCG need to provide plenty of notice before implementing this change locally and that effective communications is key to implementing any change successfully.

In terms of concerns expressed, the following key areas were amongst those stated;

* The GP decision needs to be based on the individual
* We need to ensure that by implementing this guidance we aren’t widening inequalities and the ‘socially vulnerable’ exception is applied in cases where people are on a limited income
* Concern over the counter medicines aren’t effective for some minor conditions

The CCG has a role in signposting. We asked people what sort of ways they thought we could be providing better or more information and signposting on self-care in Barnsley and the following feedback was provided in relation to the following themes;

* Advertise what is happening and what it means for people and do it widely. Work with local people/ patient representative groups to develop the information and sense check it
* Face-to-face conversations are key with doctors, nurses and pharmacy staff
* Co-ordinate advice between pharmacies and GPs

We asked people what we need to consider when applying this new guidance specifically in relation to our local PharmacyFirst scheme and the feedback we received broadly fell into the following areas;

* those people who use (patients) or provide (pharmacies) PharmacyFirst on a regular basis, value this and would like to see it stay the same;
* those people who use the scheme and would support changes to this in line with the new guidance;
* those people who have heard of the scheme but haven’t used it and;
* those people who have never heard of it.

The majority of feedback to this question came from patients and pharmacies in support of keeping the PharmacyFirst scheme as it is due to how effective this has proven to be from their personal experience.

The feedback highlighted that for those people who have used PharmacyFirst they have found this to be a really useful scheme that often saves people taking unnecessary GP appointments which people often struggle to access in the first place. The service is especially valued by those people who are on low incomes, parents of young children and older people.

We asked people specifically what we need to consider when this guidance is applied in Pharmacies and the feedback we received fell into the following themes;

* Clear guidance and criteria needs to be provided and in place across the borough.
* There is a need to improve health education and awareness of what is available and where
* Privacy issues in terms of accessing confidential advice in a pharmacy

**Who fed back and how they heard about this work**

* Over half of the respondents to the survey self- identified as patients (64%).
* Over 10% of the responses we received were on behalf of organisations (Pharmacies, Community Organisations etc.)
* The survey feedback we received overwhelmingly came from female respondents (80%).
* The majority of responses received came from people who are between the ages of 35 and 64 (63%).
* Over 90% of respondents to the survey stated their ethnicity as White British and their sexuality as Heterosexual.
* Over 50% of respondents identified as living with some form of disability with over 25% stating they had a long term condition.
* 30% of respondents highlighted that they have unpaid caring responsibilities for a family member or friend
* Over 80% of people who responded felt that enough information was provided to enable them to provide their views and feedback in relation to this topic.
* 40% of people responded to the survey after seeing the information on social media followed by over 25% of respondents who were notified of the survey via their local pharmacy.

# **3. Our engagement**

We set out with the aim to carry out engagement activity that would:

* Obtain views and feedback from patients, carers, public and clinicians from across Barnsley in relation to what we need to consider when adopting the new national guidance and the implications on our local PharmacyFirst scheme. Our overall aim is that this feedback shapes our decision making.
* Be in accordance with the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), in which CCGs and NHS England have duties to involve the public in commissioning, (under sections 14Z2 and 13Q respectively).

Feedback has been collected in a variety of ways.

Prior to the publication of the national guidance a workshop was held for Barnsley Patient Council members who represent GP practice patient groups from across the borough. Their feedback is captured as part of the general feedback. They also helped shape the wider involvement activity. The minutes from that meeting are available on the [CCG website](http://www.barnsleyccg.nhs.uk/CCG%20Downloads/Get%20Involved/Patient%20Council/2018/Patient%20Council%20Agenda%20%20Papers%2030%2005%202018.pdf).

A survey outlining the new guidance was used to collect views. This was promoted in the following ways:

In person:

* Face to face surveys were carried out at pharmacies in Wath-upon-Dearne and Penistone.

Online:

* Online on the ‘Get Involved’ section of the NHS Barnsley CCG website.
* Social media posts via the CCG Facebook and Twitter pages.
* Targeted Facebook adverts were placed with a direct link through to the survey information.

Sent directly to stakeholders:

* Circulated by local partners working across the health and social care economy.
* Sent to members of the NHS Barnsley CCG Patient Council.
* Sent to members of OPEN (Our Public Engagement Network) database.
* Paper copies of the survey and posters were sent to every GP practice, pharmacy, library and children’s centre.
* Sent directly to a wide list of stakeholders including elected members, MPs, Healthwatch Barnsley.
* Press release was issued to local media.
* Promoted in weekly CCG primary care newsletter.
* Promoted to pharmacies via the LPC (Local Pharmaceutical Committee) E-bulletin.
* Promoted to pharmacies via PharmOutcomes, which is a web based system used by community pharmacists.

# **4. Acknowledgements**

We would like to take this opportunity to thank all of the individuals and organisations who have taken the time to share their views and also get involved in the promotion of this survey.

5. Detailed feedback received

We received responses from 125 respondents in total to the above survey by the closing date of Wednesday 5th September 2018 in addition to groups that fed back including the Barnsley Patient Council and the Barnsley Local Medical Committee.

The survey was promoted on Twitter, Facebook and Instagram through both paid for and non-paid for posts.

The overall reach of the posts on Facebook was 17,045 people. 28 people commented, 45 shared the post and 36 people liked to posts. 1 person was angry at the post.

Twitter posts gained 5,956 impressions with 11 retweets, 7 likes and 29 clicks through to the survey information.

A summary of all the feedback we received can be found below. Please note that not everyone answered every question.

**Who responded?**

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| --- |
| Q1) Please can you tell us who you are responding on behalf of ?  |
| Patient  | 79 (64%) |
| Family member, carer, friend of patient  | 11 (10%) |
| Member of public | 18 (15%) |
| Patient representative organisation | 0  |
| Voluntary organisation or charity  | 3 (2%) |
| Community Pharmacy  | 5 (4%) |
| GP  | 0 |
| GP Practice Pharmacist  | 0 |
| Other  | 6 (5%) Barnsley Council, GP Receptionist, Nurse, Pharmaceutical Representative  |

**The new guidelines**

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| Q2) Having read the information on which conditions this applies to and together with the list of conditions, please tell us what you think we need to consider when putting these national guidelines in place across Barnsley?  |
| 123 people provided a response in relation to the above question. We asked people to provide general comments on the overall guidance and what we need to consider locally when implementing this. The feedback fell into three broad themes. The majority of people agreed with the proposals within the guidance. They fell into two groups. Those who agreed completely and those who agreed but had concerns. The final, smaller group disagreed and shared some of the concerns. Those who agreed also said: * Provide plenty of **notice before implementing this change locally**
* **Communications** is key
	+ Provide guidance on what self-care is
	+ Provide guidance on how long things should last and when to get further information and where to go
	+ Ensure language is clear
	+ Advertise it clearly (range of examples given)
	+ Consider promoting cheaper generic brands to reduce cost burden
	+ When the change happens, ensure that current prescriptions aren’t changed without review of case and conversation with individual

Those who agreed but added concerns said:* + Concerned I won’t know when something is getting worse/something more serious is missed
	+ The GP decision needs to be based on individual
	+ Need to ensure we aren’t widening inequalities and the ‘socially vulnerable’ exception is applied in these cases
	+ Concern over the counter medicines aren’t effective for some minor conditions
	+ Better advice is needed from pharmacists and advice/ guidance by pharmacists should not be in front of everyone else

Those who didn’t agree said:* Keep the PharmacyFirst scheme
* Still prescribe for people on a limited income

Those who provided further information said the PharmacyFirst scheme should remain in its current format and said that it helped them financially, it was convenient and they didn’t want to take up a GP appointment.  |

**Advice and guidance for self-care**

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| Q3) What sort of ways do you think we should be providing better or more information and signposting on self-care in Barnsley? |
| The CCG has a role in signposting. We asked people what sort of ways they thought we could be providing better or more information and signposting on self-care in Barnsley.113 people provided a response in relation to the above question and the feedback fell into the following themes;* **Advertise** what is happening and what it means for people and do it widely
	+ Use social media but don’t rely on it
	+ Promote in health care settings via leaflets posters BUT do it in lots of other places as it’s too late once you’re in the GP surgery
	+ Enlist help of GP reception staff
	+ Add message to GP telephone system
	+ Via groups/teams in touch with families
* **Face-to-face conversations** are key with doctors, nurses and pharmacy staff– there are already enough campaigns and leaflets. Give people confidence to wait it out.
* **Work with people** to develop the information
* **Improve health literacy**
	+ Work with schools
* **Co-ordinate advice** between pharmacies and GPs as experience of conflicting information on who you should see
* Have a **triage nurse** instead of receptionist for some of the time, who can signpost to pharmacy where appropriate
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**The Barnsley PharmacyFirst Scheme**

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| Q4) What do we need to consider when applying this new guidance to the *PharmacyFirst* scheme across Barnsley? |
| 108 people provided a response in relation to the above question. We asked people what we need to consider when applying this new guidance specifically in relation to our local PharmacyFirst scheme and the feedback we received broadly fell into the following areas; those people who use (patients) or provide (pharmacies) PharmacyFirst on a regular basis, value this and would like to see it stay the same; those people who use the scheme and would support changes to this in line with the new guidance; those people who have heard of the scheme but haven’t used it and those people who have never heard of it. We received feedback along the lines of the following; * **Praise for PharmacyFirst** **and support to retain this in its current form** – really useful scheme that often saves people taking unnecessary GP appointments which people often struggle to access in the first place. The service is especially valued by those people who are on low incomes, parents of young children and older people.
* By changing the way in which PharmacyFirst operates **this** **could have an impact on more people seeking a GP appointment** then going to see their Pharmacist which could lead to the opposite effect the scheme was designed to have when first implemented.
* **Concerns expressed over people accessing the advice under the scheme but not being able to afford the treatment** and going without thus making something ‘minor’ more significant and longer term. This could have a particularly harmful effect on children and vulnerable adults.
* **Get clear advice out to the public and the pharmacists** - ensure people are informed what they are entitled to and what they aren’t and be really clear about the reasons why. Explain the reasons for this and give enough time for people to be made aware of this before it happens as this could lead to people being frustrated if they have come to expect or rely on this service from their local pharmacy.
* **Health education** - Use any change to the scheme to **raise awareness of the existence of PharmacyFirst** in terms of the advice element as some people are unaware of what it is and does. Education of the public is imperative to ensure they are aware that, for these type of ailments, a pharmacist is really well qualified to advise.
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| Q5) What do we need to consider when this guidance is applied in Pharmacies? |
| We asked people specifically what we need to consider when this guidance is applied in Pharmacies and 86 people provided a response in relation to this. The feedback we received fell into the following themes; * **Clear guidance and criteria**
* For pharmacists to follow in terms of PharmacyFirst and the wider guidance
* For patients affected by the changes
* Consistent messaging across the borough
* **Improve health education -** Through effective advice as part of PharmacyFirst more people will be equipped and knowledgeable to self- care in the future
* **Privacy issues** - all pharmacies need a location where private consultations can take place and where people can ask for confidential advice without being overheard.
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| Q6) Did we provide enough information for you to be able to comment on the questions we asked?  |
| Yes  | 96 (81%) |
| No  | 4 (3%) |
| Unsure  | 18 (16%)  |

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| Q7) Where did you hear about the survey? |
| Via Pharmacy  | 32 (27%) |
| Via GP Practice  | 6 (5%)  |
| Via direct emails from CCG  | 20 (17%) |
| Via CCG website  | 10 (8%) |
| Via Social Media – CCG/ GP/ Pharmacy/ Community Page or Feed (Facebook/ Twitter)  | 51 (43%)  |

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| Keep in touch  |
| 16 people provided their contact details and asked to be kept updated by the CCG regarding this and other work being undertaken in the future.  |

**Equality Monitoring Section**

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| Age of respondents |
| Under 18 | 0 |
| 18 – 24 | 0 |
| 25 – 34 | 11 (8%) |
| 35 - 44  | 39 (31%) |
| 45 – 54 | 20 (16%) |
| 55 – 64 | 20 (16%) |
| 65 – 74 | 21 (17%) |
| 75 – 84  | 7 (6%) |
| 85 +  | 0 |
| Prefer not to say  | 7 (6%)  |

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| Postal code areas indicated |
| HD8, S25, S36, S63, S70, S71, S72, S73, S74, S75  |

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| Gender  |
| Male  | 21 (18%) |
| Female  | 93 (80%)  |
| Prefer not to say  | 2 (2%)  |

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| Transgender - Do you live and work permanently in a gender other than the one you were born into? |
| Yes  | 0 |
| No  | 107 (93%) |
| Prefer not say  | 8 (7%) |

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| Ethnicity  |
| White (UK)  | 112 (96%) |
| White (Irish)  | 1 (1%) |
| White (Other)  | 3 (2%) |
| Prefer not say  | 1 (1%) |

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| Sexual Orientation  |
| Bisexual  | 0 |
| Gay Man  | 2 (2%) |
| Lesbian  | 1 (1%) |
| Heterosexual  | 103 (93%) |
| Prefer not to say  | 5 (4%)  |

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| Religion  |
| No religion  | 51 (44%) |
| Agnostic  | 2 (1%) |
| Buddhist | 1 (1%) |
| Christian  | 58 (50%) |
| Jewish | 1 (1%) |
| Prefer not to say  | 4 (3%) |

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| Disability (Multiple Choice Question) |
| I don’t have a disability  | 57 (46%) |
| Mental Health Condition  | 18 (14%) |
| Physical Impairment  | 18 (14%) |
| Long standing illness | 33 (26%) |
| Cognitive Impairment  | 4 (3%) |
| Sensory Impairment  | 4 (3%) |
| Speech Impairment  | 5 (4%) |
| Prefer not to say  | 5 (4%) |

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| Carer  |
| Yes  | 37 (32%) |
| No  | 80 (68%) |

6. Appendix 1 – Survey

**Over the counter medicines survey**

**Introduction**

**Introduction: New guidance for GPs on when not to prescribe medication that can be bought over the counter**

There is new guidance from NHS England on a number of minor health conditions for which **GPs,** **nurses and other healthcare professionals** should **no longer routinely give you a prescription** for when the medication or treatments can be bought from a pharmacy or store.

These are minor conditions which will **clear up quite quickly** with self-care, or there are

medicines **available to buy over the counter at your pharmacy or store** which will relieve symptoms.

These are minor conditions including coughs and colds, constipation, stomach upsets, dandruff, headaches, infant colic, heartburn, headlice, nappy rash.



The guidance also covers prescriptions for probiotics and vitamins and minerals.



This means you will no longer **normally** be able to get medication prescribed by your GP or practice nurse for these minor conditions. **This applies if you get free prescriptions or not.**

It will also apply to **most** of the conditions in the Barnsley PharmacyFirst scheme.

**Will this apply to everybody?**

**No there are a number of exceptions.**

It is important to say that GPs will still prescribe the sorts of medicines which you can by from a pharmacy or store (over the counter) for people with longer-term or more complex conditions, or where minor illnesses are a symptom or a side effect of something more serious.

The medicines can also be prescribed if someone isn't as able to self manage a condition because of medical or mental health issues or ’significant social vulnerability’, the guidance says. We are clear that GPs, in conversation with the patient, will still be able to make the final clinical decision to prescribe these over the counter medicines.

**Why is there new guidance?**

As the local NHS in Barnsley, we spend around £2million a year on prescribing medications for conditions that:

Are considered to be self-limiting and so do not need treatment as it will heal or be cured of its own accord;



Which lends itself to self-care i.e. the person suffering does not normally need to seek GP medical advice and can manage the condition by medical advice from a pharmacist or purchasing over the counter items directly from them or a store.



As a clinical commissioning group we are responsible for making the most of the NHS money that is available to Barnsley.

The new guidance is available to read online at www.barnsleyccg.nhs.uk/haveyoursay. Paper copies are available by calling 01226 433773.

**We want to hear your views**

This national guidance has been developed after a full public consultation also available here www.barnsleyccg.nhs.uk/haveyoursay.

Before we put this guidance into place in Barnsley, we want to hear from local residents, people working in health and any other interested parties.

**We want to understand what we need to consider before this guidance is put in place.**

We will collect everyone's feedback and it will be used to help design how this is rolled out across Barnsley. This is to make sure it is as easy and clear for all patients and healthcare teams as possible to know what the new guidance means for them.

The deadline for feedback is Wednesday 5th September.

Thank you for taking the time to share your views and suggestions.

**About you**

We want to hear from a wide range of people. Please help us understand how you are responding today.

**I am responding as a:**

*(Please select one answer)*

*Patient* .............................................................................................................................................. 

*Family member, carer, friend of patient* ........................................................................................... 

*Member of public* .............................................................................................................................. 

*Patient representative organisation* .................................................................................................. 

*Voluntary organisation or charity* .......................................................................................................

*Community Pharmacy* .......................................................................................................................

*GP* ..................................................................................................................................................... 

*GP practice pharmacist* .....................................................................................................................

*Other (please provide details below)* ................................................................................................ 

**If you ticked 'other' please provide details here**

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**Name of your organisation (if applicable)**

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**The new guidelines**

**These are the conditions that are included in the new guidance:**

The **conditions** are the ones listed below which you don’t usually need to see a GP for. Even though you may have minor symptoms, these are the conditions where you will either get better quite quickly without needing medication, or you can treat yourself by getting relief from medication purchased from a pharmacy or store.

General vitamins/minerals and probiotics are also included as part of the national guidance and would no longer be available on prescription, as these items have limited clinical effectiveness.

People suffering severe or long term symptoms **would still** be prescribed medicines for these conditions or illness. For example people who also have a more serious illness like cancer or a long-term illness like arthritis.

**Items of limited clinical effectiveness**

Probiotics



Vitamins and minerals (exception for people with a medically diagnosed deficiency or Healthy Start vitamins)



**Self-Limiting Conditions**

1. Acute Sore Throat
2. Infrequent cold sores of the lip
3. Conjunctivitis
4. Coughs and colds and nasal congestion
5. Cradle Cap (Seborrheic dermatitis – infants)
6. Haemorrhoids
7. Infant Colic
8. Mild Cystitis

**Minor Conditions Suitable for Self-Care**

1. Mild Irritant Dermatitis
2. Dandruff
3. Diarrhoea (Adults)
4. Dry Eyes/Sore tired Eyes
5. Earwax
6. Excessive sweating (Hyperhidrosis)
7. Head Lice
8. Indigestion and Heartburn
9. Infrequent Constipation
10. Infrequent Migraine
11. Insect bites and stings
12. Mild Acne
13. Mild Dry Skin
14. Sunburn due to excessive sun exposure
15. Sun Protection
16. Mild to Moderate Hay fever/Seasonal Rhinitis
17. Minor burns and scalds
18. Minor conditions associated with pain, discomfort and/fever. (e.g. aches and sprains, headache, period pain, back pain)
19. Mouth ulcers
20. Nappy Rash
21. Oral Thrush
22. Prevention of dental caries
23. Ringworm/Athletes foot
24. Teething/Mild toothache
25. Threadworms
26. Travel Sickness
27. Warts and Verrucae

**Please tell us what you think**

Having read the information on which conditions this applies to and together with the list of conditions, please tell us what you think we need to consider when putting these national guidelines in place across Barnsley.

**Please give as much detail as possible.**

**Advice and guidance for self-care**

This guidance is intended to encourage people to self-care for minor illnesses as the first stage of treatment.

In most cases these minor conditions will clear up with appropriate self-care. If symptoms are not improving or responding to treatment, then patients should be encouraged to seek further advice.

When implementing this guidance, NHS England has said that clinical commissioning groups will need to supply patients with better information on signposting so that they are able to access the right service.

This guidance is not intended to discourage patients from going to the GP when it is appropriate to do so.

**What sort of ways do you think we should be providing better or more information and signposting on self-care in Barnsley?**

**The Barnsley PharmacyFirst scheme**

Pharmacies are able to offer expert, confidential advice and treatment for a whole range of minor common conditions.

The new guidance will apply to anyone working in a GP practice or local pharmacy.

This includes pharmacy teams who currently provide the Barnsley PharmacyFirst service, where you are encouraged to visit your pharmacy first, rather than see your GP.

This scheme is for a range of common conditions very similar to those which are now in the new guidance.

The new guidance would mean that in Barnsley, under the PharmacyFirst scheme, participating pharmacies will still give you free advice, which the CCG will continue to pay the pharmacy for, but you would need to buy the 'over the counter' medication yourself, rather than get it for free (if you don't pay a prescription fee).

This applies to those common conditions where you can self-care. This brings pharmacies in line with GPs and anyone else working in a GP practice who can issue prescriptions.

**What do we need to consider when applying this new guidance to the PharmacyFirst scheme across Barnsley?**

There are three conditions which do not appear in the national guidance but are included in our current PharmacyFirst scheme.

These conditions **will stay** in the PharmacyFirst scheme in Barnsley for both medication and advice.

These are: vaginal thrush, scabies, eczema.

We will encourage people to see a pharmacy first for these things rather than go to a GP. However your pharmacy can advise at what stage you should see a GP if the condition isn't improving.

**What do we need to consider when this guidance is applied in pharmacies?**

**Equality Monitoring Form**

Please answer the following questions about yourself. The reason we are asking these questions so that we can better understand the responses we receive. Your answers will remain confidential. When reporting any findings we will only show overall statistics and/or the general themes.

**Data Protection Statement**

All information will be kept strictly confidential and in accordance with the Data Protection Act 1998 and associated protocols.

**Please tell us your postcode**

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**Which age group are you in?**

*Under 18* ........................................................................................................................................... 

*18 - 24* ...............................................................................................................................................

*25 - 34* ...............................................................................................................................................

*35 - 44* ...............................................................................................................................................

*45 - 54* ...............................................................................................................................................

*55 - 64* ...............................................................................................................................................

*65 - 74* ...............................................................................................................................................

*75-84* ....................................................................................................................................................... 

*85+* .......................................................................................................................................................... 

**What best describes your gender?**

*(Please select one answer)*

*Female* .................................................................................................................................................... 

*Male* .................................................................................................................................................. 

*Prefer not to say* ................................................................................................................................

*Prefer to self -describe* ............................................................................................................................. 

**Please describe.**

**Do you live and work permanently in a gender other than the one you were born into?**

*No* .....................................................................................................................................................

*Yes* ................................................................................................................................................... 

*Prefer not to say* ................................................................................................................................

**How would you describe your ethnicity?**

*White - UK* .........................................................................................................................................

*White - Irish* .................................................................................................................................

*White - Gypsy or Traveller* ................................................................................................................ 

*Other White Background* ...................................................................................................................

*Prefer not to say* ................................................................................................................................

*Arab* .................................................................................................................................................. 

*White and Black African* ..............................................................................................................

*White and Black Caribbean* .............................................................................................................. 

*White and Asian* ..........................................................................................................................

*Other Mixed/ Multiple Ethnic Background* ......................................................................................... 

*Other Black Background* ................................................................................................................... 

*Black Caribbean* ................................................................................................................................

*Black African* ..................................................................................................................................... 

*Indian* ................................................................................................................................................ 

*Pakistani* ........................................................................................................................................... 

*Bangladeshi* ...................................................................................................................................... 

*Chinese* ............................................................................................................................................. 

*Other Asian Background* ................................................................................................................... 

**Other (please state)**

****

**How would you describe your sexual orientation?**

*(please select one answer)*

*Heterosexual/straight Lesbian/Gay* *Gay man* .... *Bisexual* .... *Prefer not to Other (please*

.............................  *woman* ........   *say* ............  *state)* .......... 

**Please state**

****

**How would you describe your religion?**

*No religion* .........................................................................................................................................

*Buddhist* .................................................................................................................................................. 

*Christian* .................................................................................................................................................. 

*Hindu* .................................................................................................................................................

*Sikh* ......................................................................................................................................................... 

*Jewish* ..................................................................................................................................................... 

*Muslim* ...............................................................................................................................................

*Agnostic* ............................................................................................................................................ 

*Prefer not to say* ................................................................................................................................

*Other* ....................................................................................................................................................... 

**Do you have any of the following disabilities? (Please tick all that apply)**

*(Please select all that apply)*

**

*I do not have a disability* ...................................................................................................................



*Mental Health Condition* ....................................................................................................................



*Physical Impairment* ..........................................................................................................................



*Cognitive Impairment* ........................................................................................................................



*Long Standing Illness* ........................................................................................................................



*Speech Impairment* ...........................................................................................................................



*Sensory Impairment* ..........................................................................................................................



*Learning Disability* .............................................................................................................................



*Learning Difficulty* .............................................................................................................................



*Prefer not to say* ................................................................................................................................

**Other (please state)**

****

**Do you provide unpaid care for someone (friend/family member) ?**

*(Please select one answer)*

*Yes* ...................................................................  *No* .................................................................... 

**Almost done**

**Did we provide enough information for you to be able to comment?**

*(Please select one answer)*

**

*Yes*...............................................................................................................................................



*No* ......................................................................................................................................................

*Unsure* .........................................................................................................................................

**Where did you find out about this survey?**

**Receiving feedback**

**Would you like to receive regular updates from the CCG about this and similar surveys you can get involved in? Please provide your name and email or postal address. You can unsubscribe at any time by emailing barnccg.comms@nhs.net**

Returning your survey by post is free. Please post your completed survey to us by 5th September 2018.

Over the counter medicines survey

Communications and Engagement Team

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BARNSLEY, S75 2PY

Alternatively you can access and complete the online survey via the following link at [www.barnsleyccg.nhs.uk/haveyoursay](http://www.barnsleyccg.nhs.uk/haveyoursay)

**Final page**

This report was produced by:

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1. <https://www.england.nhs.uk/wp-content/uploads/2018/03/otc-guidance-for-ccgs.pdf> [↑](#footnote-ref-1)