

Dear Headteacher,

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

With absence and attendance being a high priority for primary schools, I am writing 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?

This service enables children and adults to get quick access to healthcare advice as they can walk in to a pharmacy and access the service (some pharmacies also offer the service remotely as a video consultation). The person will then be offered a consultation with a pharmacist in a private consultation room. This service takes away the potential delay of having to wait for a GP appointment and may help ensure children and staff get well and back to school as quickly as possible, potentially positively impacting attendance rates.

The service supports primary school aged children in the below age groups who need help with:

- **Earache** (aged 1 to 17 years)
- **Impetigo** (aged 1 year and over)
- **Infected insect bites** (aged 1 year and over)
- **Sore throats** (aged 5 years and over)

The service also supports older children and adults (so will be applicable to your staff and parents/carers of the school children as well) in the below age groups who need help with:

- **Earache** (aged 1 to 17 years)
- **Impetigo** (aged 1 year and over)
- **Infected insect bites** (aged 1 year and over)
- **Sore throats** (aged 5 years and over)
- **Shingles** (aged 18 years and over)
- **Sinusitis** (aged 12 years and over)
- **Urinary tract infections** (UTIs) in women (aged 16 to 64 years)

The pharmacist will provide advice and, if clinically necessary, offer an NHS medicine to treat the condition (these medicines are supplied free of charge to children under 16 years, with the normal [NHS prescription charge rules](#) applying to people aged 16 or over). The pharmacy will then 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.

A summary of the service is available as an [animation](#) and more information can also be found at nhs.uk/thinkpharmacyfirst

Resources to promote the Pharmacy First service to parents/carers and staff

We are keen to raise awareness of the service to parents/carers of young children, as well as school staff so that if anyone has symptoms of any of the forementioned conditions, they are aware that they can access advice quickly and potentially obtain medicine (if clinically appropriate) from a pharmacy. We would therefore be keen to work with you to see how you could promote this service within your school.

Community Pharmacy England, who represent community pharmacy owners in England, has created a suite of resources for use by schools; you can use any that would suit your methods of communication with parents/carers to raise awareness of this important service. Resources include:

- Downloadable posters which can be displayed in reception/waiting areas or staff rooms;
- Downloadable flyers which could be included in school bags or left in reception/waiting areas;
- Digital screen options which could be played if you have a digital screen in your reception/waiting area;
- Template news stories that could be included on your school website or in newsletters; and
- Template letter to email out to parents/carers highlighting the Pharmacy First service.

All of these resources are available at cpe.org.uk/infopharmacyservices if you would be interested in displaying the posters/flyers.

If you would like to discuss promotion of the service further or have any questions on the service, please do not hesitate to contact me.

Yours sincerely

Lynn Murrie

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MPharm IP

Pickfords Pharmacy

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Mon-Fri 09:00-18:00