

Getting help from your pharmacy

Covid-19 and self care

This fact sheet helps you to know what you can expect if you seek help and advice from your pharmacist and community pharmacy team. Thanks to Expert Self Care for permission to use material from the Coronavirus Support App, available @ Apple Store and Google Play

Useful facts

For questions about your medication and treating coronavirus symptoms, you can speak with your pharmacist.

IMPORTANT: If you or someone you live with has coronavirus symptoms (high temperature, a new, continuous cough, change or loss of sense of taste or smell) OR you have been contacted by Track and Trace and instructed to self isolate, do not visit a pharmacy. Follow the 'Coronavirus' advice below and on the next page.

What can I expect to happen?

Pharmacies are having to take special measures to protect staff and patients during the coronavirus crisis. When visiting your pharmacy you will need to comply with the latest national recommendations to keep yourself and everyone safe, for example wearing a face covering, keeping your distance from others and following any additional instructions.

To prevent the spread of coronavirus (COVID-19), changes have been made to how you get medicines and advice from a pharmacy at the moment.

Get your medicines delivered or ask someone to collect them. They should leave them on your doorstep and let you know they have been delivered.

Try to call your pharmacy or contact them online before going in person. You can order repeat prescriptions online.

Do not go to a pharmacy if:

- ♦ You have symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- ♦ You live with someone who has symptoms
- ♦ You have been told to self isolate by Test & Trace

You may be referred to a pharmacy after calling NHS 111

This is a new NHS service called the Community Pharmacy Consultation Service and it means that information is shared between all the health care professionals you have contact with such as GPs and nurses so that you receive better care, faster.

What can I do for myself and for my family?

Tip: The NHS websites have straightforward health information you can trust. There are separate websites for England ([nhs.uk](https://www.nhs.uk)), Scotland ([nhsinform.scot](https://www.nhs.uk/nhsinform)), Wales ([wales.nhs.uk](https://www.wales.nhs.uk)) and Northern Ireland ([online.hscni.net](https://www.hscni.net)). The NHS Apps Library lists digital apps and tools that the NHS has assessed as being clinically safe and secure to use. (<https://www.nhs.uk/apps-library/>)

Preparing for Covid & self-isolation

It is always worth making sure that you have a stock of medicines in a child-safe place for general illnesses that you might develop.

Visit <https://www.nhs.uk/live-well/healthy-body/your-medicine-cabinet/> for details of what you could include.

You might want to keep details handy of who to contact in an emergency and a list of your usual medication.

Don't leave it until the last minute to order your repeat medicines. You can discuss any additional needs with your local pharmacy team.

Your Covid Kit

Keep stocked up with some of these basic medicines and COVID supplies. Your local pharmacy will have most of these in stock.

- ♦ Non-medical face coverings
- ♦ 70% alcohol surface wipes
- ♦ 70% alcohol hand gel
- ♦ Thermometer with disposable covers (see The Self Care Forum's Fever in Children factsheet)
- ♦ Several pairs of disposable gloves
- ♦ Hand wipes or soap
- ♦ Electrolyte replacement in case of vomiting and/or diarrhoea
- ♦ Loperamide in case of diarrhoea
- ♦ Paracetamol or ibuprofen (as appropriate for age and if not allergic) for aches and pains
- ♦ Any repeat medicines you usually take
- ♦ Oximeter (optional)

What help can I get from my pharmacy?

Repeat prescriptions: You may be able to order these online or by phone from your pharmacy or GP surgery. You can then pick up your medicines directly from your pharmacy or get them delivered.

Delivery: Ask your pharmacist for delivery options, or ask someone else to collect and deliver medicines for you.

Online pharmacies: Be careful when buying medicines online. Only buy from registered pharmacies. You can check whether a pharmacy is registered on the General Pharmaceutical Council website (link below).

Registration: Check if a pharmacy is registered on the General Pharmaceutical Council website (link below).

Home medicines: Keep a small stock of useful medicines at home, especially painkillers such as paracetamol. Get further advice from your pharmacist.

Self care advice: Your Pharmacy team can give you advice on a wide range of subjects including self care and managing common

illnesses and talk with you about ways to take your medicines safely to the best results from them.

All pharmacies in England are Healthy Living Pharmacies: The pharmacy team can help with many other aspects of health and care. They can help you make healthy lifestyle changes such as quitting smoking, reducing alcohol consumption and losing weight.

Your pharmacy team also provide clinical services such as supporting you with taking new medicines, helping you navigate the best place for the care you need, supporting your physical and mental wellbeing.

These services are also widely available through your Pharmacy team:

- Emergency contraception
- Asthma inhaler use and advice
- Chlamydia screening and treatment
- Blood pressure, cholesterol and blood sugar testing
- Substance misuse service
- Flu vaccination

For more information and to help you find your nearest pharmacy, visit:

<https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/>

Where can I find out more?

General Pharmaceutical Council: New guide to help people keep safe when getting medicines or treatment online.

<https://www.pharmacyregulation.org/news/new-guide-help-people-keep-safe-when-getting-medicines-or-treatment-online>

General Pharmaceutical Council: Search for a pharmacist, pharmacy technician, or pharmacy. <https://www.pharmacyregulation.org/registers>

Patient.info: COVID-19 – how to use pharmacies during the coronavirus pandemic. <https://patient.info/news-and-features/covid-19-how-to-use-pharmacies-during-the-coronavirus-pandemic>

Patient.info: COVID-19 coronavirus: what to do if you need to see a GP or get medication:

<https://patient.info/news-and-features/covid-19-coronavirus-what-to-do-if-you-need-to-see-a-gp-or-get-medication>

Find out about using the NHS during coronavirus:

<https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/using-the-nhs-and-other-health-services/>

Coronavirus

The main symptoms of coronavirus are
a high temperature,
a new, continuous cough
a loss of, or change to, your sense of smell or taste.

If you have any of these symptoms:

Go to the NHS 111 website or ring 111 if you are very unwell.

Get a test to check if you have coronavirus as soon as possible.

Stay at home and do not have visitors until you get your test result – only leave your home to have a test.

Visit nhs.uk:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

If you think your child may have Covid, you're worried about your child or not sure what to do:

For children aged 5 or over – use the NHS 111 online coronavirus service.

For children under 5 – call 111.

It's still important to get help from a GP if you need it. To contact your GP surgery: visit their website, use the NHS App or call them