

What is the purpose of the Pharmore service?

Community pharmacies already offer a range of convenient healthcare services to the general public. We want to build on this by testing out some new walk-in services, which will provide the public with advice and treatment for some of the most common ailments and complaints. In most such cases this should replace a visit to a GP practice or a busy Accident & Emergency Department.

What is the range of services on offer?

The walk-in services differ slightly at each of the eight test pharmacies. Generally, they are open for longer and provide services like nurse-led minor illness and injury treatment, sexual health advice and treatment, and simple diagnostic healthcare checks and tests.



Find out more about the services on offer at the eight Pharmore pharmacies at: www.scotland.gov.uk/Pharmore

Visit your local NHS Board website:

NHS Greater Glasgow & Clyde
www.nhsggc.org.uk

NHS Lanarkshire
www.nhslanarkshire.co.uk

NHS Tayside
www.nhstayside.scot.nhs.uk

NHS Lothian
www.nhsllothian.scot.nhs.uk

NHS Grampian
www.nhsgrampian.org

Go along to your Pharmore pharmacy at:

Bairds Pharmacy
Clifton Road
Aberdeen

Boots the Chemist
Bon Accord Centre
Aberdeen

Alliance Pharmacy
40-42 Graham St.
Airdrie

Alliance Pharmacy
Albert Street
Dundee

Boots the Chemist
Shandwick Place
Edinburgh

The Inch Pharmacy
Walter Scott Avenue
Edinburgh

Boots the Chemist
Braehead Shopping
Centre, Glasgow

Boots the Chemist
Central Station
Glasgow

Phar more⁺

new pharmacy
walk-in services



NHS
SCOTLAND

Pharmore walk-in services

As part of NHSScotland's commitment to providing the public with better, faster and more local healthcare, a range of new walk-in services called **Pharmore** is being tested in eight community pharmacies across Scotland.

These pharmacies offer the public a selection of walk-in services ranging from nurse-led minor illness and injury treatment and sexual health advice to simple diagnostic healthcare checks and tests.

The pharmacies also offer more convenient opening times, including extended evening and weekend opening hours. And in most cases the public can access **Pharmore** services without an appointment.

NHSScotland **Pharmore** services provide quick and easy access to support, treatment and advice. They are available to the public at eight pharmacies across Greater Glasgow & Clyde, Lanarkshire, Lothian, Grampian and Tayside.

Your questions answered

Who is the service for?

Pharmore is intended for the general public at every age. Commuters, in particular, may find it a lot more convenient, enabling them to pop into a participating pharmacy on the way to or from work, or even at lunchtime.

Why is Pharmore being tested in only eight pharmacies?

The eight pharmacies involved were chosen by their NHS Board as the most suitable for testing this new service, based on local needs.

Where are the eight test sites?

The eight test sites are situated in convenient, central locations in Aberdeen, Airdrie, Glasgow, Edinburgh and Dundee.

When can I use these services?

The opening times for Pharmore services are slightly different at each site. They are usually available during the pharmacy's normal opening times. However, some sites offer the service in the early morning, late evening and at weekends too.

Do I need an appointment to use the walk-in services?

You can access most of the Pharmore services without an appointment. However, some test sites may use an appointment system to help manage demand and to ensure that those most in need of help are seen as quickly as possible. This is important where patients are referred by NHS24 for out of hours care.

Your questions answered

Do I need to be registered with a GP practice to use Pharmore?

No, but you must be eligible for NHS services or be a national from within the European Economic Area.

Will I have to pay for these services?

Like all NHS services, care is free at the point of delivery. Overseas visitors from outside of the European Economic Area may have to pay a charge or present relevant health insurance cover.

How long is the test period and what happens after it ends?

The test period will run until March 2010. The new walk-in services will be evaluated during this period helping us to decide what happens next – for example, whether the types of services provided need to be changed or reshaped, or provided in another way.

The evaluation will also help us to decide which walk-in services could be introduced by other NHS Boards in other locations in the future.

Who is providing the Pharmore service?

The local NHS Board in partnership with the community pharmacy is providing this service.

In the main, treatment and advice are provided by community pharmacists, nurse practitioners and other health professionals.