

Common Ailments Service

What we do

The common ailments service offers patients access to free NHS advice and treatment for common ailments that cannot be managed by self care.

The service offers an alternative to making an appointment with the GP to discuss the following 26 conditions

- Acne
- Athletes Foot
- Backache (acute)
- Chickenpox
- Cold sores*
- Colic*
- Conjunctivitis (bacterial)
- Constipation
- Dermatitis (acute)
- Diarrhoea*
- Dry Eye
- Haemorrhoids
- Hayfever

- Head Lice
- Indigestion /reflux
- Ingrowing toenail*
- Mouth Ulcers
- Nappy rash
- Oral thrush
- Ringworm (Intertrigo)
- Scabies
- Sore throat/tonsillitis
- Teething
- Threadworm
- Vaginal thrush
- Verruca
- Advice only conditions – no treatment on NHS – these are conditions when there is not sufficient evidence to support the use of medicines to treat on the NHS.

Who is it for?

The service can be used by any patient who lives in Wales or is registered to a Welsh GP practice. The patient must be able to attend the pharmacy in person.

If you are suffering with an eye conditions you should visit a local optometrist (optician) for a free NHS eye examination in the first instance.

Sometimes the pharmacist may need to refer you to your GP or another healthcare professional if they are unable to treat your condition.

Can anyone use the service?

Patients can either be referred by their GP or other healthcare professional or can self-refer to this service. If you are unsure whether you need to use this service or see your doctor, please speak to the pharamcist for advice.

Opening Times

Opening times of community pharmacies vary, please check services offered and opening hours [here](#)

What to expect

To use this service you must register with the pharmacy of your choice. You can register at any pharmacy and can choose to move to another pharmacy at any time if you need to use the service again.

You will have a private consultation with the pharmacist in the pharmacy consultation room, this will usually take between 5 and 10 minutes.

You do not need to make an appointment but you may need to wait to see the pharmacist at busy times.

Your doctor (GP) will be sent information about the advice and treatment you have received.