

# CONFUSED ABOUT SELF CARE?

Understanding when is the right time to practice self care

There are an estimated 57 million GP consultations and 3.7 million visits to A&E every year for self-treatable conditions, costing the NHS an estimated £2.3 billion<sup>1,2</sup>.

## WHAT IS SELF CARE?

PAGB defines self care as the actions people take for themselves and their families to promote and maintain good health and wellbeing and to take care of their self-treatable conditions.

PHARMACY

SELF CARE

A&E

GP

PAGB Representing the Consumer Healthcare Industry since 1919

PAGB research revealed people are still visiting a GP and A&E for self-treatable conditions that could be managed effectively by a pharmacist - which could save people time and free up NHS services for those who really need to use them

76%

are frustrated about how long it takes to see a GP for a consultation, with nearly 10% waiting around three weeks<sup>3</sup>

1 in 10

are driven to exaggerate symptoms in order to get a same-day emergency appointment, which they may not actually need<sup>3</sup>

32%

a third of people have seen a GP in the past year for conditions like a cold, which a pharmacist would be better placed to treat and be more convenient for the individual<sup>3</sup>

74%

Worry that misuse of GP and A&E services for self-treatable conditions means the NHS will be harder to access when they really need it<sup>3</sup>

The research identified ways which could encourage more people to visit their pharmacist first for advice on self-treatable conditions

49%

would be more likely to seek advice from a pharmacist instead of a GP for a self-treatable condition, if they knew how much time & money it would save them<sup>3</sup>

24%

believe better education about how to treat common conditions would make them more likely to visit a pharmacist instead of the GP<sup>3</sup>

28%

think more awareness about pharmacy training would help people feel more confident asking them for healthcare advice<sup>3</sup>

Promoting the benefits of community pharmacies could help encourage more people to use the services they offer

36%

think community pharmacies have more convenient opening times<sup>3</sup>

24%

believe pharmacists have more time available to discuss health concerns<sup>3</sup>

## When is the right time to self care?

Knowing where to turn for help for common conditions like a cold, sore throat or headache can be confusing and for many the GP is the first place they turn.

36%

of people who have previously visited a GP for a self-treatable condition went for expert healthcare advice, which a pharmacist can also offer<sup>3</sup>

JANUARY

FEBRUARY

## Did you know?

Community pharmacies provide easy access to trained healthcare professionals without the need for an appointment, they are ideally placed to support people with their health and wellbeing.

11,674<sup>4</sup>

community pharmacies in England

99%<sup>5</sup>

of the population live within 20 MINS TRAVEL TIME of a community pharmacy

## Community pharmacies offer a range of services

- ✓ Advice on common conditions and minor injuries
- ✓ Disposing of old medicines
- ✓ Help with using medicines safely
- ✓ Advice on how to keep healthy
- ✓ Repeat prescriptions
- ✓ Health checks and flu jabs
- ✓ Reviewing your medicines
- ✓ Advise you if you need to visit a GP

Common conditions your community pharmacist can help you to manage<sup>6</sup>



Flu



Colds



Earache



Coughs



Sore throats



Minor pain

1. IMS Health, Minor ailment workload in general practice, 2007.

2. IMS Health study of self treatable conditions presenting in A&E units 2014. Data source: HES data. Health Episode Statistics. Re-used with the permission of the Health and Social Care Information Centre. All rights reserved.

3. Survey with 2,000 UK adults, carried out by 3Gem on behalf of the Proprietary Association of Great Britain, October 2017.

4. <http://content.digital.nhs.uk/searchcatalogue/productid=19328&q=title%3a%22general+pharmaceutical+services%22&sort=Relevance&size=10&page=1#top> [last accessed November 2017]

5. <https://www.england.nhs.uk/wp-content/uploads/2013/12/comm-pharm-res-pack.pdf> [last accessed November 2017]

6. [www.nhs.uk/Livewell/Pharmacy/Pages/Yourpharmacy.aspx](http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourpharmacy.aspx) [last accessed November 2017]