



Changes to Prescribing of Over-the-Counter (OTC) Medicines

In line with guidance from the Redbridge Medicines Management Team and NHS ENGLAND, GP practices are being asked to reduce and restrict prescribing of medicines that are available to buy over the counter.

What does this mean?

We will no longer be able to carry on routinely prescribe treatments for minor or self-limiting conditions where medicines can be purchased without a prescription.

Examples include:

- Paracetamol (including Calpol)
- Ibuprofen and topical anti-inflammatory gels
- Antihistamines for allergies and hay fever that are available OTC
- Head lice treatments
- Emollients and soap substitutes
- Nappy rash creams (e.g. Sudocrem)
- Vitamins, minerals, probiotics, and nutritional supplements
- Other minor ailment and self-care products

Why is this happening?

This follows NHS England guidance, which advises that OTC items should not be routinely prescribed where:

- There is limited evidence of clinical effectiveness.
- The condition is self-limiting.
- The condition is suitable for self-care.
- In particular, vitamins, minerals, probiotics, and many nutritional supplements are restricted due to limited evidence of benefit in most patients.

When can prescriptions still be provided?

In some cases, prescriptions may still be issued, including:

- Patients with long-term conditions requiring regular treatment
- Where there is a clear clinical need.

What should you do?

Your local pharmacist is highly trained and can provide advice and recommend appropriate treatments without the need for a GP appointment. NHS guidance highlights the important role of community pharmacists in managing minor conditions and supporting self-care. We appreciate your understanding and cooperation in helping us deliver safe, effective, and sustainable NHS care.

Further information

For full national guidance, please see

www.england.nhs.uk/long-read/policy-guidance-conditions-for-which-over-the-counter-items-should-not-be-routinely-prescribed-in-primary-care/

NHS

Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.



We value your feedback – Have your say to improve your care

Why am I being asked for feedback?

We want to hear from all people who use our services about the quality of care they have received. Your feedback will give NHS staff and managers a better understanding of people's experiences and will enable us to make improvements to services.

What does it involve?

When you use our services, you have the opportunity to provide your feedback on the care you have received. This feedback is anonymous so you do not give your name or any information that will identify you.

We invite you to answer one simple question about the care you have received. The question will look like this:

Overall, how was your experience of our service?

You will be able to select from the following responses:

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
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The question will have a comments box, for you to provide more information so that we can understand a little more about your response and more about your experience, including what we did well and where we can look to make improvements.

Do I have to provide my feedback?

You do not have to provide feedback. But if you do, your feedback will help us to improve our service. You can provide feedback at any time you want to and as often as you like.

How will the results be used?

Your feedback will help us to learn more about the quality of our services. We want you to tell us what we are doing well – so we can do more of it, but it's also important that you tell us what we can do better. We will use this information to make changes that will help us to offer a continually improving service.

Will the results be published?

The statistical results are published monthly on the NHS England website, but individual comments are held locally so that staff can understand more about people's experiences. This is part of the NHS commitment to be open and transparent and give patients in-depth information about health services.

We will publish information about what people have told us locally, so you can access up to date information about your local services.

The Friends and Family Test

We call this feedback the Friends and Family Test. It is not a test for people using services, but a test for health care providers to see how their services are performing, through the eyes of those who are using them.





DO YOU KNOW THE SIGNS OF TYPE 1 DIABETES?

TOILET
THIRSTY
TIRED
THINNER

We call them the 4Ts. If you or your child are weeing more often, constantly thirsty, more tired than usual, or losing weight for no reason, it could be a symptom of type 1 diabetes. If left undiagnosed, type 1 diabetes can be fatal. If you're experiencing any of the 4Ts, ask your doctor for a test immediately.



Scan the QR code or visit diabetes.org.uk/the4Ts



We have an active **Patient Participation Group** which meets regularly to discuss what has been happening in the practice. We want to understand how we can improve our service to you and how you feel about our surgery, staff and quality of care.

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is extremely valuable.

We need people of all ages and backgrounds to join the team so that we can truly represent the diversity of our patients.

Interested?

Please contact **Michelle Greene** 07941 077350

Did not attend Appointment



“ I really needed the appointment that you didn't turn up to...”

In June & July & July, we booked a total of **6725** appointments.
224 patients did not attend (DNA)

If you are unable to keep your appointment, please make every effort to cancel it so that it may be offered to someone else.

To cancel your appointment:

- phone us AT ANY TIME on 0208 530 4108 and select Option 1
- use your NHS account (through the NHS website or NHS App)