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# Media Release

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## Patients in Scarborough and Ryedale urged to support community pharmacies

Patients in Scarborough and Ryedale are being urged to use their local community pharmacy – and resist overtures from internet pharmacy companies.

In recent weeks, some pharmacies that operate online have been writing to residents to promote their services.

While patients are free to “get their medicines from whichever pharmacy they choose”, Community Pharmacy North Yorkshire says residents who turn to an online pharmacy company will not have access to the same range of services and will miss out on important face-to-face help and support.

Jack Davies, Chief Executive Officer of Community Pharmacy North Yorkshire, said:  
“Local high street community pharmacies do so much more than just provide prescription medication and over-the-counter remedies – they provide a range of other valuable

services that just can't be replicated by an online provider and offer a personal touch that can make a huge difference to a patient's health and wellbeing. Online pharmacy is an option, but people need to be aware of their limitations”

Community Pharmacy North Yorkshire has produced a list of services and benefits offered by a community pharmacist that, realistically, internet-based pharmacy companies may not, or will not be able to provide.

Service		Community Pharmacy	Online Pharmacy realistically may not, or will not be able to provide
Dispense Liquid Medicines		😊	😞
Dispense Refrigerated lines e.g. Insulin, Vaccines		😊	😞
Dispense Controlled Drugs		😊	😞
Dispense Drugs required for immediate use		😊	😞
Personal Face-to-Face contact for any discussion or review about your current medicines (Medicines Use Review)		😊	😞
Give Personal Face to Face Minor Ailments advice		😊	😞
Personal Face-to-Face contact for any discussion about your new medicines (New Medicine Service)		😊	😞
Within walking distance from your home		😊	😞
Run targeted local health campaigns		😊	😞
Is an accredited Healthy Living Pharmacy		😊	😞
Access to Local Commissioned Services	Morning After Pill	😊	😞
	Smoking Cessation	😊	😞
	Falls Assessment	😊	😞
	Alcohol Awareness	😊	😞

All pharmacists have trained for five years and can offer expert advice on lots of minor ailments. Most pharmacies in North Yorkshire offer confidential consultation rooms too. They can help with common problems such as coughs, colds, aches and pains, treating minor injuries and infections – as well as provide medicines management advice.

If a community pharmacist can't help, they'll tell you whether you need to see a doctor or where else you could get the best treatment.

Dr Greg Black, NHS Scarborough and Ryedale CCG's clinical lead for medicine, is urging patients to use their local community pharmacy for medication and minor ailments.

He said: "The majority of people live within easy reach of a community pharmacy and many pharmacies offer extended opening hours in the evenings and at weekends, making them convenient and accessible.

"Community pharmacists are qualified healthcare professionals. They're experts in helping patients manage their medication and are a vital component of the local healthcare system in Scarborough and Ryedale."

- ENDS -

#### **Notes to editors – about the Scarborough and Ryedale Clinical Commissioning Group**

- We are responsible for commissioning planned care, unplanned care, mental health care, rehabilitation care, community care, children's and maternity services, plus some services provided by GP Practices
- Our governing body comprises 13 members, six of whom are local GPs
- In 2016/17 we spent £181 million to pay for the health services for our population
- We commission services for around 119,000 patients, registered at 15 GP Practices in Scarborough and Ryedale

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