

Setting up for success: Self-Care Medicines Scheme

1

Clearly display the eligibility criteria and product list on your counter.

Keep these clearly displayed at the medicines counter so both the team and patients can quickly refer to them. This helps patients point to the condition they have and confirm whether they're eligible, which saves time and makes the conversation much smoother.

2

Get familiar with the scheme

Spend a little time getting to know the eligibility criteria and the product list. Feeling confident with these means you can offer the service more naturally and won't miss opportunities to support patients.

3

Be ready to log in to PharmOutcomes

Make sure you know your login details and, where possible, have PharmOutcomes open on the front computer. Being prepared makes it much easier to complete the consultation without delays.

Top tip! Do a quick practice run

Trying a test consultation on PharmOutcomes helps you see what information is needed and how the process works. This makes real consultations quicker and more straightforward.

4

Have a simple plan for busy times

Whenever possible, record the supply details on PharmOutcomes during the consultation. If you can't enter the consultation straight away, print a bag label (especially for regular patients) and use this to capture the key details so you can add the record later the same day. Try to complete the entry as soon as you can while the information is still fresh.

Give it a go – everyone in the pharmacy can make it as easy as an OTC sale