

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Jakub has phoned NHS 111 at 8pm because his eyes have become red and puffy and they are watering a lot. He has heard about nasty eye infections from talking with friends, and is looking for advice.

A

Advice and Assessment

Based on his symptoms, the NHS 111 advisor suggests that Jakub may be suffering from hay fever and advises him to visit his local community pharmacy.

S

Same Day

That evening, Jakub sees a community pharmacist who assesses him and advises that his symptoms are likely to indicate hay fever. Jakub purchases over-the-counter antihistamine medication and some anti-allergy eye drops to sooth his eyes. Jakub starts to feel the benefit within two hours and is able to have a good night's sleep.

A

A&E

Jakub does not need A&E and receives the right care through NHS 111 and his local pharmacy.

P

Personalised Care

Jakub is given advice on managing his hayfever at the pharmacy and what to do if his symptoms get worse in the future.