## **Pharmacy First Referral Guide for General Practice**











#### **Patient Contacts the Practice**

- Patient contacts the practice regarding a minor illness, or one of the seven common conditions supported by Pharmacy First (sinusitis, sore throat, otitis media, infected insect bite, impetigo, shingles, or UTI in women)
- Check that the patient is eligible to be referred to the service (see aide memoir)
- Offer the patient a referral to the Pharmacy First Service (see Pharmacy First pack for tips when discussing the referral with the patient)

95% of Community Pharmacies in the North East and Yorkshire region are offering the service.

### Making a referral - PharmRefer

- Log into PharmRefer. You will be taken straight to the triage page.
- You can skip the triage stage (it is not compulsory) and go straight to the referral page by clicking "skip to referral details"
- Follow the questions to determine whether the patient is suitable for referral. Then click "create referral"
- Click "search for patient in PDS"
- Enter the patient details & search for the pharmacy they would like to attend, then click "refer"

Making a referral rather than signposting reassures the patient and means they can be contacted if they do not attend the pharmacy for the consultation. It also ensures a safe transfer of care from General Practice to Community Pharmacy.

#### **Consultation with the Pharmacist**

- The patient attends the pharmacy for their consultation.
- The outcome of the consultation could be selfcare advice, over the counter medicine, onward referral (e.g. to higher acuity setting) as required.
- For clinical pathways consultations (7 common conditions), certain prescription only medicines can be supplied only when appropriate
- The outcome of the consultation will be shared with the patient's GP via a post-event message. GP Connect Update Record will provide functionality for the GP record to be updated automatically (date TBC)

Data from the CPCS service evaluation showed that 9 out of 10 consultations are completed within the Community Pharmacy setting, without the need for onward referral.

### NHS Pharmacy First – referrals for minor illnesses

Service suitability

The service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances		
BITES/STINGS	<ul><li>Bee sting</li><li>Wasp sting</li></ul>	• Stings with minor redness	Stings with minor swelling	<ul><li>Drowsy/fever</li><li>Fast heart rate</li></ul>	• Severe swellings or cramps	
COLDS	<ul><li>Cold sores</li><li>Coughs</li></ul>	• Flu-like symptoms	Sore throat	<ul><li>Lasted +3 weeks</li><li>Shortness of breath</li></ul>	<ul><li>Chest pain</li><li>Unable to swallow</li></ul>	
CONGESTION	• Blocked or runny nose	Constant need to clear their throat	• Excess mucus • Hay fever	<ul><li>Lasted +3 weeks</li><li>Shortness of breath</li></ul>	<ul><li>1 side obstruction</li><li>Facial swelling</li></ul>	
EAR	• Earache	• Ear wax • Blocked ear	• Hearing problems	<ul><li>Something may be in the ear canal</li><li>Discharge</li></ul>	<ul><li>Severe pain.</li><li>Deafness</li><li>Vertigo</li></ul>	
EYE	<ul><li>Conjunctivitis</li><li>Dry/sore tired eyes</li><li>Eye, red or Irritable</li></ul>	• Eye, sticky • Eyelid problems	• Watery / runny eyes	<ul><li>Severe pain</li><li>Pain 1 side only</li></ul>	Light sensitivity     Reduced vision	
GASTRIC / BOWEL	Constipation     Diarrhoea     Infant colic	• Heartburn • Indigestion	<ul><li> Haemorrhoids</li><li> Rectal pain,</li><li> Vomiting or nausea</li></ul>	• Severe / on-going • Lasted +6 weeks	<ul><li>Patient +55 years</li><li>Blood / Weight loss</li></ul>	
GENERAL	• Hay fever	· Sleep difficulties	•Tiredness	· Severe / on-going		
GYNAE/THRUSH	Cystitis     Vaginal discharge	Vaginal itch or soreness		<ul><li>Diabetic / Pregnant</li><li>Under 16 / over 60</li><li>Unexplained bleeding</li></ul>	<ul> <li>Pharmacy treatment not worked</li> <li>Had thrush 2x in last 6 months</li> </ul>	
PAIN	<ul> <li>Acute pain</li> <li>Ankle or foot pain</li> <li>Headache</li> <li>Hip pain or swelling</li> <li>Knee or leg pain</li> </ul>	<ul><li>Lower back pain</li><li>Lower limb pain</li><li>Migraine</li><li>Shoulder pain</li></ul>	<ul><li>Sprains and strains</li><li>Thigh or buttock pain</li><li>Wrist, hand or finger pain</li></ul>	<ul> <li>Condition described as severe or urgent</li> <li>Conditions have been ongoing for +3 weeks</li> </ul>	<ul> <li>Chest pain / pain radiating into the shoulder</li> <li>Pharmacy treatment not worked</li> <li>Sudden onset</li> </ul>	
SKIN	<ul> <li>Acne, spots and pimples</li> <li>Athlete's foot</li> <li>Blisters on foot</li> <li>Dermatitis / dry skin</li> <li>Hair loss</li> </ul>	<ul> <li>Hay fever</li> <li>Nappy rash</li> <li>Oral thrush</li> <li>Rash - allergy</li> <li>Ringworm/</li> <li>threadworm</li> </ul>	<ul><li>Scabies</li><li>Skin dressings</li><li>Skin rash</li><li>Warts/verrucae</li><li>Wound problems</li></ul>	<ul> <li>Condition described as severe or urgent</li> <li>Conditions have been ongoing for +3 weeks</li> </ul>	<ul> <li>Pharmacy treatment not worked</li> <li>Skin lesions / blisters with discharge</li> <li>Diabetes related?</li> </ul>	
MOUTH/THROAT	<ul><li>Cold sore blisters</li><li>Flu-like symptoms</li><li>Hoarseness</li></ul>	<ul><li>Mouth ulcers</li><li>Sore mouth</li><li>Sore throat</li></ul>	<ul><li>Oral thrush</li><li>Teething</li><li>Toothache</li></ul>	<ul><li>Lasted +10 days</li><li>Swollen painful gums</li><li>Sores inside mouth</li></ul>	<ul> <li>Unable to swallow</li> <li>Patient has poor immune system</li> <li>Voice change</li> </ul>	
SWELLING	Ankle or foot swelling     Lower limb swelling	<ul><li>Thigh or buttock swelling</li><li>Toe pain or swelling</li></ul>	Wrist, hand or finger swelling	<ul> <li>Condition described as severe or urgent</li> <li>Condition ongoing for +3 Ver weeks</li> </ul>	Discolouration to skin Pharmacy treatment not  By Nike England, July 2019. Recent travel abroad	

#### Important:

Please note this slide is intended as a guide and has been adapted from a similar table used to support CPCS minor illness referrals from GP practices which now forms part of Pharmacy First along with the 7 Clinical Pathways.

Following referral for a minor illness the pharmacist will assess the patient and either

- support the patient through what was previously the minor illness pathway for CPCS,
- if necessary, they will assess and check if the patient needs and can be supported through the 7 clinical pathways
- or if e.g. symptoms have deteriorated or red flags are identified, promptly escalate them to higher acuity support.

# NHS Pharmacy First – 7 clinical pathways

Please note these are the main exclusions. Each pathway has additional specific clinical exclusions which will be considered by the community pharmacist during the consultation.

N.B. A link to the clinical pathways and the PGDs can be found here NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
Inclusion: • Female • Aged between 16 - 64 • Suspected lower UTI	<ul> <li>Inclusion:</li> <li>18 years and over</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours - 7 days</li> </ul>	<ul> <li>Inclusion:</li> <li>1 year and over</li> <li>Signs and symptoms of impetigo</li> <li>Localised (4 or fewer lesions/clusters present)</li> </ul>	<ul> <li>Inclusion:</li> <li>1 year and over</li> <li>Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)</li> </ul>	<ul><li>Inclusion:</li><li>5 years and over</li><li>Suspected sore throat</li></ul>	<ul> <li>Inclusion:</li> <li>12 years and over</li> <li>Suspected signs and symptoms of sinusitis</li> <li>Symptom duration of 10 days or more</li> </ul>	<ul> <li>Inclusion:</li> <li>Aged between 1 – 17</li> <li>Suspected signs and symptoms of acute otitis media</li> </ul>
<ul> <li>Exclusion:</li> <li>Male</li> <li>&lt;16 or &gt;64</li> <li>Pregnant</li> <li>Breastfeeding</li> <li>Recurrent UTI (2 in last 6 months or 3 in last 12 months)</li> <li>Catheter</li> <li>Type 1 or 2 Diabetic</li> </ul>	<ul> <li>Exclusion:</li> <li>&lt; under age of 18</li> <li>Pregnant or suspected pregnancy</li> <li>Breastfeeding with shingle sores on the breasts</li> <li>Shingles rash onset over 7 days ago</li> </ul>	<ul> <li>Exclusion:</li> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Breastfeeding with impetigo lesion(s) present on the breast</li> <li>Recurrent impetigo (2 or more episodes in the same year)</li> <li>Widespread lesions/clusters present</li> <li>Systemically unwell</li> </ul>	<ul> <li>Exclusion:</li> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Systemically unwell</li> <li>Bite or sting occurred while travelling outside the UK</li> </ul>	<ul> <li>Exclusion:</li> <li>Individuals under 5 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of</li> <li>age</li> <li>Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years)</li> <li>Previous tonsillectomy</li> </ul>	<ul> <li>Exclusion:</li> <li>Individuals under 12 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Symptom duration of less than 10 days</li> <li>Recurrent sinusitis ((4 or more annual episodes of sinusitis)</li> </ul>	<ul> <li>Exclusion:</li> <li>Individuals under 1 year of age or over 18 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16</li> <li>Recurrent infection (3+ episodes in preceding 6 months or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)</li> </ul>