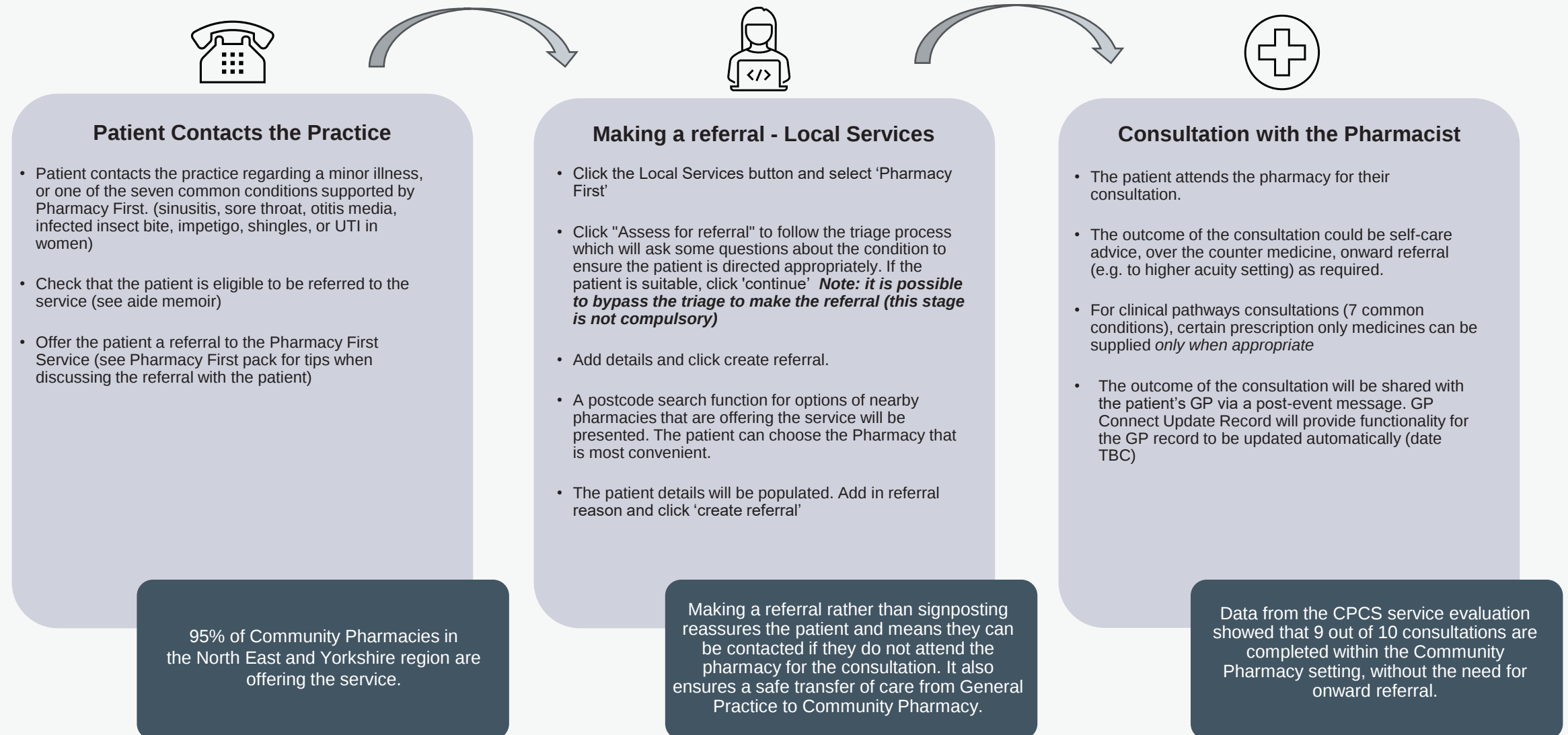


Pharmacy First Referral Guide for General Practice



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	• Bee sting • Wasp sting	• Stings with minor redness	• Stings with minor swelling	• Drowsy / fever • Fast heart rate	• Severe swellings or cramps
COLDS	• Cold sores • Coughs	• Flu-like symptoms	• Sore throat	• Lasted +3 weeks • Shortness of breath	• Chest pain • Unable to swallow
CONGESTION	• Blocked or runny nose	• Constant need to clear their throat	• Excess mucus • Hay fever	• Lasted +3 weeks • Shortness of breath	• 1 side obstruction • Facial swelling
EAR	• Earache	• Ear wax • Blocked ear	• Hearing problems	• Something may be in the ear canal • Discharge	• Severe pain. • Deafness • Vertigo
EYE	• Conjunctivitis • Dry/sore tired eyes • Eye, red or Irritable	• Eye, sticky • Eyelid problems	• Watery / runny eyes	• Severe pain • Pain 1 side only	• Light sensitivity • Reduced vision
GASTRIC / BOWEL	• Constipation • Diarrhoea • Infant colic	• Heartburn • Indigestion	• Haemorrhoids • Rectal pain, • Vomiting or nausea	• Severe / on-going • Lasted +6 weeks	• Patient +55 years • Blood / Weight loss
GENERAL	• Hay fever	• Sleep difficulties	• Tiredness	• Severe / on-going	
GYNAE / THRUSH	• Cystitis • Vaginal discharge	• Vaginal itch or soreness		• Diabetic / Pregnant • Under 16 / over 60 • Unexplained bleeding	• Pharmacy treatment not worked • Had thrush 2x in last 6 months
PAIN	• Acute pain • Ankle or foot pain • Headache • Hip pain or swelling • Knee or leg pain	• Lower back pain • Lower limb pain • Migraine • Shoulder pain	• Sprains and strains • Thigh or buttock pain • Wrist, hand or finger pain	• Condition described as severe or urgent • Conditions have been on-going for +3 weeks	• Chest pain / pain radiating into the shoulder • Pharmacy treatment not worked • Sudden onset
SKIN	• Acne, spots and pimples • Athlete's foot • Blisters on foot • Dermatitis / dry skin • Hair loss	• Hay fever • Nappy rash • Oral thrush • Rash - allergy • Ringworm/threadworm	• Scabies • Skin dressings • Skin rash • Warts/verrucae • Wound problems	• Condition described as severe or urgent • Conditions have been on-going for +3 weeks	• Pharmacy treatment not worked • Skin lesions / blisters with discharge • Diabetes related?
MOUTH / THROAT	• Cold sore blisters • Flu-like symptoms • Hoarseness	• Mouth ulcers • Sore mouth • Sore throat	• Oral thrush • Teething • Toothache	• Lasted +10 days • Swollen painful gums • Sores inside mouth	• Unable to swallow • Patient has poor immune system • Voice change
SWELLING	• Ankle or foot swelling • Lower limb swelling	• Thigh or buttock swelling • Toe pain or swelling	• Wrist, hand or finger swelling	• Condition described as severe or urgent • Condition ongoing for +3 weeks	• Discolouration to skin • Pharmacy treatment not worked • 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	Inclusion: 18 years and over - Suspected case of shingles. - Rash appeared within the last 72 hours - 7 days	Inclusion: 1 year and over - Signs and symptoms of impetigo - Localised (4 or fewer lesions/clusters present)	Inclusion: 1 year and over - Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)	Inclusion: 5 years and over - Suspected sore throat	Inclusion: 12 years and over - Suspected signs and symptoms of sinusitis - Symptom duration of 10 days or more	Inclusion: - Aged between 1 – 17 - Suspected signs and symptoms of acute otitis media
Exclusion: - Male <16 or >64 - Pregnant - Breastfeeding - Recurrent UTI (2 in last 6 months or 3 in last 12 months) - Catheter - Type 1 or 2 Diabetic	Exclusion: < under age of 18 - Pregnant or suspected pregnancy - Breastfeeding with shingle sores on the breasts - Shingles rash onset over 7 days ago	Exclusion: < under 1 year of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - Breastfeeding with impetigo lesion(s) present on the breast - Recurrent impetigo (2 or more episodes in the same year) - Widespread lesions/ clusters present - Systemically unwell	Exclusion: < under 1 year of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - Systemically unwell - Bite or sting occurred while travelling outside the UK	Exclusion: - Individuals under 5 years of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - age - 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) - Previous tonsillectomy	Exclusion: - Individuals under 12 years of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - Symptom duration of less than 10 days - Recurrent sinusitis ((4 or more annual episodes of sinusitis)	Exclusion: - Individuals under 1 year of age or over 18 years of age - Pregnancy or suspected pregnancy in individuals under 16 - 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.)