

# NHS Pharmacy First – Referral Guide for Minor Ailment Conditions

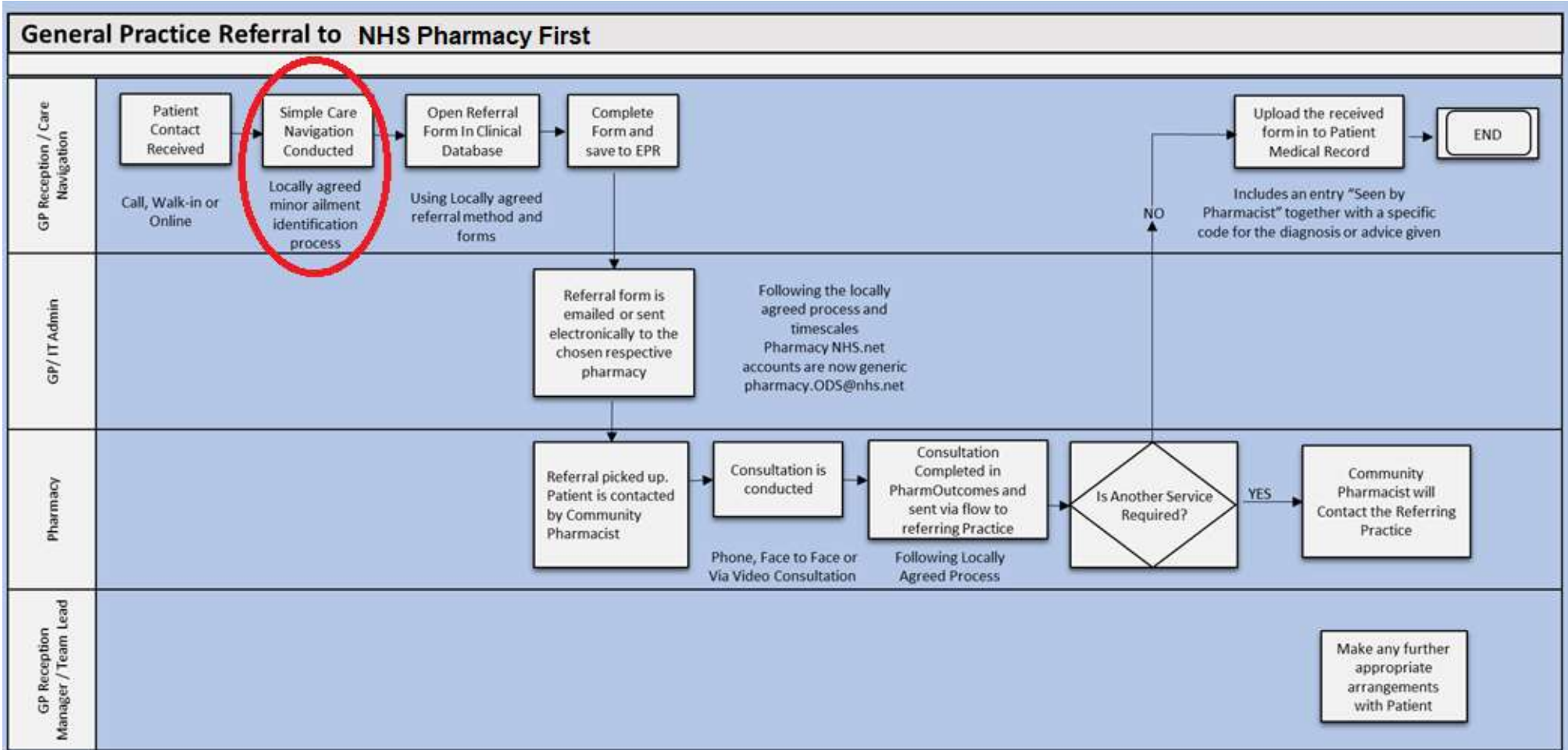
Service suitability

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

The Pharmacy First (green/red) referral guidance supports streaming minor ailments as required in the General Practice flow chart below.



### Receptionist Tips for managing Patient Expectations

- 1) Explain how Pharmacy First can speed up the time to be seen, especially if it is weeks & days before the next available GP appointment.
- 2) The pharmacist will aim to phone patient the same day. [it may be helpful if the patient phoned the pharmacy to agree an appointment?]
- 3) State that referrals back to the surgery will be *fast-tracked* to a doctor if the pharmacist thinks it is urgent, which will still be faster overall.

**NB:** Only referrals that have been emailed or electronically sent by the surgery can be actioned by the pharmacy.

*Why not laminate this double sided Pharmacy First Reception Guidance Tool and keep it as a resource at reception*