

NHS Pharmacy First - Referral Guidance for Surgeries

[for the 7 Clinical Conditions that may require Prescription Medicines]

Refer Included Symptoms to Pharmacy First

Refer Excluded Symptoms to a GP.

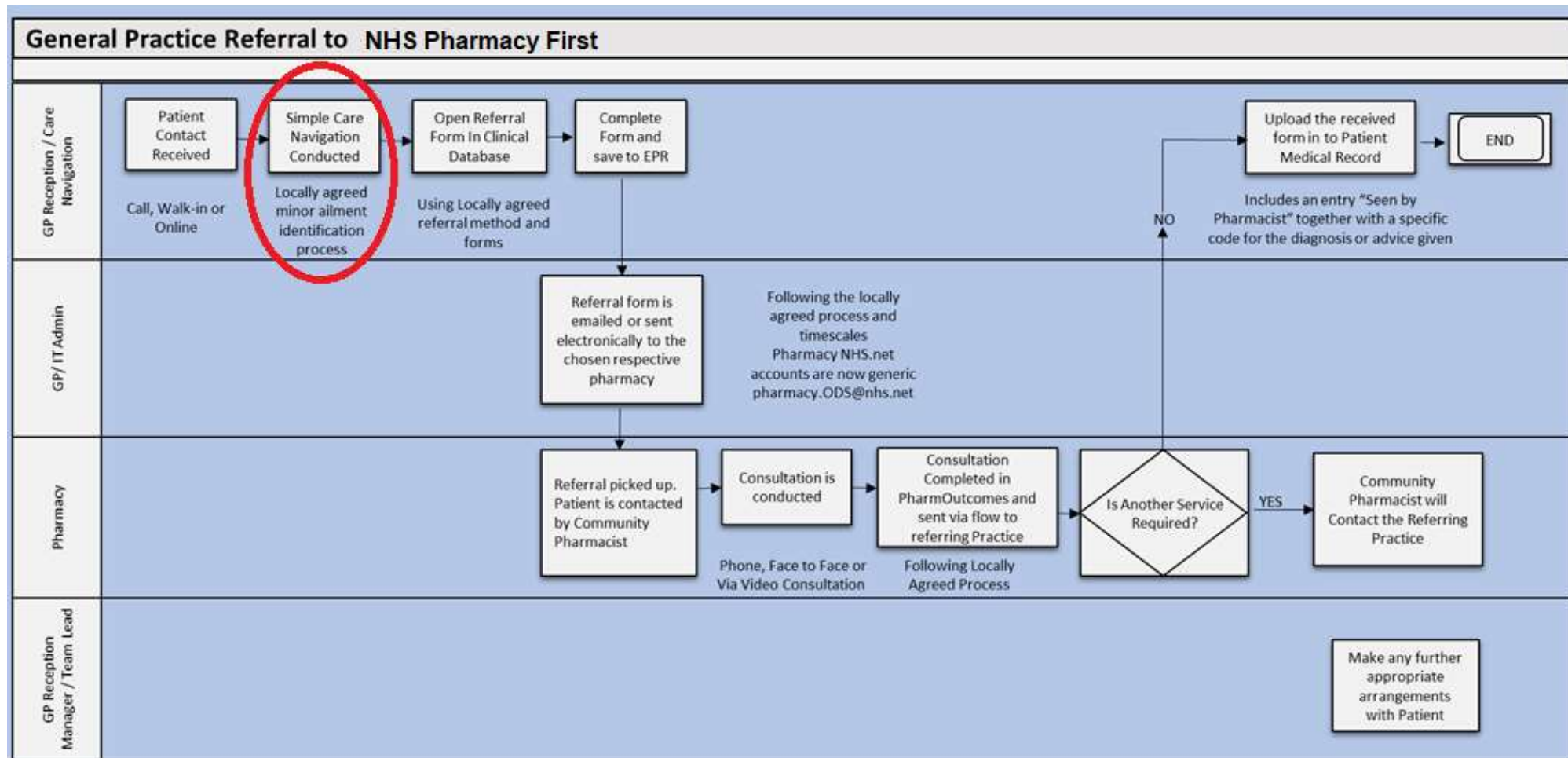
(Prioritise Excluded over Included symptoms)



Uncomplicated UTI Urinary Tract Infection	Shingles (a viral skin infection)	Impetigo (a bacterial skin infection)	Infected Insect Bites & Stings	Acute Sore Throat (tonsillitis/pharyngitis)	Acute Sinusitis (nasal pressure, pain)	Acute Otitis Media (earache in children)
Inclusions:	Inclusions:	Inclusions:	Inclusions:	Inclusions:	Inclusions:	Inclusions:
<ul style="list-style-type: none"> • Females only • Age 16 to 64 • Stings/burns peeing • Blood in pee • Cloudy/smelly pee • Need pee at night • Ache lower tummy • Urgent need to pee 	<ul style="list-style-type: none"> • Over 18 years • Tingling then sore blisters • ‘Burning’ pain • Itchy, red patches • Appeared in last 3 - 7 days 	<ul style="list-style-type: none"> • 1 year & over • Patchy blisters • Yellowish crusty • On face, mouth, & elsewhere • Refer small patches (2cms) • Very contagious! 	<ul style="list-style-type: none"> • 1 year & over • Getting worse after 2 days • Painful • Hot & swelling • Redness spreading • Pus discharge 	<ul style="list-style-type: none"> • 5 years & over • Sore throat • High Temperature • Headache • Nausea • Runny nose 	<ul style="list-style-type: none"> • 12 years & over • Nasal Blockage or • Nasal Discharge • Symptoms 10+days • Facial Pressure Pain • Loss Smell (adults) • Cough(day or night) 	<ul style="list-style-type: none"> • Aged 1 – 17 years • Ear Ache • Ear Discharge • Tugging/holding ear • Suspected signs and symptoms of acute otitis media
Exclusions:	Exclusions:	Exclusions:	Exclusions:	Exclusions:	Exclusions:	Exclusions:
<ul style="list-style-type: none"> • Symptoms 5+ days • Male (more complex) • Age under 16 or over 64. • Low back/side pain • Vaginal Discharge • High Temperature • Pregnant • Breastfeeding • Recurrent (twice in last 6 months) • Catheter users • Diabetes, COPD, Cancer, Kidney probs, Anaemia 	<ul style="list-style-type: none"> • Age under 18 • Pregnant or suspected pregnancy • Breastfeeding with shingles sores on the breasts • Face affected • Shingles rash began over 7 days ago • Feeling generally very unwell 	<ul style="list-style-type: none"> • Age less than 1 • Pregnant or suspect pregnancy in patients under 16 years • Breastfeeding with blister(s) on the breast • Recurrent (twice or more in year) • Widespread patches of sores on face or body • Feeling generally very unwell 	<ul style="list-style-type: none"> • Age less than 1 • Pregnant or suspect pregnancy in patient under 16 years • Bite or sting near mouth throat eye • Tick bites • Bite or sting happened outside UK • VERY painful • Feeling generally very unwell 	<ul style="list-style-type: none"> • Age under 5 • Pregnant/suspect in patient under 16 • Recurrent sore throat/tonsillitis (ie 7+ times in last 12 months) • Difficult swallowing saliva or liquids • Tonsils removed • Scarlet Fever • Breathing Difficulty • Feeling generally very unwell 	<ul style="list-style-type: none"> • Age under 12 • Pregnant/suspect in patients under 16 • Symptoms for less than 10 days • Chronic Sinusitis (for over 3 months) • Recurrent sinusitis (4+ times in year) • Foreign body (in nasal passage) • Nose Bleed • Feeling generally very unwell 	<ul style="list-style-type: none"> • Age less than 1 or over 18 years • High Temperature • Severe Ear Pain • Symptoms 5+ days • Foreign body in ear • Hearing loss (1 ear) • Grommet fitted • Pregnancy/suspect in patients under 16 • Recurring infections (3 in 6mth or 4+ in yr) • Child really unwell • Complicating conditions eg diabetes, heart, lung

1) ALWAYS refer Immunosuppressed Patients to a doctor. 2) If symptoms persist or return after a first treatment *always* refer to a doctor

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



Receptionist Tips for managing Patient Expectations

- 1) Explain Pharmacy First can speed up the time to be seen, especially if it is weeks & days before the next available GP appointment.
- 2) 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 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