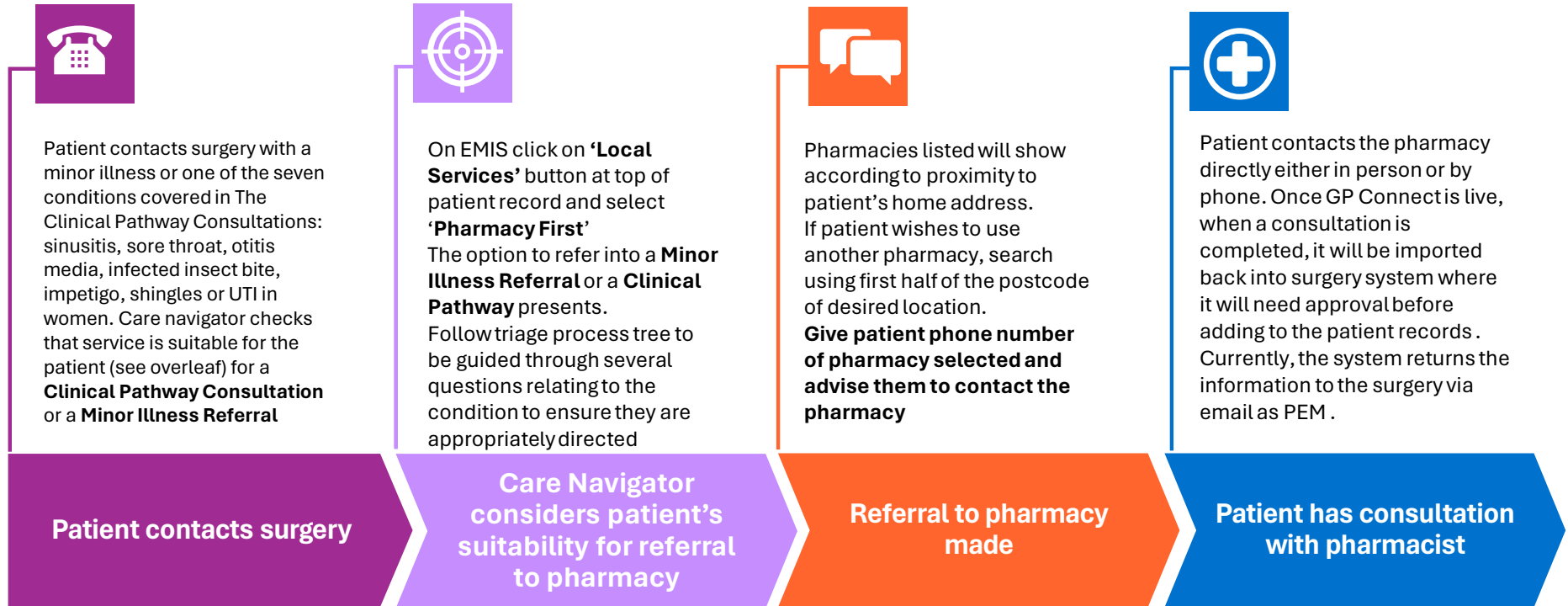




Pharmacy First Referral Guide GP Surgeries



Notes on issues

If any issues arise with service always try to resolve locally in the first instance

Where this has not worked there is an issue clarification form that can be completed (link to follow)

Notes on referral

Care Navigators may decide not to use the decision tree on EMIS and can bypass this part to make referral to pharmacy

Referrals for Minor Illness can be converted to Clinical Pathway Consultation and vice versa when patient has consultation with pharmacist.

Notes on 'bounce backs' to GP

'Bounce back' numbers should be low due to the wider range of treatment options for the seven conditions now available.

If the pharmacist conducts the consultation and the outcome is that the patient needs to be referred back to then the pharmacy will call the surgery to alert them.



Pharmacy First Referral Guide GP Surgeries

Clinical Pathways Consultations

Patients can be referred into a **Clinical Pathway Consultation** for any of the 7 following conditions provided they meet the 'suitable for' criteria and don't have any of the 'don't refer' symptoms or conditions. If in the consultation with the pharmacist, it is found that advice/treatment is best provided under a Minor Illnesses referral, then the consultation will convert.

Treatments received through Clinical Pathway Consultations are charged /exempt the same way as prescriptions.

Acute Otitis Media

Suitable for 1-17 years old and pregnant women 16-17

Symptoms: Pain inside ear, discharge, itchiness and irritation around ear, feeling of pressure within ear

Treatments available: ear spray or antibiotics if indicated

Don't refer: recurrent infections (3+ episodes in 6 months or 4+ in 12 months)

Acute Sore Throat

Suitable for 5 years + and pregnant women 16+

Symptoms: Dry throat, pain when swallowing, swollen neck glands, fever, pus on inflamed tonsils.

Treatments available: self-care advice is first line, antibiotics can be deferred or issued to patient

Don't refer: if patient reports being unable to swallow

Acute Sinusitis

Suitable for 12 years+ and pregnant women 16+

Symptoms: Pain, swelling around forehead, blocked nose, reduced sense of smell, green-yellow mucus, fever

Treatments available: self-care, steroid nasal spray or antibiotics if indicated (duration of under 10 days will convert to Minor Illness consultation)

Don't refer: chronic sinusitis (duration of over 12 weeks), immunosuppressed

Impetigo

Suitable for 1 year + and pregnant women 16+

Symptoms: Red sores or blisters that burst quickly and leave crusty, golden-brown patches.

Treatments available: topical treatments for milder cases or oral antibiotics if more severe.

Don't refer: bullous impetigo (blistered), recurrent impetigo (2+ episodes in 12 months)

Shingles

Suitable for over 18s

Symptoms: Tingling and painful on one part of skin, headache, A rash (normally only on one side of body) which progresses to blisters.

Treatments available: antivirals

Don't refer: patients with visual symptoms, pregnant patients

UTI

Suitable for Women 16-64

Symptoms: Pain or a burning sensation when passing urine, needing to pass urine more often than usual, urine that looks cloudy

Treatments available: self-care or antibiotic if indicated

Don't refer: lower back pain, flu like symptoms, nausea, fever, those with recurrent or recent UTI (2 in 6 months or 3 in 12 months), pregnancy, urinary catheter

Infected Insects Bites

Suitable for 1 year + and pregnant women 16+

Symptoms: painful, hot, red and swollen around bite.

Treatments available: antibiotics if indicated, milder cases will redirect to Minor Illness consultation

Don't refer: patients with complex comorbidities



Minor Illness referral

Patients can be referred into a **Minor Illness Referral** for a wide range of minor illnesses as seen under 'YES', provided that they don't have any of the 'NO' symptoms or conditions listed in red. These lists are not exhaustive

Any medicines that a patient chooses to buy as a result of Minor Illness Referral must be purchased over the counter.

If any Minor Illness referral is suitable for a Clinical Pathways Consultation, then it will be converted to this and be treated as indicated (treatment charged in the same way as NHS prescriptions)

YES: Bites/Stings, Cold/flu, Congestion, Eye, Ear, Gastric/Bowel, Gyane/Thrush, Hayfever/Allergy, Pain, Skin, Swelling, Throat/mouth

NO: Shortness of breath, Cough (3 weeks + duration, wheezing), Eye (visual disturbance, pain within eye), Earache in adults (discharge, severe pain, fever), Neck Pain (with fever, or recent travel abroad)