



# Pharmacy First Referral Guide GP Surgeries



Patient contacts surgery with a minor illness or one of the seven conditions covered in The Clinical Pathway Consultations: sinusitis, sore throat, otitis media, infected insect bite, impetigo, shingles or UTI in women. Care navigator checks that service is suitable for the patient (see overleaf) for a **Clinical Pathway Consultation** or a **Minor Illness Referral**



On EMIS click on '**Local Services**' button at top of patient record and select '**Pharmacy First**'. The option to refer into a **Minor Illness Referral** or a **Clinical Pathway** presents. Follow triage process tree to be guided through several questions relating to the condition to ensure they are appropriately directed



Pharmacies listed will show according to proximity to patient's home address. If patient wishes to use another pharmacy, search using first half of the postcode of desired location. **Give patient phone number of pharmacy selected and advise them to contact the pharmacy**



Patient contacts the pharmacy directly either in person or by phone. Once GP Connect is live, when a consultation is completed, it will be imported back into surgery system where it will need approval before adding to the patient records. Currently, the system returns the information to the surgery via email as PEM.

**Patient contacts surgery**

**Care Navigator considers patient's suitability for referral to pharmacy**

**Referral to pharmacy made**

**Patient has consultation with pharmacist**

## 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.



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## 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)