

		Urinary tract infection – Water Infection	Shingles – Painful Rash	Impetigo – Skin Infection	Infected Insect Bite	Acute Sore Throat	Acute Sinusitis	Acute Otis Media – Middle Earache
Refer to Pharmacist	Main Symptoms	- Burning when passing urine, - Needing to pass urine in the night, - Urine cloudy to the naked eye.	- Tingling or painful feeling in an area of skin - Red dots on a pink/red background developing into blisters. - Rash on one side of the body only. - Headache or fever	Starts with sores or blisters which quickly burst and leave crusty golden brown, itchy patches.	- Redness pain, swelling of insect bite getting worse with skin hot to touch. - Maybe discharge at site of the bite.	- Sore throat with/without fever or pus/swollen tonsils. - Can be in the absence of a runny nose	- Nasal blockage or nasal discharge with one or more of the following: - Facial pain/pressure or headache, - Reduction or loss of smell in adults or cough during the day or night in children	Earache, younger children may tug the ear or hold the ear
	Inclusion	- Female - Aged between 16 – 64 - Requires 2 of the symptoms	18 years and over - Rash appeared within the last 72 hours - 7 days	1 year and over - Localised (4 or fewer lesions /clusters present)	1 year and over - Infection that is present or worsening at least 48 hours after the initial bite or sting	5 years and over	12 years and over - Symptom duration of 10 days or more	Aged between 1 - 17
Do NOT Refer	Red Flags	- Chills or shaking - Tenderness under ribs or back - Fever vomiting or kidney pain	- If near eye - Pregnancy - Immunocompromised patient	- Immunocompromised patient - Boils	- Near Mouth - Bite received outside UK	- Breathing difficulty - Immunosuppressed patient - Swollen Tongue - High pitch/ noisy breathing	- Reduced vision - Eye bulging	- Neck Stiffness, light sensitivity, skin rash - Pain behind ear - Severe Headache - Pain in or around eyes - Facial paralysis
	Exclusion criteria	- Male - Under 16 or over 64 years - Pregnant or breastfeeding - Recurrent UTI's (2 in the last 6 months or 3 in the last 12 months - Catheter	- Under the age of 18 - Pregnant or suspected pregnancy - Breastfeeding with shingle sores on the breasts - Shingles rash onset over 7 days ago	- Under 1 years of age - Pregnant or suspected pregnancy in an individual under the age of 16 - Breastfeeding with impetigo lesions presents on the breast. - Recurrent impetigo (2 or more episodes in the same year) - Widespread lesions or clusters present - Symptomatically unwell	- Under 1 years of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - Symptomatically unwell - Bite or sting occurred whilst travelling outside of the UK	- Individual under five years of age - Pregnancy or suspected pregnancy in individuals under 16 years of age - Recurrent sore throat or tonsillitis (7 or more significant episodes in the preceding 12 months or five + in each of the preceding 2 years or 3+ in the preceding 3 years - Previous tonsillectomy	- 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)	- Individuals under 1 or over 18 years of age - Pregnancy or suspected pregnancy in individuals under 16 - Recurrent infections (3+ episodes in the preceding 6 months or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months)

Table developed from NHSE Pharmacy First Pack for Receptionist and Care Navigators.

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Conditions	What conditions are <u>SUITABLE</u> for referral to Pharmacist?			Do <u>NOT</u> refer in these circumstances	
Bites/Stings	- Bee sting - Wasp sting	Stings with minor redness	Stings with minor swelling	- Drowsy/fever - Fast heartrate	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	Shortness of breath	Facial swelling
Ear	Earache	- Earwax - 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 - Pain1sideonly	- Light sensitivity - Reduced vision
Gastric / Bowel	- Constipation - Diarrhoea - Infant colic	- Heartburn - Indigestion	- Haemorrhoids - Rectal pain, - Vomiting or nausea	- Severe/on-going - Lasted+6weeks	- Patient+55years - Blood/Weight loss
General	Hay fever	Sleep difficulties	Tiredness	Severe/on-going	
Gynae / Thrush	- Cystitis - Vaginal discharge	Vaginal itch or soreness		- Diabetic /Pregnant - Under16/over60 - Unexplained bleeding	- Pharmacy treatment not worked. - Had thrush 2x in last 6 months
Pain	- Acute pain - Ankle or foot pain - Headache - Hip pain 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 ongoing for +3 weeks	- Chest pain/pain radiating into the shoulder. - Pharmacy treatment not worked. - Sudden onset
Skin	- Acne, spots & 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 ongoing 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+10days. - Swollen painful gums. - Sores inside mouth	- Unable to swallow. - Poor immune system. - Voice change
Swelling	- Ankle or foot swelling - Lower limb swelling	- Thigh 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

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