

**Decision aid for Pharmacy First Referrals. DISCLAIMER: This document is for GP Practice and Community Pharmacy use only.**

\*Those conditions identified in bold are part of the seven clinical pathway consultations where pharmacists can use Patient Group Directions to offer treatment to patients that meet the inclusion criteria.

<b>NEVER SUITABLE FOR PHARMACY REFERRAL</b>	<b>Age under 1 year</b>	<b>Pregnant and also aged under 16</b>	<b>Severe symptoms /illness</b>	<b>Shortness of breath AND/OR chest pain</b>	<b>Severely immunosuppressed</b>
---	-------------------------	--	---------------------------------	--	----------------------------------









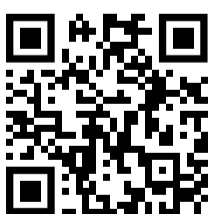
CONDITIONS	Conditions SUITABLE for referral to pharmacists		DO NOT REFER in these circumstances (for a full list of exclusions see Pharmacy first patient group directions)		
<b>BITES/STINGS</b>	Insect bites and stings <i>e.g. Bee sting and Wasp sting</i> <b>Infected insect bites (Pharmacy First clinical pathway)*</b>		<ul style="list-style-type: none"> <li>- Severe pain or significant fluid or pus in wound</li> <li>- Signs of allergic reaction or anaphylaxis</li> <li>- Stings in mouth/throat where there is risk of airway obstruction or near eye</li> <li>- Bites or stings caused by animals, humans, ticks, unusual or exotic insects or bite or sting from outside of the UK</li> <li>- Fever or drowsiness</li> </ul>		
<b>COLDS</b>	Cold sores Coughs	Flu-like symptoms Sore throat (see MOUTH section)	<ul style="list-style-type: none"> <li>- Lasted more 3+ weeks</li> <li>- Unable to swallow</li> </ul>		
<b>CONGESTION</b>	Blocked or runny nose Hayfever	Constant need to clear throat Excess mucus <b>Acute Sinusitis (12 years and over) (Pharmacy First clinical pathway)*</b>	<ul style="list-style-type: none"> <li>- Hayfever with wheeze</li> <li>- Facial swelling</li> <li>- Chronic <b>sinusitis</b> (causes symptoms that last more than 12 weeks)</li> </ul>		
<b>EAR</b>	Earache Ear Wax Blocked Ear <b>Acute Otitis Media (AOM) (aged 1 to 17 years) (Pharmacy First clinical pathway)*</b>		<ul style="list-style-type: none"> <li>- Requests for ear syringing</li> <li>- Recurrent <b>AOM</b> (3 or more episodes in 6 months or 4 or more episodes in 12 months)</li> <li>- Patients with a temperature &gt;39 °C</li> <li>- Deafness</li> <li>- Vertigo</li> <li>- Something in the ear canal</li> </ul>		
<b>EYE</b>	Conjunctivitis Dry/sore tired eyes Irritable/itchy eye	Sticky eye Eyelid problems Watery/runny eyes	<ul style="list-style-type: none"> <li>- Severe pain</li> <li>- Pain 1 side only</li> <li>- Uneven pupils</li> <li>- Light sensitivity</li> <li>- Reduced vision</li> <li>- Trauma/chemical injury</li> <li>- Has long-term eye condition</li> </ul>		
<b>GASTRIC/ BOWEL</b>	Constipation Diarrhoea (adults only, less than 72 hours) Heartburn Vomiting or nausea	Indigestion Haemorrhoids Rectal pain	<ul style="list-style-type: none"> <li>- Severe/on-going</li> <li>- Lasted +2 weeks</li> <li>- Recent hospital treatment</li> <li>- Patient over 55 years</li> <li>- Blood</li> <li>- Unintentional weight loss</li> </ul>		
<b>GYNAE</b>	Cystitis (mild; females only; less than 3 days) Thrush (females only) <b>Urinary Tract Infection (UTI) (females aged 16 – 64 years) (Pharmacy First clinical pathway)*</b>	Vaginal itch or soreness Vaginal discharge	<ul style="list-style-type: none"> <li>- Male</li> <li>- Diabetic</li> <li>- Pregnant</li> <li>- Thrush: Under 16 / over 60</li> <li>- Unexplained bleeding/blood in urine</li> <li>- Pain in the side</li> <li>- Recurrent thrush (2 episodes in last 6 months)</li> <li>- Fever, nausea/vomiting, kidney pain or immunosuppressed.</li> <li>- <b>UTI</b> <ul style="list-style-type: none"> <li>- Recurrent <b>UTI</b> (2 episodes in last 6 months, or 3 episodes in last 12 months)</li> <li>- Urinary catheter</li> <li>- Antibiotics for UTI in the last 3 months</li> <li>- Under 16/ 65 or over</li> </ul> </li> </ul>		
<b>PAIN</b>	Acute pain Ankle or foot pain Headache Hip pain Knee or leg pain Lower back or limb pain	Migraine (infrequent) Shoulder pain Sprains and strains Thigh or buttock pain Wrist, hand or finger pain	<ul style="list-style-type: none"> <li>- Pain radiating into the shoulder</li> <li>- Conditions described as severe or urgent</li> <li>- Multiple joint pain</li> <li>- Sudden onset</li> <li>- Headache with stiff neck/light sensitivity/scalp is sensitive</li> <li>- Condition ongoing for 3+weeks</li> </ul>		
<b>SKIN</b>	Acne, spots and pimples Athletes foot Blisters on foot Dermatitis Dry skin Hair loss Nappy rash <b>Shingles (18 years and over) (Pharmacy First clinical pathway)*</b> <b>Impetigo (Pharmacy First clinical pathway)*</b>	Oral thrush Rash-allergy Ringworm Threadworm Scabies Skin dressing advice Skin rash Warts/Verrucae Wound problems	<ul style="list-style-type: none"> <li>- Conditions described as severe or urgent</li> <li>- Conditions that have been ongoing for 3+ weeks</li> <li>- Diabetes unless suspected impetigo/shingles</li> <li>- <b>Shingles</b> – Rash affecting eye and patients that are pregnant</li> <li>- Bullous <b>impetigo</b> (boils), recurrent impetigo (defined as 2 or more episodes in the same year)</li> <li>- <b>Impetigo</b> – Patients who are immunosuppressed</li> <li>- Meningitis symptoms: Neck stiffness/light sensitivity/mottled skin</li> </ul>		
<b>MOUTH / THROAT</b>	Cold sore blisters Flu-like symptoms Mouth ulcers <b>Acute Sore Throat (5 years and over) (Pharmacy First clinical pathway)*</b>	Sore mouth / throat Oral thrush Teething Toothache	<ul style="list-style-type: none"> <li>- Lasted + 10 days</li> <li>- Swollen painful gums</li> <li>- Sores inside mouth</li> <li>- <b>Acute sore throat</b> –Those who are immunosuppressed.</li> <li>- Unable to swallow</li> <li>- Voice change</li> </ul>		

## NHS Pharmacy First – 7 Clinical Pathways

Please note these are the main exclusions. Each pathway has additional specific clinical exclusions [here](#) which will be considered by the Community Pharmacist during consultation.

Urinary tract infection	Shingles	Impetigo	Infected insect bites	Acute sore throat	Acute Sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash.	Impetigo is a common infection of the skin. It is contagious, which means it can be transmitted by touch.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract.	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Female</li> <li>Aged between 16 – 64.</li> <li>Suspected lower UTI.</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>18 years and over.</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours – 7 days.</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over.</li> <li>Signs and symptoms of impetigo.</li> <li>Localised (4 or fewer lesions / clusters present).</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over.</li> <li>Infection that is present or worsening at least 48 hours after initial bite(s) or sting(s).</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>5 years and over.</li> <li>Suspected sore throat.</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>12 years and over.</li> <li>Suspected signs and symptoms of sinusitis.</li> <li>Symptom duration of 10 days or more.</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Aged between 1 – 17.</li> <li>Suspected signs and symptoms of acute otitis media.</li> </ul>
<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Male</li> <li>&lt;16 or &gt;64</li> <li>Pregnant</li> <li>Breastfeeding</li> <li>Recurrent UTI (2 in last 6 months or 3 in last 12 months).</li> <li>Catheter</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt;underage of 18</li> <li>Pregnant or suspected pregnancy.</li> <li>Breastfeeding with shingle sores on breasts.</li> <li>Shingles rash onset over 7 days ago.</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt;under 1 year of age.</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age.</li> <li>Breast feeding with impetigo lesion(s) present on breast.</li> <li>Recurrent impetigo (2 or more episodes in the same year).</li> <li>Widespread lesions / clusters present.</li> <li>Systematically unwell.</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt;under 1 year of age.</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age.</li> <li>Systematically unwell.</li> <li>Bite or sting occurred while travelling outside the UK.</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 5 years of age.</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age.</li> <li>Recurrent sore throat / tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years).</li> <li>Previous tonsillectomy.</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 12 years of age.</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age.</li> <li>Symptom duration of less than 10 days.</li> <li>Recurrent sinusitis (4 or more annual episodes of sinusitis).</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 1 year of age or over 18 years of age.</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age.</li> <li>Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months).</li> </ul>

### Additional Resources:

UTI:	Shingles:	Impetigo:	Infected Insect Bites / Stings:	Acute Sore Throat:	Acute Sinusitis:	Acute Otitis Media:
 <p><a href="#">NHS: Urinary tract infections (UTIs)</a></p>	 <p><a href="#">BAD Org UK: Shingles</a></p>	 <p><a href="#">NHS: Impetigo</a></p>	 <p><a href="#">NHS: Insect bites and stings</a></p>	 <p><a href="#">CKS NICE: Acute sore throat</a></p>	 <p><a href="#">CKS NICE: Acute sinusitis</a></p>	 <p><a href="#">CKS NICE: Acute Otitis Media</a></p>
 <p><a href="#">RCGP e-Learning: UTIs</a></p>	 <p><a href="#">NHS: Shingles</a></p>					

[NHS England Pharmacy First 7 Clinical Pathways PDF](#)

[Resources for the community pharmacy setting: TARGET Antibiotic checklist | RCGP Learning](#)

[Frequently Asked Questions About Shingles - Shingles Support Society](#)