

7 Common Conditions (Clinical Pathways)	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 →	<ul style="list-style-type: none"> Burning when passing urine Needing to pass urine in the night Urine cloudy to the naked eye. 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Starts with sores or blisters which quickly burst and leave crusty golden brown, itchy patches. 	<ul style="list-style-type: none"> Redness pain, swelling of insect bite getting worse with skin hot to touch. Maybe discharge at site of the bite. 	<ul style="list-style-type: none"> Sore throat with/without fever or pus/swollen tonsils. Can be in the absence of a runny nose 	<ul style="list-style-type: none"> Nasal blockage or nasal discharge with one or more of the following: <ul style="list-style-type: none"> -Facial pain/pressure or headache -Reduction or loss of smell in adults or cough during the day or night in children 	<ul style="list-style-type: none"> Earache. Younger children may tug the ear or hold the ear
Inclusion criteria →	<ul style="list-style-type: none"> Female Aged between 16 – 64 Requires 2 of the symptoms 	<ul style="list-style-type: none"> 18 years and over Rash appeared within the last 72 hours - 7 days 	<ul style="list-style-type: none"> 1 year and over Localised (4 or fewer lesions /clusters present) 	<ul style="list-style-type: none"> 1 year and over Infection that is present or worsening at least 48 hours after the initial bite or sting 	<ul style="list-style-type: none"> 5 years and over 	<ul style="list-style-type: none"> 12 years and over Symptom duration of 10 days or more 	<ul style="list-style-type: none"> Aged between 1 - 17 years
✗ Do NOT Refer (to Pharmacist) Red Flags →	<ul style="list-style-type: none"> Chills or shaking Tenderness under ribs or back Fever vomiting or kidney pain 	<ul style="list-style-type: none"> If near eye Pregnancy Immunocompromised patient 	<ul style="list-style-type: none"> Immunocompromised patient Boils 	<ul style="list-style-type: none"> Near mouth Bite received outside UK 	<ul style="list-style-type: none"> Breathing difficulty Immunosuppressed patient Swollen Tongue High pitch/ noisy breathing 	<ul style="list-style-type: none"> Reduced vision Eye bulging 	<ul style="list-style-type: none"> Neck Stiffness, light sensitivity, skin rash Pain behind ear Severe Headache Pain in or around eyes Facial paralysis
Exclusion criteria →	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Under the age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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) 	<ul style="list-style-type: none"> 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)

Conditions	What conditions are SUITABLE for referral to Pharmacist?			Do NOT refer in these circumstances	
Bites/Stings	<ul style="list-style-type: none"> Bee sting Wasp sting 	Stings with minor redness	Stings with minor swelling	<ul style="list-style-type: none"> Drowsy/fever Fast heart rate 	Severe swellings or cramps
Congestion	<ul style="list-style-type: none"> Cold sores Coughs 	Flu like symptoms	Sore throat	<ul style="list-style-type: none"> Lasted +3 weeks. Shortness of breath 	<ul style="list-style-type: none"> Chest pain Unable to swallow
Ear	Earache	<ul style="list-style-type: none"> Earwax Blocked ear 	Hearing problems	<ul style="list-style-type: none"> Something may be in the ear canal Discharge 	<ul style="list-style-type: none"> Severe pain Deafness Vertigo
Eye	<ul style="list-style-type: none"> Conjunctivitis Dry/sore tired eyes Eye red or Irritable 	<ul style="list-style-type: none"> Eye, sticky Eye lid problems 	Watery/runny eyes	<ul style="list-style-type: none"> Severe pain Pain, 1 side only 	<ul style="list-style-type: none"> Light sensitivity Reduced vision
Gastric / Bowel	<ul style="list-style-type: none"> Constipation Diarrhoea Infant colic 	<ul style="list-style-type: none"> Heartburn Indigestion 	<ul style="list-style-type: none"> Haemorrhoids Rectal pain Vomiting or nausea 	<ul style="list-style-type: none"> Severe / ongoing Lasted+6weeks 	<ul style="list-style-type: none"> Patient +55years Blood/Weight loss
General	Hay fever	Sleep difficulties	Tiredness	Severe / ongoing	
Gynae / Thrush	<ul style="list-style-type: none"> Cystitis Vaginal discharge 	Vaginal itch or soreness		<ul style="list-style-type: none"> Diabetic /Pregnant Under16/over60 Unexplained bleeding 	<ul style="list-style-type: none"> Pharmacy treatment not worked. Had thrush 2x in last 6 months
Pain	<ul style="list-style-type: none"> Acute pain Ankle or foot pain Headache Hip pain swelling 	<ul style="list-style-type: none"> Knee or leg pain Lower back pain Lower limb pain Migraine 	<ul style="list-style-type: none"> Shoulder pain Sprains and strains Thigh or buttock pain Wrist, hand or finger pain 	<ul style="list-style-type: none"> Condition described as severe or urgent. Conditions have been ongoing for +3 weeks 	<ul style="list-style-type: none"> Chest pain/pain radiating into the shoulder. Pharmacy treatment not worked. Sudden onset
Skin	<ul style="list-style-type: none"> Acne, spots & pimples Athlete's foot Blisters on foot Dermatitis/ dry skin Hair loss 	<ul style="list-style-type: none"> Hay fever Nappy rash Oral thrush Rash - allergy Ringworm/threadworm 	<ul style="list-style-type: none"> Scabies Skin dressings Skin rash Warts/verrucae Wound problems 	<ul style="list-style-type: none"> Condition described as severe or urgent. Conditions have been ongoing for +3 weeks 	<ul style="list-style-type: none"> Pharmacy treatment not worked. Skin lesions/blisters with discharge Diabetes related?
Mouth / Throat	<ul style="list-style-type: none"> Cold sore blisters Flu like symptoms Hoarseness 	<ul style="list-style-type: none"> Mouth ulcers Sore mouth Sore throat 	<ul style="list-style-type: none"> Oral thrush Teething Toothache 	<ul style="list-style-type: none"> Lasted +10days. Swollen painful gums. Sores inside mouth 	<ul style="list-style-type: none"> Unable to swallow. Poor immune system. Voice change
Swelling	<ul style="list-style-type: none"> Ankle or foot swelling Lower limb swelling 	<ul style="list-style-type: none"> Thigh buttock swelling Toe pain or swelling 	Wrist, hand, or finger swelling	<ul style="list-style-type: none"> Condition described as severe or urgent. Condition ongoing for + 3 weeks 	<ul style="list-style-type: none"> Discolouration to skin Pharmacy treatment not worked. Recent travel abroad

This table was originally developed from NHSE Pharmacy First Pack for Receptionist and Care Navigators, by North East and North Cumbria Primary Care Collaborative

Standard prescription charges/exemptions apply to any medicines supplied via this service.