

- This tool is to facilitate [Pharmacy First](#) referrals generated by GP practice staff for a consultation with community pharmacies
- Referrals should be generated by Emis Local Services* Pharmacy First triage assessment tool
- When sending a referral Emis Local Service* automatically lists pharmacies that currently offer the Pharmacy First Service
- Referrals should preferably be made to the patient's nominated pharmacy but always ask the patient which pharmacy they prefer
- The patient may transfer between Clinical Pathways and Minor Illness service, depending on the symptoms presented at the community pharmacy

Urgent Repeat Medicine Supply
Referral from Urgent and Emergency Care settings only.
Patients can be signposted to NHS 111 if a general practice is unable to furnish a prescription for a repeat medicine e.g. evenings/weekends. https://111.nhs.uk/emergency-prescription
Usual prescription charges/exemption rules apply

Clinical Pathways Common infections consultation
Practice referral via Emis Local Service* and walk-in.
Urinary Tract Infection Women aged 16-64 years
Shingles 18 years and over
Impetigo 1 year and over
Infected Insect Bites 1 year and over
Sinusitis 12 years and over
Sore Throat 5 years and over
Acute Otitis Media 1-17 years
<ul style="list-style-type: none"> • Self care & safety netting advice provided • If appropriate specific Prescription Only Medication supplied via a PGD • Usual prescription charges/exemption rules apply

Minor Illness Consultation (previously known as GP CPCS)	
Practice referral only via Emis Local Services*. Do not refer patients aged under 1.	
<ul style="list-style-type: none"> • Acne, spots, and pimples • Allergic reaction • Ankle or foot pain or swelling • Athlete's foot • Bites or stings, insect or spider • Blisters • Constipation • Cough • Cold and flu • Diarrhoea • Ear discharge or ear wax • Earache • Eye, red or irritable • Eye, sticky or watery • Eyelid problems • Hair loss • Headache • Hearing problems or blocked ear • Knee or lower leg pain • Lower back pain 	<ul style="list-style-type: none"> • Lower limb pain or swelling • Mouth ulcers • Nasal congestion • Pain and/or frequency passing urine • Rectal pain • Scabies • Scratches and grazes • Sinusitis • Shoulder pain • Skin, blisters or rash • Sleep difficulties • Sore throat • Teething • Tiredness • Toe pain or swelling • Vaginal discharge • Vaginal itch or soreness • Vomiting • Wrist, hand, finger pain or swelling
Self care and safety netting advice will be provided in addition to any over the counter medication recommendation (if required) for the patient to purchase.	

* Or PharmRefer for Vision practices

NHS Pharmacy First Clinical Pathway

Navigation Tool for GP Practice Reception/Triage Teams

-For full inclusion and exclusion criteria: [NHS Pharmacy First Service Spec, PGDs & Clinical Pathways](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/)
<https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/>
 -Signs and symptom information: [NHS Health A-Z](https://www.nhs.uk/conditions/) <https://www.nhs.uk/conditions/>



South West London

	Uncomplicated Urinary Tract Infection (UTI)	Shingles Infection that causes a painful rash	Impetigo A contagious skin infection	Infected Insect Bites	Acute Sore Throat	Acute Sinusitis Infection of the sinuses (behind the forehead, cheeks and nose)	Acute Otitis Media A middle ear infection
Signs and symptoms a patient may say	<ul style="list-style-type: none"> Burning pain when passing urine Needing to pass urine in the night Cloudy urine 	<ul style="list-style-type: none"> Initially: <ul style="list-style-type: none"> - tingling or painful feeling in an area of skin - headache or feeling generally unwell A few days later a rash appears in blotches on one side of the body only 	<ul style="list-style-type: none"> Sores/blisters quickly burst and leave crusty, golden-brown patches. Patches can: <ul style="list-style-type: none"> - look a bit like cornflakes stuck to the skin - get bigger - spread to other parts of the body - be itchy - sometimes be painful 	<ul style="list-style-type: none"> Redness/pain/tenderness/swelling of the skin Redness/swelling of the skin surrounding the bite/sting is spreading Skin surrounding the bite/sting feels hot to touch Pus leaking from site of bite/sting 	<ul style="list-style-type: none"> Throat is painful/dry/scratchy Redness in the back of the mouth Swollen tonsil(s) Pus filled spots on tonsil(s) High temperature 	<ul style="list-style-type: none"> Pain, swelling and tenderness around cheeks, eyes or forehead Blocked or runny nose Reduced sense of smell Green or yellow mucus from nose High temperature 	<ul style="list-style-type: none"> Earache High temperature Difficulty hearing Discharge running out of the ear Pressure inside the ear
Do refer	<ul style="list-style-type: none"> Age: 16-64 years Female Signs and symptoms of lower UTI 	<ul style="list-style-type: none"> Age: 18 years and over Rash appears within the last 7 days Signs and symptoms of shingles 	<ul style="list-style-type: none"> Age: 1 year and over Signs and symptoms of impetigo 	<ul style="list-style-type: none"> Age: 1 year and over Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) 	<ul style="list-style-type: none"> Age: 5 years and over Signs and symptoms of acute sore throat 	<ul style="list-style-type: none"> Age: 12 years and over Signs and symptoms of acute sinusitis Symptom duration of 10 days of more 	<ul style="list-style-type: none"> Age: between 1 -17 years Signs and symptoms of acute otitis media
Do NOT refer	<ul style="list-style-type: none"> Under 16 years or over 64 years Male Pregnant Breastfeeding Recurrent UTI (2 in the last 6 months or 3 in the last 12 months) Catheter Temperature above 37.9°C 	<ul style="list-style-type: none"> Aged under 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingle rash onset over 7 days ago 	<ul style="list-style-type: none"> Children under 1 year of age Recurrent impetigo (2 or more episodes in the same year) Pregnant or suspected pregnancy under 16 years Bullous (fluid filled blisters) impetigo 	<ul style="list-style-type: none"> Children under 1 year of age Pregnant or suspected pregnancy under 16 years Human or animal bite Bite or sting occurred while travelling outside the UK 	<ul style="list-style-type: none"> Children under 5 years of age Pregnant or suspected pregnancy under 16 years Recurrent sore throat/tonsillitis: <ul style="list-style-type: none"> - 7 or more episodes in 12 months - 5 or more episodes in each of the preceding 2 years - 3 or more episodes in each of the preceding 3 years 	<ul style="list-style-type: none"> Under 12 years of age Pregnancy or suspected pregnancy under 16 years of age Symptom present less than 10 days Recurrent sinusitis (4 or more episodes in 12 months) Chronic sinusitis (sinusitis symptoms that last for more than 12 weeks) 	<ul style="list-style-type: none"> Under 1 year of age or over 18 years of age Pregnancy or suspected pregnancy under 16 years of age Recurrent acute otitis media: <ul style="list-style-type: none"> - 3 or more episodes in 6 months - 4 or more episodes in 12 months with at least one episode in the last 6 months Temperature of over 39°C