

What conditions can I refer?

NHS Pharmacy First – 7 clinical pathways

| Conditions | What conditions are SUITABLE for referral to pharmacists | | Do NOT refer in these circumstances | |
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| UTIs | Female | 16 to 64 | Under 16 or 65 or over Male Pregnant Breastfeeding | -Immunocompromised - Recurrent UTI's (2 in last 6 months/3 in last 12 months) - UTI treated with antibiotics in last 3 months |
| For UTI's Ask individual whether they have | Has TWO or THREE of the following <ul style="list-style-type: none"> ○ Dysuria (Painful or difficult urination) ○ New nocturia (New urination at night) ○ Urine cloudy to the naked eye | | Has ONE or NONE of the following <ul style="list-style-type: none"> ○ Dysuria (Painful or difficult urination) ○ New nocturia (New urination at night) ○ Urine cloudy to the naked eye | |
| Impetigo | Adults & Children | Children aged 1 and over | Under 1's Pregnant individuals under 16 | |
| Acute Sore Throat | Adults & Children | Children aged 5 and over | Under 5's Pregnant individuals under 16 | |
| Shingles | Adults | 18 and over | Under 18's Pregnant | -Severely immunocompromised -Shingles in the eye |
| Infected Insect Bites | Adults & Children | Children aged 1 and over. | Under 1's Pregnant individuals under 16 | |
| Acute Sinusitis | Adults & Children | Children aged 12 and over | Under 12's Pregnant individuals under 16 | -Chronic Sinusitis (had over 12 weeks) - Immunocompromised |
| Acute Otitis Media | Children | Children aged 1 to 17 | Adults over 17 Pregnant individuals under 16 | -Recurrent Acute Otitis Media (3 or more episodes in 6 months or 4 or more in 12 months) |

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| Urinary tract infection | Shingles* | Impetigo | Infected insect bites | Acute sore throat | Acute sinusitis | Acute otitis media |
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| 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 passed on by touching. | 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. |
| <p>Inclusion:</p> <ul style="list-style-type: none"> • Female • Aged between 16 - 64 • Suspected lower UTI | <p>Inclusion:</p> <ul style="list-style-type: none"> • 18 years and over • Suspected case of shingles. • Rash appeared within the last 72 hours - 7 days | <p>Inclusion:</p> <ul style="list-style-type: none"> • 1 year and over • Signs and symptoms of impetigo • Localised (4 or fewer lesions/clusters present) | <p>Inclusion:</p> <ul style="list-style-type: none"> • 1 year and over • Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) | <p>Inclusion:</p> <ul style="list-style-type: none"> • 5 years and over • Suspected sore throat | <p>Inclusion:</p> <ul style="list-style-type: none"> • 12 years and over • Suspected signs and symptoms of sinusitis • Symptom duration of 10 days or more | <p>Inclusion:</p> <ul style="list-style-type: none"> • Aged between 1 – 17 • Suspected signs and symptoms of acute otitis media |

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| <p>Exclusion:</p> <ul style="list-style-type: none"> • Male • <16 or >64 • Pregnant • Breastfeeding • Recurrent UTI (2 in last 6 months or 3 in last 12 months) • Catheter • Type 1 or 2 Diabetic | <p>Exclusion:</p> <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 | <p>Exclusion:</p> <ul style="list-style-type: none"> • < under 1 year of age • Pregnancy or suspected pregnancy in individuals under 16 years of age • Breastfeeding with impetigo lesion(s) present on the breast • Recurrent impetigo (2 or more episodes in the same year) • Widespread lesions/ clusters present • Systemically unwell | <p>Exclusion:</p> <ul style="list-style-type: none"> • < under 1 year of age • Pregnancy or suspected pregnancy in individuals under 16 years of age • Systemically unwell • Bite or sting occurred while travelling outside the UK | <p>Exclusion:</p> <ul style="list-style-type: none"> • Individuals under 5 years of age • Pregnancy or suspected pregnancy in individuals under 16 years of age • 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) • Previous tonsillectomy | <p>Exclusion:</p> <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 of sinusitis) | <p>Exclusion:</p> <ul style="list-style-type: none"> • Individuals under 1 year of age or over 18 years of age • Pregnancy or suspected pregnancy in individuals under 16 • 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.) |
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What conditions can I refer?

NHS Pharmacy First – referrals for minor illnesses

Service suitability

The service is only for patients aged over 1 year.

| | What conditions are SUITABLE for referral to pharmacists? | | | Do NOT refer in these circumstances | |
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| BITES / STINGS | <ul style="list-style-type: none"> • Bee sting • Wasp sting | <ul style="list-style-type: none"> • Stings with minor redness | <ul style="list-style-type: none"> • Stings with minor swelling | <ul style="list-style-type: none"> • Drowsy / fever • Fast heart rate | <ul style="list-style-type: none"> • Severe swellings or cramps |
| COLDS | <ul style="list-style-type: none"> • Cold sores • Coughs | <ul style="list-style-type: none"> • Flu-like symptoms | <ul style="list-style-type: none"> • 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 |
| CONGESTION | <ul style="list-style-type: none"> • Blocked or runny nose | <ul style="list-style-type: none"> • Constant need to clear their throat | <ul style="list-style-type: none"> • Excess mucus • Hay fever | <ul style="list-style-type: none"> • Lasted +3 weeks • Shortness of breath | <ul style="list-style-type: none"> • 1 side obstruction • Facial swelling |
| EAR | <ul style="list-style-type: none"> • Earache | <ul style="list-style-type: none"> • Ear wax • Blocked ear | <ul style="list-style-type: none"> • 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 • Eyelid problems | <ul style="list-style-type: none"> • 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 |

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| 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 / on-going • Lasted +6 weeks | <ul style="list-style-type: none"> • Patient +55 years • Blood / Weight loss |
| GENERAL | <ul style="list-style-type: none"> • Hay fever | <ul style="list-style-type: none"> • Sleep difficulties | <ul style="list-style-type: none"> • Tiredness | <ul style="list-style-type: none"> • Severe / on-going | |
| GYNAE / THRUSH | <ul style="list-style-type: none"> • Cystitis • Vaginal discharge | <ul style="list-style-type: none"> • Vaginal itch or soreness | | <ul style="list-style-type: none"> • Diabetic / Pregnant • Under 16 / over 60 • 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 or swelling • Knee or leg pain | <ul style="list-style-type: none"> • Lower back pain • Lower limb pain • Migraine • Shoulder pain | <ul style="list-style-type: none"> • 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 on- going 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 and pimples • Athlete's foot • Blisters on foot | <ul style="list-style-type: none"> • Hay fever • Nappy rash • Oral thrush • Rash - allergy | <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 | <ul style="list-style-type: none"> • Pharmacy treatment not worked • Skin lesions / blisters with discharge |

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| | <ul style="list-style-type: none"> • Dermatitis / dry skin • Hair loss | <ul style="list-style-type: none"> • Ringworm/ threadworm | | <ul style="list-style-type: none"> • on- going for +3 weeks | <ul style="list-style-type: none"> • 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 +10 days • Swollen painful gums • Sores inside mouth | <ul style="list-style-type: none"> • Unable to swallow • Patient has 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 or buttock swelling • Toe pain or swelling | <ul style="list-style-type: none"> • 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 |