

Pharmacy First – Dos & Don'ts

Do refer

- Patients presenting with symptoms of minor illness (e.g. cough, cold, sore throat)
- Patients presenting with conditions covered by the seven clinical pathways who meet the inclusion criteria
- Using EMIS local services or PharmRefer (avoid signposting, as a consultation with the pharmacist is not guaranteed. The patient won't be expected, or followed up if they don't attend – the practice won't receive any feedback on the outcome)

7 clinical pathways

- Sinusitis: 12 years and over
- Sore throat: 5 years and over
- Acute otitis media: 1-17 years
- Infected insect bites: 1 year and over
- Impetigo: 1 year and over
- Shingles: 18 years and over
- Uncomplicated UTI: Women 16 to 64

Minor illness

These are the most commonly referred conditions:

- Athlete's foot
- Allergy and hay fever
- Constipation
- Conjunctivitis
- Cold and flu symptoms
- Cough
- Diarrhoea
- Eczema and minor skin conditions
- Minor aches and pains
- Mouth ulcers
- Thrush

Pharmacy First excludes product supply but supports the GM Minor Ailment Service for exempt patients where symptoms are covered under the service.

Don't refer

- Children under 1 year old
- People that don't meet the inclusion criteria for the clinical pathways
- People who have symptoms in the red section of the protocol (access [here](#))
- (in general) people with symptoms lasting more than 3 days (except patients with sinusitis who should be referred if they have had symptoms for more than 10 days)
- People who are pregnant
- People who are immunosuppressed

When referring a patient into the Pharmacy First Service, please ask them to contact the pharmacy to agree a mutually agreeable appointment time.