

NHS Community Pharmacist Consultation Service (CPCS)

Service suitability

The service is only for patients aged over 1 year.



01 Suitable for pharmacist

IF first presenting

1	2	3
Bites / Stings	Cold / Flu	Congestion
4	5	6
Eye	Ear *	Gastric / Bowel
7	8	9
Gynae / Thrush	Hayfever / Allergy	Pain
10	11	12
Skin	Swelling	Throat / Mouth

02 Severity or precaution

not suitable IF

On-going +3 weeks

Severe / Urgent?

Self care not worked

03 Exclusions?

not suitable IF

Shortness of breath

Pregnant?

Diabetic?

04 If 02/03 do not apply

Send all to pharmacist To be seen in first instance

Athlete's Foot

Bites / Stings

Colds / Cold Sores

Constipation

Conjunctivitis (over 2yr)

Cuts / Sprains (minor)

Cystitis

Dermatitis

Diarrhoea (over 2yr)

Dry / Sore Eyes

Eczema

Fungal Infection

Hay Fever

Headache

Head Lice

Haemorrhoids / Piles

Indigestion / Infant Colic

Influenza

Insect Bites

Mouth Ulcers

Oral Thrush

Sore Throat

Styes

Threadworm

Thrush

Vaginal Discharge

Vaginal Itch / Soreness

Verrucae and Warts

Vomiting or Nausea

Wound Problems

05 If 02/03 do not apply

Send to pharmacist After further checking

Bloodshot Eye / Sticky Eye / Red Eye

No severe pain

No loss of vision

Not 1 side only

Coughs / Fever if there are no complications

On-going +3 weeks

Not Wheezing

Not Quite Unwell

Earache

Not severe

No discharge

No Fever

Neck Pain

No Fever

No Recent Travel Abroad

* In some circumstances pharmacists may be able to deal with ear problems (e.g an adult presenting with mild ear pain for a day or so, where symptoms indicate may be otitis media, which could be managed with OTC pain relief without needing ear exam, or patient with mild deafness/no pain due to potential presence of earwax may be healed with OTC remedies). When Clinical Knowledge Summaries note examination of the ear canal should be performed, pharmacists typically do not have otoscopes, or the clinical competence to undertake this.