

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

Pharmacy First: 7 clinical pathways triage aide-memoire

| Urinary tract infection | Shingles* | Impetigo | Infected insect bites | Acute sore throat | Acute sinusitis | Acute otitis media |
|--|---|---|--|--|--|---|
| 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. |
| Inclusion: <ul style="list-style-type: none"> Female Aged between 16 - 64 Suspected lower UTI | Inclusion: <ul style="list-style-type: none"> 18 years and over Suspected case of shingles. Rash appeared within the last 72 hours - 7 days | Inclusion: <ul style="list-style-type: none"> 1 year and over Signs and symptoms of impetigo Localised (4 or fewer lesions/clusters present) | Inclusion: <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) | Inclusion: <ul style="list-style-type: none"> 5 years and over Suspected sore throat | Inclusion: <ul style="list-style-type: none"> 12 years and over Suspected signs and symptoms of sinusitis Symptom duration of 10 days or more | Inclusion: <ul style="list-style-type: none"> Aged between 1 – 17 Suspected signs and symptoms of acute otitis media |
| Exclusion: <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 | Exclusion: <ul style="list-style-type: none"> < under age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago | Exclusion: <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 | Exclusion: <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 | Exclusion: <ul style="list-style-type: none"> Individuals under 5 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age 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 | Exclusion: <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) | Exclusion: <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.) |