Flow Chart to show Tier 2s Skin service patient journey.   <u>KEY</u> **Ab = Antibiotic**

Patient contacts practice with symptoms suggestive of impetigo, infected insect bite, infected eczema

- If patient is age 1 year or over, consider referring them to a community pharmacy.
- All pharmacists can offer advice and advise on purchase of OTC products in line with NHS OTC guidance
- Some pharmacies offer the locally commissioned community pharmacy skin service – Pharmacy List

Does the practice refer into GP Community Pharmacist Consultation Service (GPCPCS)

YES

No

Make an electronic referral via CPCS into community pharmacy

Verbal referral of the patient to a community pharmacy

Community pharmacy contacts the patient to discuss the referral.

Patient rings the community pharmacy before attending.

Is the pharmacy part of the locally commissioned skin service?

No

YES

Pharmacist will assess patient

Pharmacist will assess patient

Patient given appropriate self-care advice.

Patient given appropriate self-care advice, may include purchasing OTC medication.

Patient given onward referral – this may be to a skin pharmacy or to the patient's GP practice

If appropriate, patient may be referred into locally commissioned skin service **(Age 1 year or older with no exclusions)**

Carry out consultation.
 Is (Ab) appropriate / necessary? Pharmacist may advise deferring Ab treatment when appropriate, patient will return direct to pharmacy for Ab

No

YES

Patient given appropriate self-care advice.

Patient given appropriate self-care advice, may include purchasing OTC medication.

Supply Ab, save info on PharmOutcomes, system sends GP notification

NHS Levy patient?

YES

Collect NHS Levy