

Pharmacy First Service Referral Guide

PFS allows patients to access a consultation with a pharmacist for these **seven common conditions**. To access these, patients need to meet the **'Gateway Point'**. Here we have summarised the seven conditions and the triggers for referral to the pharmacist for assessment for PFS. Normal OTC practice still applies and remember to always ask the pharmacist if you are unsure or spot any red flags.

Shingles

Suitable for over 18s

Symptoms

Tingling or painful feeling in an area of skin
Headache
Feeling generally unwell
A rash (normally only on one side of body) which progresses to blisters.

OTC Management

No treatment available OTC

PFS Referral

All cases of suspected shingles



Infected Insects Bites

Suitable for 1 year +

Symptoms

Red and swollen around bite
Skin hot to touch
Painful

OTC Management

Most cases can be treated with oral antihistamines and topical hydrocortisone.

PFS Referral

48 hours post-bite and redness and swelling surrounding bite spreading

Impetigo

Suitable for 1 year +

Symptoms

Red sores or blisters
Sores or blisters quickly burst and leave crusty, golden-brown patches.

OTC Management

Can be treated with hydrogen peroxide 1%

PFS Referral

All cases of suspected impetigo



Acute Sore Throat

Suitable for 5 years +

Symptoms

Dry and painful throat especially when swallowing
Swollen neck glands

OTC Management

Most cases are viral and resolve within a week. Patient can use pain relief, lozenges and anaesthetic spray to ease symptoms.

PFS Referral

Where patient meets at least 4 of the 5 criteria – fever, pus on tonsils, inflamed tonsils, onset in the last 3 days and no cough.

Acute Otitis Media

Suitable for 1-17 years old

Symptoms

Pain inside ear
Discharge
Itchiness and irritation around ear
Feeling pressure within ear
Small children may rub and pull ear, be off food and be restless

OTC Management

Majority will recover without antibiotics and may just require pain relief

PFS Referral

Refer all cases 1-17 years old for ear examination

Acute Sinusitis

Suitable for: 12 years +

Symptoms

Pain, swelling and tenderness around your cheeks, eyes or forehead
Blocked nose
Reduced sense of smell
Green-yellow mucus
Sinus headache
Fever
Toothache

OTC Management

Most sinusitis will resolve within 2-3 weeks with pain relief and decongestant treatment.

PFS Referral

When patient has had symptoms for ten or more days with no improvement.

UTI

Suitable for Women 16-64

Symptoms

Pain or a burning sensation when passing urine
Needing to pass urine more often than usual
Urine that looks cloudy

OTC Management

Paracetamol for pain and advice around fluids and rest.

PFS Referral

When symptoms are not mild and do not indicate thrush (discharge)