**NHS Pharmacy First Referral Criteria**

Full treatment pathways can be found here: <https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf>

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| **Who can be referred to pharmacy:** | **Main symptoms to trigger referral to pharmacy:** | **When to book in to see one of our clinicians (excluded from pharmacy referrals):** |
| **Uncomplicated Urinary Tract Infection** | | |
| Women aged 16-64 | Burning pain when passing urine, needing to pass urine in the night, Urine cloudy to the naked eye (patient to report, no need for urine sample) | Pregnant individuals, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months), fevers, vomiting, kidney pains |
| **Shingles** | | |
| Adults 18+ | A tingling or painful feeling in an area of skin, a rash will usually appear a few days later, red dots on a pink/red background which develop into blisters. The rash appears on 1 side of the body only. A headache and fever may develop. | Shingles rash affecting eye area, patient who says they are immune-compromised, pregnant individuals |
| **Acute Otitis Media** | | |
| For children aged 1 to 17 years | Earache, or in younger children holding/tugging ear and non-specific symptoms such as fever, crying, poor feeding, runny nose, cough | Recurrent acute otitis media (3 or more episodes in 6 months or four or more episodes in 12 months), pregnant individuals aged under 16 years |
| **Acute Sore Throat** | | |
| For adults and children aged 5 years and over | Sore throat with/without fever or pus/swollen tonsils, can be in absence of cough/runny nose | Pregnant individuals aged under 16 years |
| **Acute Sinusitis** | | |
| For adults and children aged 12 years and over | Nasal blockage (obstruction/congestion) or Nasal discharge with ONE or more of: Facial pain/pressure (or headache) or Reduction (or loss) of the sense of smell (in adults) OR Cough during the day or at night (in children) | Immunosuppressed individuals, chronic sinusitis (sinusitis that causes symptoms that last for more than 12 weeks), pregnant individuals aged under 16 years |
| **Infected insect bites** | | |
| For adults and children aged 1 year and over | Redness, pain, swelling of insect bite which is getting worse, with skin hot to touch. Maybe discharge at site of the bite. | Pregnant individuals aged under 16 years |
| **Impetigo** | | |
| Non-bullous impetigo, for adults and children aged 1 year and over | Impetigo starts with red sores or blisters, but the redness may be harder to see in brown and black skin. The sores or blisters quickly burst and leave crusty, golden-brown patches which can be itchy. | Bullous impetigo (boils), recurrent impetigo (defined as 2 or more episodes in the same year), pregnant individuals aged under 16 years |

**NHS Pharmacy First Minor Ailments Referral Criteria**

This service is only for **patients aged over 1 year** of age

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| **CONDITIONS** | **What conditions are SUITABLE for referral to community pharmacists?** | | | **Do NOT refer in these circumstances** | |
| **Bites/stings** | Bee sting  Wasp sting | Stings with minor redness | Stings with minor swelling | Drowsy  Fast heart rate | Severe swellings or cramps |
| **Colds** | Cold sores  Coughs | Flu-like symptoms | Sore throat | Lasted +3 weeks  Shortness of breath | Chest pain  Unable to swallow |
| **Congestion** | Blocked or runny nose | Constant need to clear throat | Excess mucus  Hay fever | Shortness of breath | Facial swelling |
| **Ear** | Earache | Ear wax  Blocked ear | Hearing problems | Something may be in the ear canal | Deafness  Vertigo |
| **Eye** | Conjunctivitis  Red or irritable eye | Sticky eye  Eyelid problems | Dry/sore tired eyes  Watery/runny eyes | Severe pain  Pain on 1 side only | Light sensitivity  Reduced vision |
| **Gastric/bowel** | Constipation  Diarrhoea | Heartburn  Indigestion | Haemorrhoids  Nausea/vomiting | Severe/on-going  Lasted 6+ weeks | Patient +55 years  Blood/weight loss |
| **General** | Hay fever | Sleep difficulties | Tiredness | Severe/on-going |  |
| **Gynae/thrush** | Cystitis  Vaginal discharge | Vaginal itch or soreness |  | Diabetic/pregnant  Under 16 /over 60  Unexplained bleeding | Had thrush 2x in last 6 months  OTC treatment not worked |
| **Pain** | Acute pain  Ankle or foot pain  Headache  Hip pain or swelling  Knee or leg pain | Lower back pain  Lower limb pain  Migraine  Shoulder pain | Sprains and strains  Thigh or buttock pain  Wrist, hand or finger pain | Condition described as severe or urgent  Conditions have been ongoing for +3 weeks | Chest pain/ pain radiating to the shoulder  Pharmacy treatment not worked  Sudden onset |
| **Skin** | Acne, spots and pimples  Athlete’s foot  Blisters on foot  Dermatitis/dry skin  Hair loss | Hay fever  Oral thrush  Rash – allergy  Ringworm/threadworm | Scabies  Skin dressings  Skin rash  Warts/verrucae  Wound problems | Condition described as severe or urgent  Conditions have been ongoing for 3+ weeks | Pharmacy treatment not worked  Diabetes related? |
| **Mouth/throat** | Cold sore blisters  Flu-like symptoms  Oral thrush | Hoarseness  Mouth ulcers  Teething | Sore throat  Sore mouth  Toothache | Lasted 10+ days  Swollen, painful gums  Sores inside mouth | Unable to swallow  Patient has poor immune system  Voice change |
| **Swelling** | Ankle or foot swelling  Lower limb swelling | Thigh or buttock swelling  Toe pain or swelling | Wrist, hand or finger swelling | Condition described as severe or urgent  Condition ongoing for +3 weeks | Discolouration to skin  Pharmacy treatment not worked  Recent travel abroad |