

Pharmacy Assistants guide

When to refer into the Pharmacy First service.

During conversations with your patients, you can refer them to your pharmacist and the Pharmacy First service providing they **cannot answer YES** to the following questions in each common condition exclusion.

If the patient cannot be referred into the Pharmacy First service please continue to advise suitable self-care and/or over the counter medication or if commissioned, into the local minor ailments service.

Uncomplicated Urinary Tract Infection For women aged 16 to 64 years with suspected lower UTIs

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Patients under 16 or 65 and over
Pregnant or Breastfeeding ladies
Any current or recent fever (within past 48 hours)
Nitrofurantoin used in the past 3 months
Diabetics
Patients who have been in hospital for more than 7 days in last 6 months
Care Home residents
Male patients

Shingles Adults aged 18 years and over

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Individuals under 18 years of age
Pregnancy or suspected pregnancy
Shingles rash onset over 7 days ago

Infected Insect Bites Adults and children aged 1 year and over

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Under 48 hours after the initial insect bite or sting
Individuals under 1 year of age
Pregnancy or suspected pregnancy in individuals under 16 years of age
Already had a previous antibiotic for this episode of infected insect bite or sting
Human bite or animal bite or scratch
Insect sting/bite in the mouth or throat, or around the eyes
Bite or sting occurred while travelling outside the UK
Insect bites caused by ticks

Acute Otitis Media Children aged 1 to 17 years Only

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Individuals under 1 year of age or over 18 years of age
Pregnancy or suspected pregnancy in individuals under 16 years of age
Individuals with evidence of, or suspected, foreign body in the ear
Individuals with recurrent infection - defined as three or more acute otitis media episodes (with an absence of middle ear disease between episodes) in the preceding 6 months, or four or more episodes in the preceding 12 months with at least one episode in the past 6 months

Acute Sinusitis Adults and children aged 12 years and over

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Individuals under 12 years of age
Pregnancy or suspected pregnancy in individuals under 16 years of age
Symptom duration of less than 10 days
Chronic sinusitis (sinusitis that causes symptoms that last for more than 12 weeks)
Foreign body inserted into nasal passage
Individuals who have experienced nasal trauma or undergone nasal surgery where full healing has not occurred
Recurrent sinusitis (4 or more annual episodes of sinusitis without persistent symptoms in the intervening periods)

Acute Sore Throat Adults and children aged 5 years and over

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Individuals under 5 years of age
Pregnancy or suspected pregnancy in individuals under 16 years of age
Failed previous antibiotic for this episode of sore throat
Recurrent sore throat/tonsillitis (7 or more significant episodes (with impact to individual and family) in the preceding 12 months or 5 or more episodes in each of the preceding two years, or 3 or more in each of the preceding three years)

Impetigo Non-bullous (large blisters) impetigo, for adults and children aged 1 year and over

MAIN EXCLUSIONS (further exclusions will be checked by pharmacist)
Individuals under 1 year of age
Pregnancy or suspected pregnancy in individuals under 16 years of age
Recurrent impetigo (TWO or more episodes in the same year)