

NHS Pharmacy First Service – Aide Memoire

Service suitability: **Patients aged 1 year or over, patients presenting with new episodes of care**

This aide memoire lists the common conditions that may be referred to the Pharmacy First Service with the main exclusions. The community pharmacist will assess the suitability of the patient during the Pharmacy First consultation and is responsible for the appropriate management of the patient. This is not a clinical tool but a guide to support patient referral.

Conditions	YES – refer to community pharmacist			NO – not suitable for referral	
BITES/STINGS	<ul style="list-style-type: none"> Bee sting Wasp sting Insect bites 	<ul style="list-style-type: none"> Stings with minor redness/swelling 	<ul style="list-style-type: none"> Suspected infected insect bite – unless → or pregnant under 16 	<ul style="list-style-type: none"> Drowsy/fever Fast heart rate Animal/human bite Exotic insect/bitten abroad 	<ul style="list-style-type: none"> Severe swelling or cramps Tick bite with target rash
COLDS	<ul style="list-style-type: none"> Cold sores Coughs 	<ul style="list-style-type: none"> Flu-like symptoms 	<ul style="list-style-type: none"> Sore throat 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> Chest pain Unable to swallow
CONGESTION	<ul style="list-style-type: none"> Blocked or runny nose Sinusitis (12+ years) 	<ul style="list-style-type: none"> Constant need to clear the throat 	<ul style="list-style-type: none"> Excess mucus Hay Fever 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> 1 side obstruction Facial swelling
EAR	<ul style="list-style-type: none"> Earache Discharge (1-17 year olds) 	<ul style="list-style-type: none"> Ear wax Hearing problems 	<ul style="list-style-type: none"> Blocked ear 	<ul style="list-style-type: none"> Something in ear canal Pain or swelling behind the ear 	<ul style="list-style-type: none"> Severe pain Deafness Vertigo
EYE	<ul style="list-style-type: none"> Conjunctivitis Sticky eye 	<ul style="list-style-type: none"> Watery/runny eye Eyelid problems 	<ul style="list-style-type: none"> Dry/sore/tired eyes 	<ul style="list-style-type: none"> Severe pain Pain 1 side only 	<ul style="list-style-type: none"> Light sensitivity Reduced vision
GASTRIC/BOWEL	<ul style="list-style-type: none"> Constipation Diarrhoea Infant colic 	<ul style="list-style-type: none"> Heartburn Indigestion 	<ul style="list-style-type: none"> Haemorrhoids Rectal pain Vomiting or nausea 	<ul style="list-style-type: none"> Severe/ongoing Lasted +6 weeks 	<ul style="list-style-type: none"> Patient 55+ years Blood/Weight loss
GENITO-URINARY	<ul style="list-style-type: none"> Vaginal discharge (thrush - under 60) Vaginal itch or soreness 	<ul style="list-style-type: none"> Cystitis Suspected UTI – women aged 16-64, unless → 		<ul style="list-style-type: none"> Pregnant/Diabetic Under 16 60+ years (thrush) 	<ul style="list-style-type: none"> Recurrent infection – 2x in 6 months, 3x in 12 months
MOUTH/THROAT	<ul style="list-style-type: none"> Cold sores Hoarseness 	<ul style="list-style-type: none"> Acute Sore throat Sore mouth/ulcers 	<ul style="list-style-type: none"> Oral thrush Teething/Toothache 	<ul style="list-style-type: none"> Lasted +10 days Swollen, painful gums 	<ul style="list-style-type: none"> Unable to swallow Poor immune system Voice change
PAIN	<ul style="list-style-type: none"> Acute pain: ankle, foot, hip, knee, leg, lower back, shoulder, thigh, buttock, wrist, hand or finger 	<ul style="list-style-type: none"> Headache Migraine 	<ul style="list-style-type: none"> Sprains or strains Rectal pain 	<ul style="list-style-type: none"> Condition described as severe or urgent. Ongoing for +3 weeks 	<ul style="list-style-type: none"> Chest pain/pain radiating to shoulder Sudden onset
SKIN	<ul style="list-style-type: none"> Acne, spots and pimples Athlete's foot Blisters Impetigo (unless 2+ times in a year) 	<ul style="list-style-type: none"> Dermatitis/dry skin/eczema Rash: fungal/nappy Scabies Hair loss 	<ul style="list-style-type: none"> Shingles (18+years & not pregnant) Warts/verruca Wound problems 	<ul style="list-style-type: none"> Ongoing for +3 weeks Condition described as severe or urgent Diabetes related? Pharmacy treatment not worked 	
SWELLING	<ul style="list-style-type: none"> Ankle or foot swelling Lower limb swelling 	<ul style="list-style-type: none"> Thigh or buttock swelling 	<ul style="list-style-type: none"> Wrist, hand, finger or toe swelling 	<ul style="list-style-type: none"> Conditions described as severe or urgent 	<ul style="list-style-type: none"> Recent travel abroad Discoloured skin