

The **Pharmacy First Service** enables community pharmacists to offer patients an extended range of treatments, including, where appropriate, some prescription only medicines such as antibiotics.

Before selling medicines over the counter for one of these **SEVEN CLINICAL CONDITIONS**, ask the patient if they have any of the symptoms indicated to determine if the patient could benefit from a **Pharmacy First consultation**.

Impetigo (adults & children aged 1+)

Any of the following symptoms?

- Skin lesion that looks blistery, crusty, scabby or yellow
- Spreading
- Could be one patch or a few separate patches

Exclude: bullous impetigo, recurrent impetigo (2 or more episodes in the same year), pregnant individuals under 16 years.

Sore Throat (adults & children aged 5+)

Any of the following symptoms?

- Pain when swallowing
- Temperature/fever
- Swollen glands in neck
- Feeling unwell

Exclude: pregnant individuals under 16 years

Acute Otitis Media (children aged 1 to 17 years)

Any of the following symptoms?

- Earache (older children)
- Holding, tugging, rubbing of the ear (younger children)

Exclude: recurrent acute otitis media (3 or more episodes in 6 months or 4 or more episodes in 12 months), pregnant individuals under 16 years

Sinusitis (adults & children aged 12+)

Any of the following symptoms?

- Nasal congestion for a few days.
- Nose completely blocked
- Pain around the eyes and cheeks
- Loss of sense of smell

Exclude: immunosuppressed, chronic sinusitis (symptoms that last for more than 12 weeks), pregnant individuals under 16 years

Uncomplicated UTI (women aged 16–64 years)

Any of the following UTI symptoms?

- Burning or pain when passing urine.
- Urgency, frequency.
- Cloudy urine
- Peeing more during the night

Exclude: if pregnant, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months)

Shingles (adults aged 18 years & over)

Any of the following symptoms?

- Skin rash that's suddenly appeared & is only on one side of the body.
- Skin feels strange: tingly or painful.
- Looks red or blistery

Exclude: pregnant individuals

Infected Insect Bites (adults & children aged 1+)

Any of the following symptoms?

- Bitten over 2 days ago
- Red rash around the bite that is swollen and hot to touch.
- Redness is spreading
- Any discharge. Not itchy.

Exclude: pregnant individuals under 16 years