

17th January 2025

To: General Practices

Dear Colleagues

Re: Pharmacy First Resources

Please find enclosed two Pharmacy First one page summaries for:

- a) Pharmacy First - Seven Clinical Conditions
- b) Pharmacy First - Minor Illness

Your practice may find these documents useful when referring patients to the NHS Pharmacy First Service since they highlight inclusion and exclusion criteria.

If useful, you may wish to laminate these summaries and have them easily available to be used by clinicians referring into the service or alternatively for reception staff who have had training in the Pharmacy First service.

Pharmacy First - Seven Clinical Conditions

Pharmacy First includes 7 common clinical conditions pathways. The pharmacist can offer advice to patients and supply medicines, including some prescription-only medicines under patient group directions (PGDs).

General Practice can either complete an electronic referral or signpost the patient to a participating pharmacy of the patient's choice for this aspect of the service. Patients can also self-refer into this scheme.

Pharmacy First - Minor Illness

The attached summary indicates the minor Illness conditions suitable for a patient to be referred to a community pharmacy. A *formal referral* is required by the GP practice to the community pharmacy.

For further information on the service, please see [NHS England » Pharmacy First](#) and for further support, please reach out to your borough medicines optimisation teams.

Training and referral templates

As a reminder we have a number of resources practices can use to support Pharmacy First which are available on our website.

[Community Pharmacy :: North West London ICS](#)

A NWL ICB Pharmacy First webinar recording can be found here: [Resources for General Practice \(password protected\) :: North West London ICS](#)

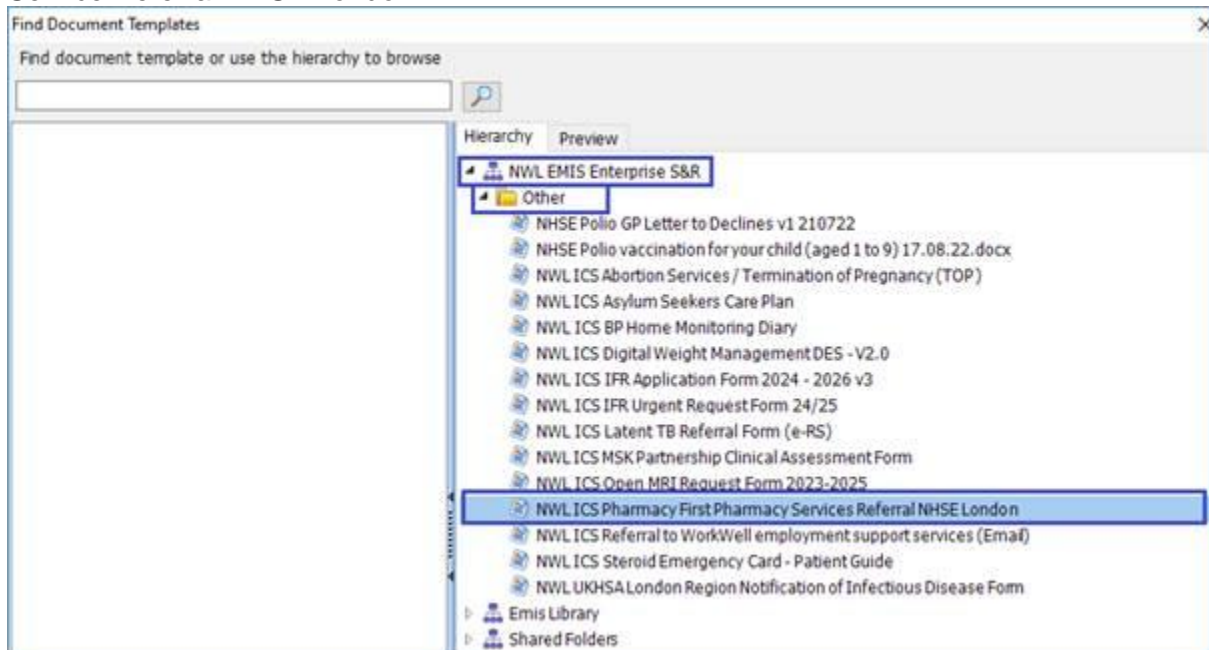
Please contact your borough medicines optimisation team for the password to this recording.

Referral Forms

We have produced a NWL ICB Pharmacy first referral form which can be found on EMIS and System 1 in the following locations:

EMIS:

Shared Folder > NWL EMIS Enterprise S&R > Other > NWL ICS Pharmacy First Pharmacy Service Referral NHSE London



System 1:

Auto-consultation > 25 Pharmacy services > Pharmacy First Pharmacy Services Referral

Pharmacy First Pharmacy Services
X

Other Details...
Exact date & time
Wed 15 Jan 2025
15:46
X

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Pharmacy Services | Minor Illness - Pharmacy First Referral | Outcome of Pharmacy Service | Guidance & Resources | Disclaimer

NWL Pharmacy First

North West London

Looking for 'Minor Illness' referral (previously Community Pharmacist Consultation Service - CPCS)? [Pharmacy First & Pharmacy Services Dashboard](#)
Select the next page in this template!

Pharmacy First: Signposting to community pharmacy Patient declined referral to Pharmacy First Service

Patients can self-refer or be referred for 7 Clinical Pathways (See 'Guidance and Resources' page):

1) Uncomplicated UTI 2) Sore throat 3) Sinusitis 4) Acute Otitis Media 5) Shingles 6) Impetigo 7) Infected Insect Bites

For more information, visit: [NHS England](#) » [Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)

You can use Preset messages to signpost patients to find a local pharmacy for the following services below:

Pharmacy Services: Signposting / Self-referral

Clinical Pathways (Pharmacy First) <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> CP: General <input type="checkbox"/> CP: UTIs <input type="checkbox"/> CP: Sore Throat <input type="checkbox"/> CP: Sinusitis <input type="checkbox"/> CP: Earache <input type="checkbox"/> CP: Shingles <input type="checkbox"/> CP: Impetigo <input type="checkbox"/> CP: Infected Insect Bites
Blood Pressure Check Service <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Blood Pressure (BP) Check - Preset Message
Contraceptive Pill from Pharmacy <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Contraceptive Pill from Pharmacy - Preset Message
Emergency Contraception <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Emergency Contraception - Preset Message
New Medicine Service <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> New Medicine Service - Preset Message
Flu vaccination at Pharmacy: <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Flu vaccination at Pharmacy - Preset Message
Pharmacy Services (General): <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Pharmacy Services (General) - Preset Message
Emergency Prescription (Pharmacy) <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Emergency Prescription - Preset Message
Covid-19 Lateral Flow Test at Pharmacy: <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Covid-19 Lateral Flow Test - Preset Message

You can also use [NHS Service Finder](#) to find pharmacies that offer particular services and to find their contact details.

Show recordings from other templates
 Show empty recordings

Information Print Suspend Ok Cancel Show Incomplete Fields

We hope you find these resources useful and please do not hesitate to contact your medicines optimisation team if you need additional information. We thank you for your continued engagement supporting this programme.

Yours sincerely

Sangeeta Sharma

Deputy Chief Pharmacist Primary and Community Care
North West London Medicines Optimisation Team

Pharmacy First: 7 Clinical Pathways

Please note these are the main exclusions to support referrals. The community pharmacist will review specific symptoms during the consultation

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
Inclusion: <ul style="list-style-type: none"> Female Aged between 16 - 64 Suspected lower UTI 	Inclusion: <ul style="list-style-type: none"> 18 years and over Suspected case of shingles. Rash appeared within the last 72 hours - 7 days 	Inclusion: <ul style="list-style-type: none"> 1 year and over Signs and symptoms of impetigo Localised (4 or fewer lesions/clusters present) 	Inclusion: <ul style="list-style-type: none"> 1 year and over Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) 	Inclusion: <ul style="list-style-type: none"> 5 years and over Suspected sore throat 	Inclusion: <ul style="list-style-type: none"> 12 years and over Suspected signs and symptoms of sinusitis Symptom duration of 10 days or more 	Inclusion: <ul style="list-style-type: none"> Aged between 1 – 17 Suspected signs and symptoms of acute otitis media
Exclusion: <ul style="list-style-type: none"> Male <16 or >64 Pregnant Breastfeeding Recurrent UTI (2 in last 6 months or 3 in last 12 months) Catheter Type 1 or 2 Diabetic 	Exclusion: <ul style="list-style-type: none"> < under the age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Breastfeeding with impetigo lesion(s) present on the breast Recurrent impetigo (2 or more episodes in the same year) Widespread lesions/ clusters present Systemically unwell 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Systemically unwell Bite or sting occurred while travelling outside the UK 	Exclusion: <ul style="list-style-type: none"> Individuals under 5 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age age Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years) Previous tonsillectomy 	Exclusion: <ul style="list-style-type: none"> Individuals under 12 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age Symptom duration of less than 10 days Recurrent sinusitis ((4 or more annual episodes of sinusitis) 	Exclusion: <ul style="list-style-type: none"> Individuals under 1 year of age or over 18 years of age Pregnancy or suspected pregnancy in individuals under 16 Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)

Pharmacy First: Minor illnesses referrals

Service suitability

The service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	<ul style="list-style-type: none"> Bee sting Wasp sting 	<ul style="list-style-type: none"> Stings with minor redness 	<ul style="list-style-type: none"> Stings with minor swelling 	<ul style="list-style-type: none"> Drowsy / fever Fast heart rate 	<ul style="list-style-type: none"> Severe swellings or cramps
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 	<ul style="list-style-type: none"> Constant need to clear their 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 	<ul style="list-style-type: none"> Ear wax Blocked ear 	<ul style="list-style-type: none"> Hearing problems 	<ul style="list-style-type: none"> Something may be in the ear canal Discharge 	<ul style="list-style-type: none"> Severe pain. Deafness Vertigo
EYE	<ul style="list-style-type: none"> Conjunctivitis Dry/sore tired eyes Eye, red or Irritable 	<ul style="list-style-type: none"> Eye, sticky Eyelid problems 	<ul style="list-style-type: none"> Watery / runny 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 / on-going Lasted +6 weeks 	<ul style="list-style-type: none"> Patient +55 years Blood / Weight loss
GENERAL	<ul style="list-style-type: none"> Hay fever 	<ul style="list-style-type: none"> Sleep difficulties 	<ul style="list-style-type: none"> Tiredness 	<ul style="list-style-type: none"> Severe / on-going 	
GYNAE / THRUSH	<ul style="list-style-type: none"> Cystitis Vaginal discharge 	<ul style="list-style-type: none"> Vaginal itch or soreness 		<ul style="list-style-type: none"> Diabetic / Pregnant Under 16 / over 60 Unexplained bleeding 	<ul style="list-style-type: none"> Pharmacy treatment not worked Had thrush 2x in last 6 months
PAIN	<ul style="list-style-type: none"> Acute pain Ankle or foot pain Headache Hip pain or swelling Knee or leg pain 	<ul style="list-style-type: none"> Lower back pain Lower limb pain Migraine Shoulder pain 	<ul style="list-style-type: none"> Sprains and strains Thigh or buttock pain Wrist, hand or finger pain 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on- going for +3 weeks 	<ul style="list-style-type: none"> Chest pain / pain radiating into the shoulder Pharmacy treatment not worked Sudden onset
SKIN	<ul style="list-style-type: none"> Acne, spots and pimples Athlete's foot Blisters on foot Dermatitis / dry skin Hair loss 	<ul style="list-style-type: none"> Hay fever Nappy rash Oral thrush Rash - allergy Ringworm/ threadworm 	<ul style="list-style-type: none"> Scabies Skin dressings Skin rash Warts/verrucae Wound problems 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on- going for +3 weeks 	<ul style="list-style-type: none"> Pharmacy treatment not worked Skin lesions / blisters with discharge Diabetes related?
MOUTH / THROAT	<ul style="list-style-type: none"> Cold sore blisters Flu-like symptoms Hoarseness 	<ul style="list-style-type: none"> Mouth ulcers Sore mouth Sore throat 	<ul style="list-style-type: none"> Oral thrush Teething Toothache 	<ul style="list-style-type: none"> Lasted +10 days Swollen painful gums Sores inside mouth 	<ul style="list-style-type: none"> Unable to swallow Patient has poor immune system Voice change Discolouration to skin Pharmacy treatment not worked Recent travel abroad
SWELLING	<ul style="list-style-type: none"> Ankle or foot swelling Lower limb swelling 	<ul style="list-style-type: none"> Thigh or buttock swelling Toe pain or swelling 	<ul style="list-style-type: none"> Wrist, hand or finger swelling 	<ul style="list-style-type: none"> Condition described as severe or urgent Condition ongoing for +3 weeks 	

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