

# Pharmacy First Service Referral Guide

**PFS** allows patients to access a consultation with a pharmacist for these **seven common conditions**. To access these, patients need to meet the '**Gateway Point**'. Here we have summarised the seven conditions and the triggers for referral to the pharmacist for assessment for PFS. Normal OTC practice still applies and remember to always ask the pharmacist if you are unsure or spot any red flags.

## Shingles

**Suitable for over 18s**

### Symptoms

Tingling or painful feeling in an area of skin  
Headache  
Feeling generally unwell  
A rash (normally only on one side of body) which progresses to blisters.

### OTC Management

No treatment available OTC

### PFS Referral

All cases of suspected shingles



## Impetigo

**Suitable for 1 year +**

### Symptoms

Red sores or blisters  
Sores or blisters quickly burst and leave crusty, golden-brown patches.

### OTC Management

Can be treated with hydrogen peroxide 1%

### PFS Referral

All cases of suspected impetigo



## Acute Otitis Media

**Suitable for 1-17 years old**

### Symptoms

Pain inside ear  
Discharge  
Itchiness and irritation around ear  
Feeling pressure within ear  
Small children may rub and pull ear, be off food and be restless

### OTC Management

Majority will recover without antibiotics and may just require pain relief

### PFS Referral

Refer all cases 1-17 years old for ear examination

## Acute Sinusitis

**Suitable for: 12 years +**

### Symptoms

Pain, swelling and tenderness around your cheeks, eyes or forehead  
Blocked nose  
Reduced sense of smell  
Green-yellow mucus  
Sinus headache  
Fever  
Toothache

### OTC Management

Most sinusitis will resolve within 2-3 weeks with pain relief and decongestant treatment.

### PFS Referral

When patient has had symptoms for **ten or more days with no improvement**.

## Infected Insects Bites

**Suitable for 1 year +**

### Symptoms

Red and swollen around bite  
Skin hot to touch  
Painful

### OTC Management

Most cases can be treated with oral antihistamines and topical hydrocortisone.

### PFS Referral

**48 hours post-bite** and redness and swelling surrounding bite spreading

## Acute Sore Throat

**Suitable for 5 years +**

### Symptoms

Dry and painful throat especially when swallowing  
Swollen neck glands

### OTC Management

Most cases are viral and resolve within a week. Patient can use pain relief, lozenges and anaesthetic spray to ease symptoms.

### PFS Referral

Where patient meets at **least 4 of the 5 criteria** – fever, pus on tonsils, inflamed tonsils, onset in the last 3 days and no cough.

## UTI

**Suitable for Women 16-64**

### Symptoms

Pain or a burning sensation when passing urine  
Needing to pass urine more often than usual  
Urine that looks cloudy

### OTC Management

Paracetamol for pain and advice around fluids and rest.

### PFS Referral

When **symptoms are not mild** and do not indicate thrush (discharge)