

CONDITIONS	What conditions are SUITABLE for referral to community pharmacists?		Do NOT refer in these circumstances			
SEASONAL: SPRING / SUMMER	Hayfever		Symptoms persist despite trial of ALL tablets (now including fexofenadine) AND nasal spray AND eye drops from local Pharmacy.			
	Insect bites and stings including suspected infected Bites & Stings	Stings with (expected) local redness and / or swelling	Systemically unwell (drowsy, fever, racing heart, shortness of breath).			
Urinary tract infection (UTI) / THRUSH	UTI : Women aged between 16 and 64 years of age with TWO of the following and suspected UTI infection: <ul style="list-style-type: none"> o Dysuria (painful/discomfort/ burning with urination) o New nocturia o Cloudy urine 	Vaginal discharge	Vaginal itch or soreness	Pregnant or breastfeeding. Diagnosis of diabetes or kidney disease. Raised temperature, fever or chills within past 48hours. Abdominal, back or flank pain. One UTI treated in last 3 months, two episodes UTI or vaginal thrush in past 6mths or 3 episodes in last 12 mths	Under 16 or over 60 years of age (for all gynae conditions except UTI age 16-64). Unexplained bleeding. Symptoms persist despite trial of Pharmacy treatments.	
EYE	Conjunctivitis Dry or sore or tired eye(s) Eye pink or irritable	Eye sticky Eyelid problems	Watery or runny eye(s)	OTC Chloramphenicol: <2 years Significant /severe eye pain. Pain described on one side only	Light-sensitivity. Sudden reduced/loss of vision. Double-vision.	
EAR	Earache including suspected Acute Otitis Media (see aide memoire for Pharmacy First referral criteria)	Ear wax causing blocked ear(s) or hearing problems Pharmacy First: age 1-17yrs		Concern something may be in the ear canal. Discharge from ear(s).	Significant pain in ear(s). New deafness. Vertigo or loss of balance.	
GASTRIC / BOWEL	Constipation Diarrhoea Infant colic	Heartburn Indigestion Threadworm	Haemorrhoids Rectal pain Nausea or vomiting	Severe/ongoing symptoms. Symptoms lasting more than 3weeks.	Patient over 55years of age. Blood in stool. Unexplained weight loss.	
PAIN	Acute pain Ankle or foot pain Hip pain or swelling Knee or leg pain	Lower back pain Lower limb pain Headache or migraine Shoulder pain	Sprains and strains Thigh or buttock pain Wrist, hand or finger pain	Described as severe or urgent. Symptoms lasting more than 3weeks. Sudden onset headache.	Chest pain or pain radiating into the shoulder. Pharmacy treatment trialled and not worked.	
SKIN	Acne, spots or pimples Athlete's foot Blisters on foot Dermatitis/ dry skin Hair loss	Nappy rash Ringworm Scabies Suspected Impetigo infection.	Skin rash including suspected Shingles Warts/verrucae Wound problems and skin dressings	Described as severe or urgent. Symptoms lasting more than 3weeks. Diagnosis of diabetes.	Pharmacy treatment trialled and not worked. Skin lesions, blisters with discharge. Raised temperature, fever or chills.	
MOUTH/ THROAT	Cold sores/blisters Hoarseness Acute Sore Throat including suspected infection.	Mouth ulcers Sore mouth	Oral thrush Teething Toothache	Symptoms lasting more than 10days. Swollen painful gums. Sores (also known as plaques) inside mouth.	Unable to swallow. Poor immune system. Voice change.	
SEASONAL: AUTUMN / WINTER	Coughs		Suspected signs and symptoms of Sinusitis	Flu-like symptoms	Symptoms lasting more than 3weeks. Worsening shortness of breath.	Chest pain. Unable to swallow.
	Congested, blocked or runny nose		Constant need to clear throat	Excess mucus	Symptoms lasting more than 3weeks. Facial pain or swelling.	Nasal obstruction on one side.