

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	•Bee sting •Wasp sting	•Stings with minor redness	•Stings with minor swelling	•Drowsy / fever •Fast heart rate	•Severe swellings or cramps
COLDS	•Cold sores •Coughs	•Flu-like symptoms	•Sore throat	•Lasted +3 weeks •Shortness of breath	•Chest pain •Unable to swallow
CONGESTION	•Blocked or runny nose	•Constant need to clear their throat	•Excess mucus •Hay fever	•Lasted +3 weeks •Shortness of breath	•1 side obstruction •Facial swelling
EAR	•Earache	•Ear wax •Blocked ear	•Hearing problems	•Something may be in the ear canal •Discharge	•Severe pain. •Deafness •Vertigo
EYE	•Conjunctivitis •Dry/sore tired eyes •Eye, red or Irritable	•Eye, sticky •Eyelid problems	•Watery / runny eyes	•Severe pain •Pain 1 side only	•Light sensitivity •Reduced vision
GASTRIC / BOWEL	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion	•Haemorrhoids •Rectal pain, •Vomiting or nausea	•Severe / on-going •Lasted +6 weeks	•Patient +55 years •Blood / Weight loss
GENERAL	•Hay fever	•Sleep difficulties	•Tiredness	•Severe / on-going	
GYNAE / THRUSH	•Cystitis •Vaginal discharge	•Vaginal itch or soreness		•Diabetic / Pregnant •Under 16 / over 60 •Unexplained bleeding	•Pharmacy treatment not worked •Had thrush 2x in last 6 months
PAIN	•Acute pain •Ankle or foot pain •Headache •Hip pain or swelling •Knee or leg pain	•Lower back pain •Lower limb pain •Migraine •Shoulder pain	•Sprains and strains •Thigh or buttock pain •Wrist, hand or finger pain	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Chest pain / pain radiating into the shoulder •Pharmacy treatment not worked •Sudden onset
SKIN	•Acne, spots and pimples •Athlete's foot •Blisters on foot •Dermatitis / dry skin •Hair loss	•Hay fever •Nappy rash •Oral thrush •Rash - allergy •Ringworm/threadworm	•Scabies •Skin dressings •Skin rash •Warts/verrucae •Wound problems	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Pharmacy treatment not worked •Skin lesions / blisters with discharge •Diabetes related?
MOUTH / THROAT	•Cold sore blisters •Flu-like symptoms •Hoarseness	•Mouth ulcers •Sore mouth •Sore throat	•Oral thrush •Teething •Toothache	•Lasted +10 days •Swollen painful gums •Sores inside mouth	•Unable to swallow •Patient has poor immune system •Voice change
SWELLING	•Ankle or foot swelling •Lower limb swelling	•Thigh or buttock swelling •Toe pain or swelling	•Wrist, hand or finger swelling	•Condition described as severe or urgent •Condition ongoing for +3 weeks	•Discolouration to skin •Pharmacy treatment not worked •Recent travel abroad

Community Pharmacist Consultation Service
Devon GP Referrals

Step 1:

If first presenting, the following are suitable for CPCS

Possibly Suitable for a Pharmacist

1 Bites and Stings	2 Cold and Flu COVID ALERT	3 Congestion
4 Eye	5 Ear	6 Gastric / Bowel
7 Gynae / Thrush	8 Hayfever / Allergy	9 Pain
10 Skin	11 Throat / Mouth COVID ALERT	12 Swelling

Step 2:

SEVERITY or PRECAUTION

Not suitable IF

On-going + 3 weeks

Severe / Urgent

Self care has failed

COVID SYMPTOMS

Step 3:

Exclusions?

Not suitable IF

Shortness of Breath

Pregnant

Diabetic

COVID SYMPTOMS

< 1 yr

IF YOU WOULD NOT ADVISE THE PATIENT TO ATTEND THE SURGERY DUE TO SUSPECTED COVID SYMPTOMS – DO NOT REFER TO THE PHARMACY

Step 4:

If step 2 and Step 3 do not apply – Send all to pharmacist to be seen in the first instance

Athlete's Foot	Eczema (face & hydrocortisone)	Oral Thrush
Bites / Stings	Fungal Infections	Sore Throat
Colds / Cold Sores	Hayfever	Styes
Constipation	Headache	Threadworm
Conjunctivitis (over 2 yrs)	Head Lice	Thrush (only if 16-60yrs no repeat within 6mths)
Cuts / Sprains (minor)	Haemorrhoids / Piles	Vaginal Discharge
Cystitis (not if first time symptoms or male)	Indigestion / Infant colic	Vaginal Itch / Soreness (only if 16-60yrs)
Dermatitis	Influenza	Verrucae / Warts (not if face or genital)
Diarrhoea (over 2 yrs)	Insect Bites	Vomiting / Nausea (< than 2 days)
Dry / Sore eyes	Mouth Ulcers	Wound problems

Step 5:

If Step 2 and Step 3 do not apply – send to pharmacist **AFTER** checking additional symptoms

Bloodshot eye / Sticky Eye / Red Eye	No severe pain	No loss of vision	
Earache	Not severe	No discharge	No fever
Neck Pain	No fever	No recent travel abroad	