

# COMMUNITY PHARMACY SERVICES



## What are Community Pharmacy Services?

Service video: <https://youtu.be/0InCm7XcGZ0>

Community pharmacy is a critical part of our health care system and does more than just dispense medications. It has qualified health care professionals providing a range of health care services often as a walk-in-basis. They provide a range of advice and support for conditions ranging from minor acute illnesses to ongoing long term conditions, especially around medications and lifestyle choices. You do not have to be registered with a specific pharmacy, although sometimes it can help for continuity to use the same pharmacy.

## Who can refer?

- Reception / Admin
- Nurse/HCA
- GP

## How to refer?



**Electronically** - Please use the “Local Services” button on EMIS to assess/refer patient to a local pharmacy.

To view a DEMO on how to use the Local Services button, please watch this [video](#).

## What conditions are covered?

Please see the next page for full inclusion and exclusion criteria

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

All staff involved in this service should complete the NHS CPCPS- GP referral surgery training (use your surgery ODS code for access).

Either click on the image or use the QR code below to access the training.

[www.workcast.com/register?cpak=1067528372077994](http://www.workcast.com/register?cpak=1067528372077994)

