

Improving the Patient Journey - PHARMACY FIRST

After our last [update](#) on the differences between Pharmacy First and Pharmacy First Plus, a few practices have been in touch to ask that we provide further information on what can and can't be provided under the five national PGDs of the Pharmacy First service.

Here is an [aide memoire](#) which lists the reasons why people **should not** be referred to their community pharmacy under the Pharmacy First PGDs. Please discuss this with your colleagues. It will especially be useful for those who handle calls or signpost patients to other services.

We have surveyed some GP surgeries and pharmacies and have compiled some information (see page 2) with the most common reasons we've been told that patients are referred back to general practice - i.e. because the patient isn't covered by the PGD.

It may be handy to discuss this as a team. Have any of these scenarios on the next page happened to you?

“We refer people to the community pharmacy and sometimes they get sent back”.

Look out for the next issue of the Pharmacy First Practice Update for more useful information.



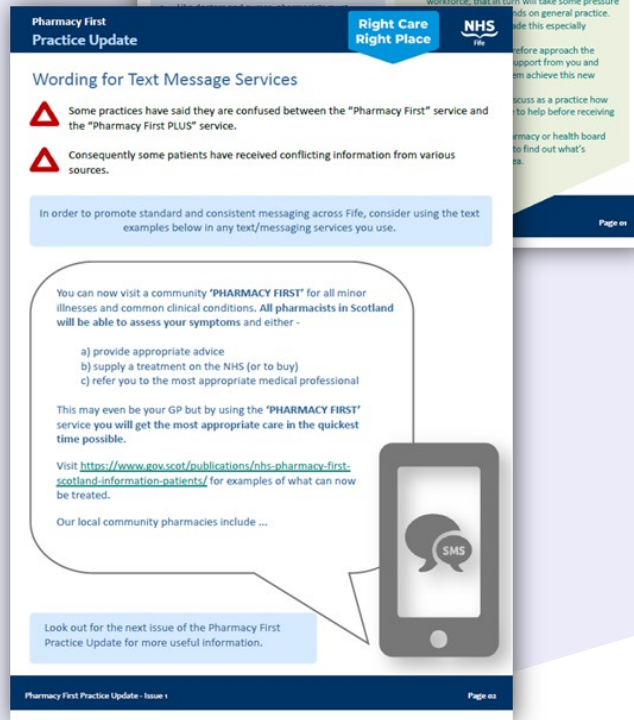
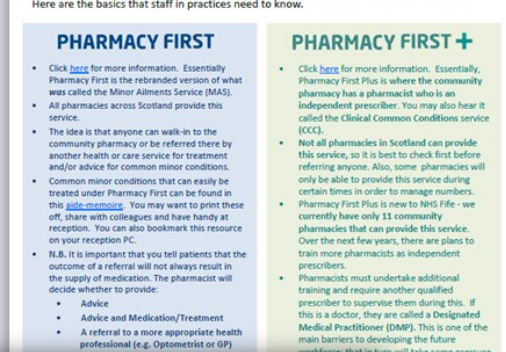
ADVICE ON YOUR SYMPTOMS



TREATMENT IF RECOMMENDED



REFERRAL TO OTHER SERVICES



Most common reasons that patients are excluded from national PGDs (and so are sent back to the surgery)

The 2 PGDs for Urinary Tract Infections (UTIs) were mentioned as the most likely to lead to a patient being referred back to the surgery.

Pharmacy staff said they didn't see a lot of referrals for the other three PGDs, but still saw prescriptions from the GP for them.

Trimethoprim/Nitrofurantoin for UTIs

- **Men** – The PGD only covers females as male UTIs can be more complicated/or a presentation of another condition.
- **Females who are pregnant (or breast feeding)** – as both medicines can potentially be harmful.
- **Under or over the age limit** – The PGD is only valid for people from 16 to 65.
- **Blood in urine** – Often requires further investigation/tests.
- **Symptoms lasting longer than 7 days or are recurrent** – More details available [here](#), but investigation is required as it could a different infection or another disease state.
- **Symptoms of an UPPPER UTI - like fever, chills, nausea, back/loin pain and flank tenderness** – signifies a more complex condition and could even lead to sepsis. The PGD says these must therefore be referred to a general practice.

DID YOU KNOW?

You could refer people for these conditions?

Fusidic Acid Cream for Impetigo

- **Under age** – The PGD is only valid for those above 2 years old.
- **Other associated symptoms** – e.g. a fever would suggest this could be something else and needs referral.

Aciclovir for Shingles

- **Under age** – This PGD is only valid for those 18 years and over.
- **A rash on another part of the body (e.g. head/neck)** – The PGD only covers those with shingles presented on the torso.
- **Duration** – Symptoms that have been present for more than 72 hours needs to be referred.

Would you recognise the symptoms of these common conditions if seen/explained?



Put a book mark on your work computer to this list of full [exclusion criteria](#).

Flucloxacillin for Uncomplicated Cellulitis

This PGD can be used for things like infected insect bites and nail bed infections (paronychia).

- **Under age** - This PGD only covers those over 18 years old
- **People with a recorded penicillin allergy** – Flucloxacillin may cause an allergic response
- **Cellulitis associated with a wound** – e.g. a bite, leg ulcer or recent surgery is more complex and needs referral to the surgery for triage.