

# Pharmacy First Conditions

To help pharmacy teams train new staff members and refresh existing staff members' knowledge, we have produced this quick reference fact sheet on common ailments treatable via Pharmacy First. Remember to record every patient interaction you have on your PMR.

Reminder to refer to the most up to date copy of the Pharmacy First Approved List.

## NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL



**ADVICE ON YOUR  
SYMPTOMS**



**TREATMENT IF  
RECOMMENDED**



**REFERRAL TO  
OTHER SERVICES**

## ACNE



**ADVICE-** wash face regularly, get as much daylight as possible, healthy diet, no makeup, try not to squeeze spots

**REFERRALS-** for patients with signs of infected pustules, infected acne, or no response to treatment after one month

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “ Acne”

## ATHLETES FOOT



**ADVICE-** dry feet well after shower, especially between toes, wear cotton socks and breathable shoes

**REFERRALS-** patients with red inflamed broken or weeping skin that is not healing, and not responding to treatment after 5-7 days.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Fungal Skin Infections (Not Nail)”

# BACTERIAL CONJUNCTIVITIS



**ADVICE** – Rinse eyes with boiled & cooled water to wipe away any sticky discharge. Refrain from wearing eye makeup or contact lenses until infection is cleared up. Wash your hands regularly, particularly after touching eyes to avoid infection spreading to others.

**REFERRALS** – All patients under 2 years old, patients with pain or visual disturbance – optometry referral preferred

**TREATMENT** – If severe, or hasn't cleared up after two weeks of self-care, treatment may be supplied. See specific location within [Pharmacy First Approved List](#) under "Eye"

## CUTS & FALLS



**ADVICE** - for surface cuts, clean and cover to control infection risk (can use antiseptic cream too). For deeper cuts that stop bleeding when pressure is applied, the patient might want to use steri-strips to close the gap and promote healing, then apply dressing.

**REFERRALS**- patients with cuts that won't stop bleeding when pressure is applied, or wounds showing signs of infection or displaying foreign body that can't be easily removed.

**TREATMENT**- see specific location within [Pharmacy First Approved List](#) under "Dressings"

## CONTACT DERMATITIS



**ADVICE-** remove items which cause the allergy e.g. watch, rings, earrings. Apply emollients first then apply any steroid creams 30 minutes later

**REFERRALS-** patients with multiple areas of red, broken, weeping skin, or signs of infection, or not responding to treatment after 5-7 days.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Emollients”

## CONSTIPATION



**ADVICE-** Keep hydrated. Eat Plenty of fibre e.g fruit, vegetables, and wholegrains. Exercise also stimulates the digestive process and helps keep things moving.

**REFERRALS-** blood in stools or repeated rectal bleeding, persistent (more than 4 weeks) change in bowel habit, abdominal swelling & vomiting, abdominal pain with weight loss. Failure of OTC treatments.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Constipation”

## DIARRHOEA



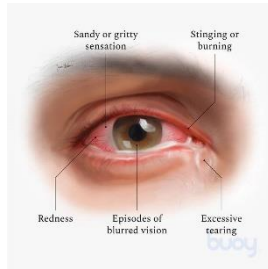
**ADVICE-** keep well hydrated, eat plain food when able to, stay at home until 48 hours after last episode of diarrhoea, wash hands lots to avoid passing onto others.

**REFERRALS-** for patient with blood in their stools, black/dark stools, persistent vomiting, continuous stomach pain, signs of dehydration (dizziness/light-headedness, passing urine infrequently) high temperature, pregnant women

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “ Acute Diarrhoea”



## DRY EYES



**ADVICE** – Not all eye drops are suitable for contact lens wearers. If patient uses multiple eye drops, allow 15 minutes between applications. Bathe eyes with boiled and cooled water to give relief.

**REFERRALS** – Refer to optometry – all patients with pain or visual disturbance or chronic symptoms

**TREATMENT** – see specific location within [Pharmacy First Approved List](#) under “Management of Dry Eye”

## DRY SKIN



**ADVICE-** reduce frequency of showering or bathing, don't use highly scented or perfumed products, apply emollients after bathing or showering and twice daily, drink plenty of water, apply steroid creams 30 mins after emollients

**REFERRALS-** patients with red, broken, weeping skin showing signs of infection, or skin not responding to treatment after 7-10 days after applying emollients at least twice daily

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Emollients"

## EARACHE

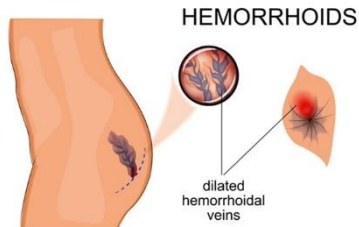


**ADVICE** – Warm flannel against ear may help prevent pain. Ear drops should not be used if ear drum is burst. Avoid putting anything in the ear e.g. cotton buds.

**REFERRALS** – Systemically unwell, fluid coming out of ear, swelling around ear, hearing loss/change in hearing, something stuck in ear, child under 2 with pain in both ears

**TREATMENT** – see specific location within [Pharmacy First Approved List](#) under “Ear”

# HAEMORRHOIDS (PILES)



**ADVICE** – Gradually try to increase amount of fibre in diet. Drink plenty of fluid. Weight loss (if overweight). Regular exercise helps prevent constipation.

**REFERRALS** – All patients under 18. Duration longer than 7 days despite treatment. Blood mixed in stool. Systemically unwell

**TREATMENT** – see specific location within [Pharmacy First Approved List](#) under “Haemorrhoids”

# HAYFEVER



**ADVICE-** such as wearing sunglasses, closing windows in morning/night, avoiding walks through long grass showering after a walk etc. Balm applied to nostrils to trap pollen.

**REFERRALS-** patients getting no relief from the products on the Approved List, or who are showing complications such as worsening asthma or repeated sinusitis, or patients under the age of 18 years with mainly nasal symptoms who would be best helped by a steroid nasal spray etc.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Allergy" "Nasal Allergy"

## HEADLICE



**ADVICE-** use special headlice comb, wash and condition hair, wash conditioner out, brush hair then comb in sections, ideally nightly to start with, then weekly to stop any lice that haven't been removed from laying more eggs.

**REFERRALS-** you need to make for patients with broken infected skin caused by scratching

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Headlice"

## HEAT RASH (PRICKLY HEAT)



**ADVICE-** since heat rash is usually caused by excessive sweating or direct sun exposure and build-up of body heat, keep cool by wearing loose cotton clothing, using lightweight bedding, taking cool baths and showers, and keeping hydrated. Soothe heat rash by applying cool cloths or ice packs (wrapped in towel) to affected areas for up to 20 minutes at a time.

**REFERRALS-** patients whose heat rash hasn't improved within a few days, or for babies with any rash causing concern.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Allergy/Itch"

## INDIGESTION



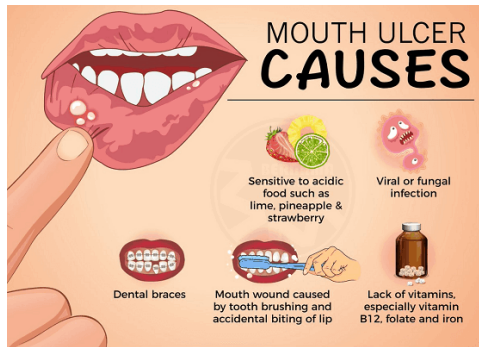
**ADVICE-** avoid foods that are really acidic, fatty and alcohol, eat small portions and often, rather than large meals. Eat slowly making sure to chew food thoroughly and keep hydrated.

**REFERRALS-** patients with sharp/stabbing pains, difficulty swallowing, consistent dull pain radiating down arms, or who report vomiting of blood or blood in stools, and/or high temperature. Unexplained weight loss (particularly if >55 years)

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Dyspepsia and Gastro-oesophageal reflux”



# MOUTH ULCERS



**ADVICE** – Avoid hard, spicy, salty, acidic or hot food and drink until the ulcer heals.

**REFERRALS** – Ulcer has lasted for more than 3 weeks, multiple/large lesions, recurrent mouth ulcers

**TREATMENT** – Don't usually need treatment, because they tend to clear up by themselves in a week or two. Treatment can help reduce swelling and ease discomfort. see specific location within [Pharmacy First Approved List](#) under "Mouth"

## MUSCULOSKELETAL PAINS



**ADVICE-** remember to warm up and warm down after exercising, remember Rest Ice Compression Elevation (RICE) for any ankle/knee sprains, and use sports strapping tape/compression bandages for temporary relief, and try to gently move the injured part frequently during the day rather than sitting inactive for long periods.

**REFERRALS-** patients who have suffered physical trauma e.g. a fall from a great height or received a blow to the affected body part, or whose joint can't bear full weight, or who are experiencing worsening pain, or pain which continues after 6 weeks, or whose calf is swollen and tender, or who can't lift their heel off the floor.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Musculoskeletal & Joint"

## NAPPY RASH



**ADVICE-** change nappies frequently, lots of “no nappy” time to let skin breathe, check if brand of nappy being used has changed recently (some babies react to certain brands)

**REFERRALS-** patients with broken, red, weeping skin showing signs of infection

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Nappy Rash”

# THREADWORMS



**ADVICE** – Treat whole household with single dose of medication to kill worms. If necessary, another dose can be taken after 2 weeks. During treatment and for a few weeks after it is important to follow strict hygiene measures to avoid spreading threadworm eggs. Regularly vacuuming house and thoroughly washing bathroom & kitchen

**REFERRALS** – Patients under 2 years old. Pregnant & breastfeeding women.

**TREATMENT** – see specific location within [Pharmacy First Approved List](#) under “Infections-Threadworm”

## TRAVEL SICKNESS



**ADVICE-** avoid heavy meals before travelling, consume ginger-containing food and drinks to help manage nausea, keep car windows open for fresh air, avoid reading and focus on horizon instead. Travel sickness bands.

**REFERRALS-** patients getting no relief from the products on the Approved List

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Travel Sickness”

# VAGINAL THRUSH



**ADVICE-** use unscented washing products, cotton underwear and looser fitting clothes.

**REFERRALS-** Under 16 or over 60 years, more than 2 episodes in 6 months, yellow/brown odorous discharge (this may indicate BV not thrush), or mid-cycle bleeding, immunocompromised. Treatment failure (symptoms still present after 7-14 days)

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under "Vaginal Candidiasis "

## WARTS & VERRUCAE



**ADVICE-** every night or second night soak in warm water then rub down with pumice stone.

**REFERRALS-** warts are red, swollen or sore since this may indicate infection. Warts on face or genital areas. Diabetics or patients with impaired peripheral circulation.

**TREATMENT-** see specific location within [Pharmacy First Approved List](#) under “Preparations for warts and verrucae”