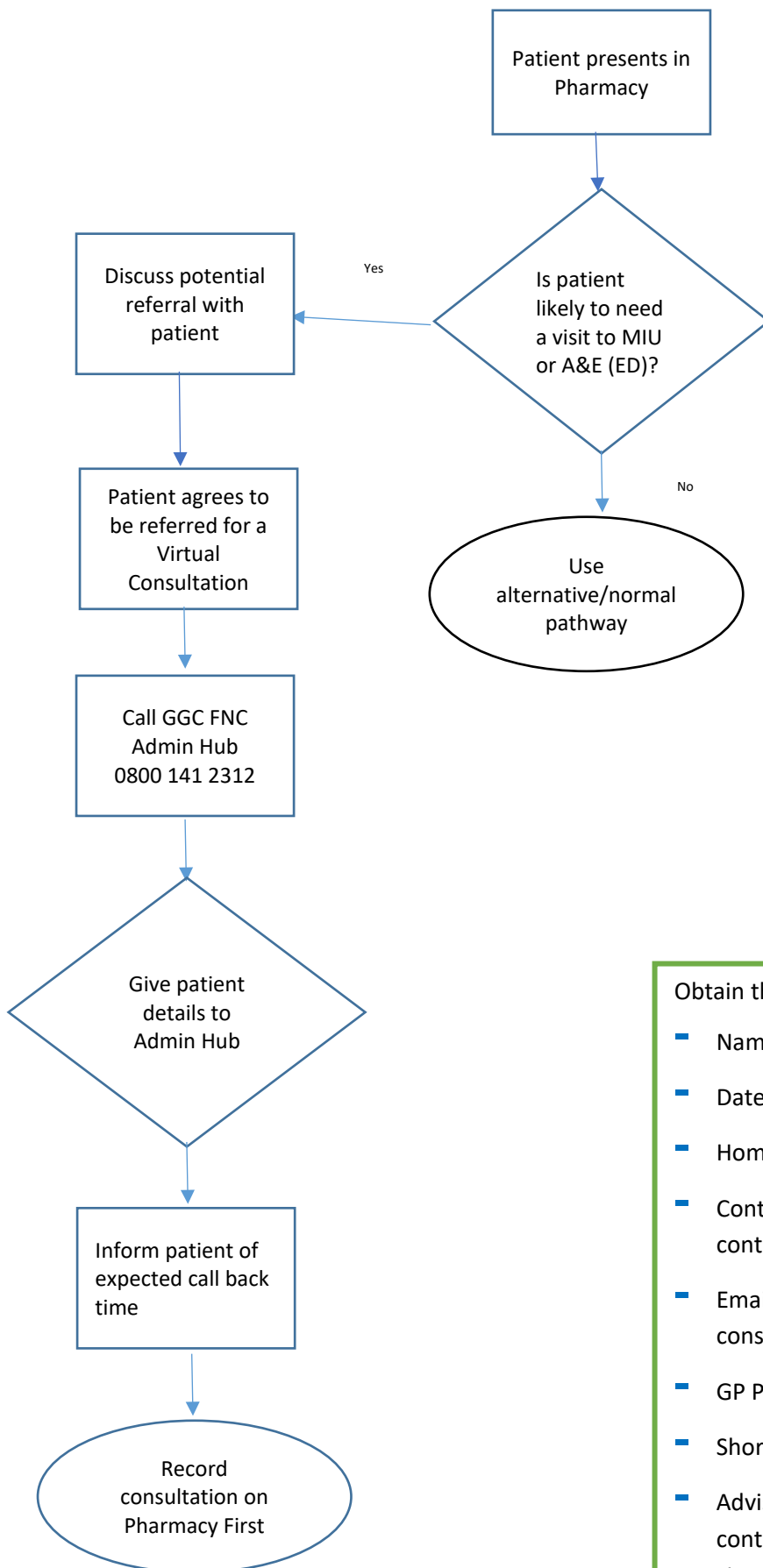


Community Pharmacy Referral Process – GGC Flow Navigation Centre



Clinical Conditions to consider:

Minor Injuries – wounds/burns/sprains/strains/possible fractures. Bites (animal/human) or contaminated wounds that may need a tetanus

Eye Problems – acute onset when optometry practices are closed

Cellulitis or infected bites/stings not responding to oral antibiotics (or if antibiotics may be required)

Clinical Conditions the FNC unable to help with:

Minor illness not requiring hospital attention – any condition traditionally seen in General Practice including UTI or prescription queries

Chronic Problems – unless an acute flare needing hospital

Obtain the following details:

- Name
- Date of Birth (CHI if available)
- Home Address
- Contact Telephone Number (where patient can be contacted now)
- Email address (will be used to send a link to any virtual consultation)
- GP Practice details
- Short basic presenting complaint
- Advise patient that NHSGGC Admin Hub will be in contact **within the next 4 hours** to arrange the next step. (Time should be given during referral call)
- Give the patient the information leaflet