

The FNC is a virtual assessment service for patients who potentially need an urgent attendance at a Minor Injury Unit or Emergency Department. Patients aged 5 and up are provided with a virtual consultation and those that need to visit hospital will be given a scheduled arrival time to minimise waiting on arrival at hospital.

**Patients who require an emergency response e.g., acute chest pain, stroke symptoms, shortness of breath, should continue to be sent directly to ED or 999 contacted.**

Currently patients may be referred to the FNC after triage by NHS24. Although the FNC can deal with a range of patients - we would only like you to **consider referral of patients with 1 of 2 problems (see table below for detail) – other conditions/situations may follow.**

1. Minor Injuries - such as burns, wounds and bites (animal and human)
2. Acute Eye Problems – when optometry practices are closed

Minor Injuries & / or Immunisation	Any patient who has walked into the community pharmacy seeking help with managing an acute injury to their head, torso, limbs, wounds, burns. (Acute back pain e.g. mechanical injury could be included but not chronic pain). Any patient for whom the Pharmacist suspects may require urgent immunisation for tetanus or hepatitis B, or administration of immunoglobulin for either disease.
Acute Eye Conditions	<ul style="list-style-type: none"> <li>• Post-operative problems</li> <li>• Loss of vision / altered vision</li> <li>• Severe pain</li> <li>• Possible cellulitis around eye</li> <li>• Acute injury including foreign body</li> </ul>

To help you triage these patients and confirm if they are suitable for referral, we have developed 2 proformas (see images below). These will be sent on separately. There is no requirement for you to submit these forms but may be useful for your records.

## Proformas

NHS Greater Glasgow & Clyde Flow Navigation Centre		
<b>Demographic Information</b>		
Name:	CHI:	
Home Address:	GP Practice:	
Contact Number (that FNC will use):	Notes:	
<b>Acute Ophthalmology Presentation</b>		
<b>Triage Questions</b>		
Are community optometry open?	Yes Refer to community optometry	No See next question
Is the patient aged 5 or over?	See next question	Refer to NHS 24
Do you feel that the presenting complaint would require a review at ED (A&E) or MIU?	See next question	Provide self-care advice. Suggest review by optometrist or GP if required.
Is there an acute (under 7 days) injury?	Refer to FNC	See next question
Is there any sign of systemic illness? (e.g. sudden visual change, photophobia, temperature, drowsiness, vomiting, headache, swollen or red eye in the absence of injury, sudden onset pain)	Refer to FNC	Refer to GP/community optometry/NHS24 depending on time of presentation.
<b>Outcome of Consultation:</b>		
Referral to Optometry	Tick	
Referral to NHS 24		
Referral to GP		
Self-care advice (worsening statement)		
Referral to FNC		
If FNC referral - Patient Leaflet provided and consultation added to PCR <input type="checkbox"/>		
Name of Pharmacist:	Date:	

NHS Greater Glasgow & Clyde Flow Navigation Centre		
<b>Demographic Information</b>		
Name:	CHI:	
Home Address:	GP Practice:	
Contact Number (that FNC will use):	Notes:	
<b>Acute Minor Injury Presentation (for chronic wounds - unless worsening patient should be referred to GP or NHS 24 depending on time of presentation.)</b>		
<b>Triage Questions</b>		
Is the patient aged 5 or over?	See next question	Refer to GP or NHS 24 depending on time of presentation.
Do you feel that the presenting complaint would require a review at ED (A&E) or MIU?	See next question	Provide self-care advice. Refer to GP or NHS 24 depending on time of presentation - if required.
Is it a new penetrating wound (knife/glass) to torso, thigh, neck, buttocks?	Send to Emergency Department using 999 if required.	See next question(s)
Acute traumatic wound within the last 5 days?	Refer to FNC	Refer to GP/NHS24 depending on time of presentation.
Acute worsening of an older traumatic wound? (e.g. infected burn/spreading redness/suture issue)	Refer to FNC	Refer to GP/NHS24 depending on time of presentation.
Concern about tetanus status - after acute wound e.g. dog bite, gardening injury, soil or manure contamination?	Refer to FNC	Refer to GP/NHS24 depending on time of presentation.
Concern about risk of Blood Borne Virus transmission (Hep B, HIV) from wound e.g. human bite, puncture wound caused by animal?	Refer to FNC	Refer to GP/NHS24 depending on time of presentation.
<b>Outcome of Consultation:</b>		
Referral to Emergency Department	Tick	
Referral to NHS 24		
Referral to GP		
Self-care advice (worsening statement)		
Referral to FNC		
If FNC referral - Patient Leaflet provided and consultation added to PCR <input type="checkbox"/>		
Name of Pharmacist:	Date:	

## Referral Process

If the patient is suitable and is happy to be referred to the FNC then:

Call the NHS GGC Admin Hub on **0800-141-2312** and give 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
- Give the patient the Information Leaflet (Appendix 1)

**NB** it is important that the referral is made while the patient is still in the pharmacy in case any additional information is required and also to give them an indication of when the FNC will call them.

A poster has also been provided that summarises this process and also highlights some conditions that should **not** be referred.

If you have any questions, please contact Pamela Macintyre  
[pamela.macintyre@ggc.scot.nhs.uk](mailto:pamela.macintyre@ggc.scot.nhs.uk) or the Community Pharmacy Development Team on  
[ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)



## Flow Navigation Centre



You have attended a pharmacy today and had a consultation with a Community Pharmacist. The Pharmacist has made a referral to the NHS Greater Glasgow & Clyde Flow Navigation Centre.

### **What happens next?**

A Nurse or Doctor with a background in Emergency Medicine or Minor Injuries will call you back, we aim to do this within 4 hours of the referral. If you have a telephone that can support a video call then this will help us to get the best outcome from your consultation, but don't worry if this is not possible, a telephone call is also available. The Nurse or Doctor will ask you more about your injury / illness and work with you to formulate a treatment plan. This plan is usually based on one of the following outcomes:

- Advice on how to manage your injury / symptoms without need for further assessment.
- Advice to attend a Minor Injuries Unit or Emergency Department, with a scheduled arrival timeslot arranged for you at a specific department.
- Referral into another specialist hospital or community service.
- Referral back to the Pharmacist with advice on recommended products / medication, including a prescription if necessary.

If you feel you are increasingly unwell whilst waiting for your appointment, then please contact 111 to be re-assessed.