

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.