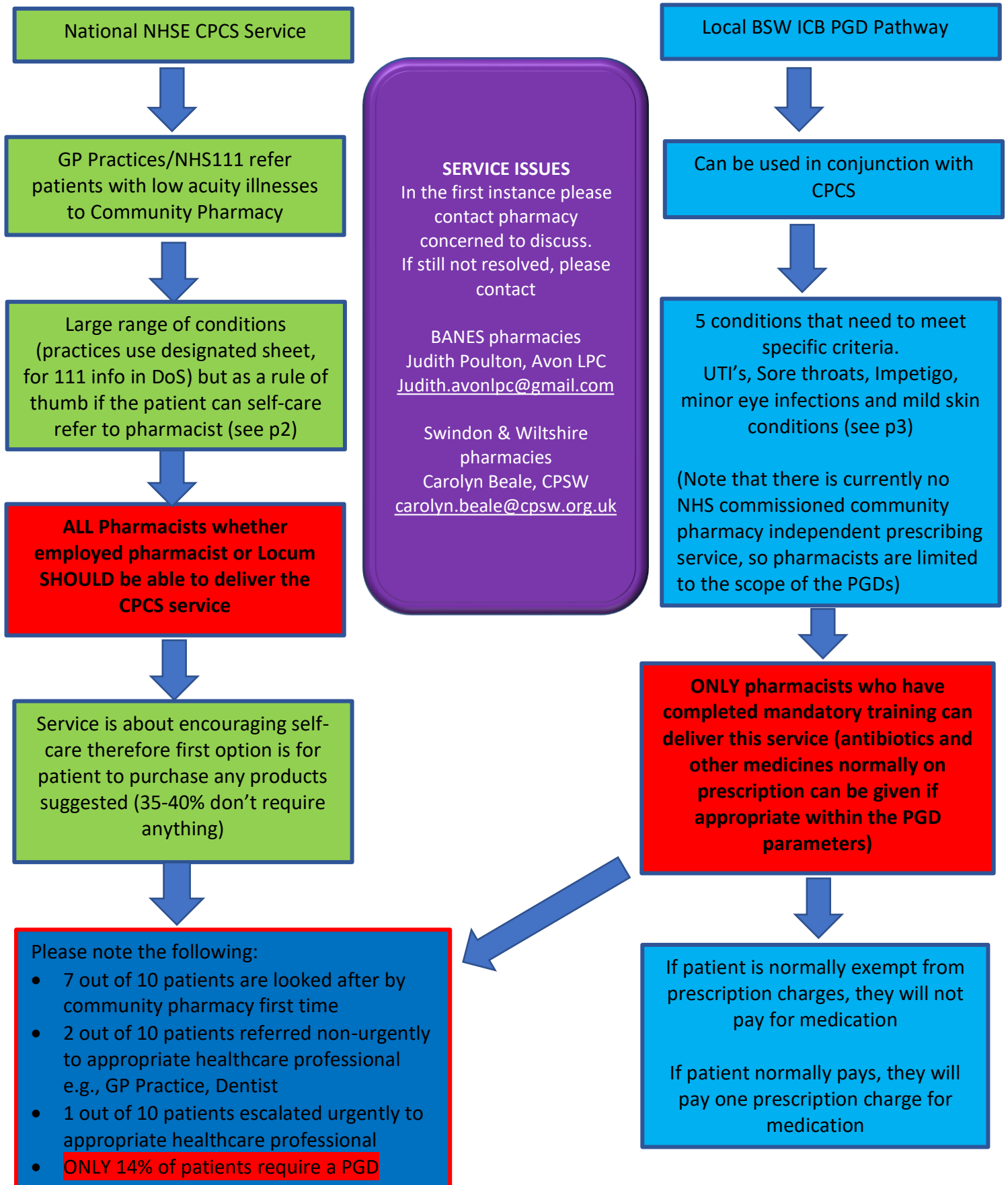


## Summary of Community Pharmacist Consultation Service (CPCS) and BSW Patient Group Direction (PGD) Pathways





## NHS Community Pharmacist Consultation Service (CPCS)

**Service suitability**

The service is only for patients aged over 1 year.



CONDITIONS	What conditions are <b>SUITABLE</b> for referral to pharmacists?			Do <b>NOT</b> refer in these circumstances	
<b>BITES / STINGS</b>	•Bee sting •Wasp sting	•Stings with minor redness	•Stings with minor swelling	•Drowsy / fever •Fast heart rate	•Severe swellings or cramps
<b>COLDS</b>	•Cold sores •Coughs	•Flu-like symptoms	•Sore throat	•Lasted +3 weeks •Shortness of breath	•Chest pain •Unable to swallow
<b>CONGESTION</b>	•Blocked or runny nose	•Constant need to clear their throat	•Excess mucus •Hay fever	•Lasted +3 weeks •Shortness of breath	•1 side obstruction •Facial swelling
<b>EAR</b>	•Earache	•Ear wax •Blocked ear	•Hearing problems	•Something may be in the ear canal •Discharge	•Severe pain. •Deafness •Vertigo
<b>EYE</b>	•Conjunctivitis •Dry/sore tired eyes •Eye, red or Irritable	•Eye, sticky •Eyelid problems	•Watery / runny eyes	•Severe pain •Pain 1 side only	•Light sensitivity •Reduced vision
<b>GASTRIC / BOWEL</b>	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion	•Haemorrhoids •Rectal pain, •Vomiting or nausea	•Severe / on-going •Lasted +6 weeks	•Patient +55 years •Blood / Weight loss
<b>GENERAL</b>	•Hay fever	•Sleep difficulties	•Tiredness	•Severe / on-going	
<b>GYNAE / THRUSH</b>	•Cystitis •Vaginal discharge	•Vaginal itch or soreness		•Diabetic / Pregnant •Under 16 / over 60 •Unexplained bleeding	•Pharmacy treatment not worked •Had thrush 2x in last 6 months
<b>PAIN</b>	•Acute pain •Ankle or foot pain •Headache •Hip pain or swelling •Knee or leg pain	•Lower back pain •Lower limb pain •Migraine •Shoulder pain	•Sprains and strains •Thigh or buttock pain •Wrist, hand or finger pain	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Chest pain / pain radiating into the shoulder •Pharmacy treatment not worked •Sudden onset
<b>SKIN</b>	•Acne, spots and pimples •Athlete's foot •Blisters on foot •Dermatitis / dry skin •Hair loss	•Hay fever •Nappy rash •Oral thrush •Rash - allergy •Ringworm/threadworm	•Scabies •Skin dressings •Skin rash •Warts/verrucae •Wound problems	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Pharmacy treatment not worked •Skin lesions / blisters with discharge •Diabetes related?
<b>MOUTH / THROAT</b>	•Cold sore blisters •Flu-like symptoms •Hoarseness	•Mouth ulcers •Sore mouth •Sore throat	•Oral thrush •Teething •Toothache	•Lasted +10 days •Swollen painful gums •Sores inside mouth	•Unable to swallow •Patient has poor immune system •Voice change
<b>SWELLING</b>	•Ankle or foot swelling •Lower limb swelling	•Thigh or buttock swelling •Toe pain or swelling	•Wrist, hand or finger swelling	•Condition described as severe or urgent •Condition ongoing for +3 weeks	•Discolouration to skin •Pharmacy treatment not worked •Recent travel abroad

## BSW ICB Community Pharmacy PGD Service

Below is a summary of the PGDs available and the presenting complaints to consider within each PGD service.

### UTIs

- Females aged 16-64
- **Two** of the following
  - Dysuria (Painful or difficult urination)
  - New nocturia (New urination at night)
  - Urine cloudy to the naked eye

### Sore Throat

- Adults and children over 5 years old
- **Four** of five of the following for adults. For **children currently 3 or more** based on the [interim clinical guidance](#)
  - **Fever** in the last 24 hours
  - **Purulence** (Symptom consisting of a localized collection of pus surrounded by inflamed tissue)
  - **Attending rapidly** (Presenting within 72 hours of onset of symptoms)
  - **Severely Inflamed tonsils**
  - **No cough or coryza** (catarrhal inflammation of the mucous membrane in the nose)

### Impetigo

- Adults and children aged 2 and over
- Mild localised lesions of impetigo
- Widespread impetigo

### Hydrocortisone

- Children aged 1 to 10
- Use on the face in patients over 1 year

### Chloramphenicol drops and ointment

- From 31 days to under 2 years old (can be purchased for over 2 years)

### Links to details of participating PGD Pharmacies:

[BANES](#)

[Swindon & Wiltshire](#)

### This information can also be found in MiDoS

If you have any issues accessing MiDoS please contact [dosteam.southwest@nhs.net](mailto:dosteam.southwest@nhs.net)

If a pharmacy needs to update their MiDoS profile, they should also contact [dosteam.southwest@nhs.net](mailto:dosteam.southwest@nhs.net)