

## Key Referral Guide and Checklist

This document will help to identify patients who may benefit from a Pharmacy First consultation with the pharmacist and those who may need to be referred for more urgent care. Patients answering 'yes' to any of the following questions will need to be referred to the pharmacist for further support. Please note that the questions listed below are not exhaustive.

### KEY RED FLAGS

If a patient presents any of the following symptoms, they **MUST** be signposted to their nearest **A&E department** or phone **999** if there is an emergency.

- New confusion or disorientation
- Chest pain or palpitations
- Difficult/laboured breathing
- Pale or mottled skin
- Stiff neck
- Loss of bladder control
- Sensitivity to light or sounds
- Sting/bite on or around the eye
- Swollen lips, tongue, mouth



UTI

- 1 Is the patient a female aged 16-64 years?
- 2 Passing urine at night more frequently?
- 3 Pain/tenderness in the lower abdomen?
- 4 Burning sensation when passing urine?

1 Is the patient over 5 years old?

2 Symptoms appeared less than 3 day ago?

3 Inflamed tonsils/visible puss on tonsils?

4 Does the patient have a fever?



Sore Throat

1 Is the patient over 18 years old?

2 Has a rash appeared 2-3 days ago?

3 Is rash affecting one side of the body?

4 Is rash appearing as red spots/blisters?



Shingles



Impetigo

- 1 Any red patches/lesions around the mouth or nose that are likely to rupture and dry forming yellow-brown crusts?
- 2 Is the patient over 1 years old?
- 3 Any fluid filled blisters on affected area?
- 4 Patient not had impetigo within last year

1 Is the patient over 1 years old?

2 Has 48 hours passed since the bite?

3 Is the bitten skin painful or hot to touch?

4 Is the bitten skin red or swollen?



Infected Insect Bite



Earache

- 1 Is the child aged 1-17 years old?
- 2 Does the child have any earache?
- 3 Is child tugging/rubbing/holding ears?
- 4 Any fever or flu-like symptoms?

1 Is the patient over 12 years old?

2 Have symptoms lasted 10 days or more?

3 Any pain/pressure in the face or head?

4 Blocked/runny nose?



Sinusitis