

Decision aid for Community Pharmacist Consultation Service (CPCS) conditions. **DISCLAIMER:** This document is for Practice and Community Pharmacy use only.

NEVER SUITABLE for CPCS	Age under 1 year	Severe symptoms	Symptoms/Conditions have lasted + 3 weeks	Shortness of breath
	Immunosuppressed	Pregnant	Has not responded to Over the Counter self-care	Chest pain

CONDITIONS	Conditions SUITABLE for referral to pharmacists			DO NOT REFER in these circumstances	
BITES/STINGS	-Bee sting -Wasp sting	-Stings with minor redness	-Stings with minor swelling	-Drowsy/fever -Fast heart rate	-Severe swellings or cramps -sting in mouth/throat or near eye
COLDS	-Cold sores -Coughs	-Flu-like symptoms	-Sore throat (see MOUTH section)	-Shortness of breath -Chest pain	-Unable to swallow
CONGESTION	-Blocked or runny nose -Hayfever	-Constant need to clear throat	-Excess mucus	-Shortness of breath -Hayfever with wheeze	-Blockage in one nostril -Facial swelling
EAR	-Earwax	-Blocked ear		-Requests for ear syringing -Discharge - History of perforated eardrum	-Severe pain -Deafness -Vertigo -Something may be in the ear canal
EYE	-Conjunctivitis -Dry/sore tired eyes -Irritable/itchy eye	-Sticky eye -Eyelid problems	-Watery/runny eyes	-Severe pain -Pain 1 side only -Uneven pupils	-Light sensitivity -Reduced vision -Trauma/chemical injury -Has long-term eye condition
GASTRIC/BOWEL	-Constipation -Diarrhoea (adults only, less than 72 hours)	-Heartburn -Indigestion	-Haemorrhoids -Rectal pain -Vomiting or nausea	-Severe/on-going -Lasted +2 weeks -Recent hospital treatment	-Patient + 55 years -Blood -Weight loss
GYNAE /THRUSH	-Cystitis (mild & females only, less than 3 days) Thrush (females only)	-Vaginal itch or soreness	-Vaginal discharge	-Diabetic -Under 16/over 60 -Unexplained bleeding/blood in urine	-Had thrush x2 in last 6 months -Pain in the side
PAIN	-Acute pain -Ankle or foot pain -Headache -Hip pain -Knee or leg pain	-Lower back pain -Lower limb pain -Migraine (infrequent) -Shoulder pain	-Sprains and strains -Thigh or buttock pain -Wrist, hand or finger pain	-Chest pain/pain radiating into the shoulder -Conditions described as severe or urgent -Multiple joint pain	-Sudden onset -Headache with stiff neck/light sensitivity/scalp is sensitive
SKIN	-Acne, spots and pimples -Athletes foot -Blisters on foot -Dermatitis -Dry skin	-Hair loss -Nappy rash -Oral thrush -Rash-allergy -Ringworm	-Threadworm -Skin dressings -Skin rash -Warts/Verrucae -Wound problems	-Conditions described as severe or urgent -Skin lesions/blister with discharge	- If the patient has diabetes do not refer
MOUTH-THROAT	-Cold sore blisters -Flu-like symptoms	-Mouth ulcers -Sore mouth -Sore throat	-Oral thrush -Teething -Toothache	-Lasted + 10 days -Swollen painful gums -Sores/ inside mouth	-Unable to swallow / difficulty in swallowing -Patient has poor immune system -Voice change