

PFS allows patients to access a consultation with a pharmacist for these **seven common conditions**. To access these, patients need to meet the '**Gateway Point**'. If a patient appears to meet this criteria, then refer them to the pharmacist to assess if eligible for PFS. Normal OTC practice still applies and remember to always ask the pharmacist if you are unsure or spot any red flags.

Acute Sinusitis

Suitable for: 12 years +
Symptoms

Facial pain, swelling and tenderness
Blocked nose
Reduced sense of smell
Green-yellow mucus
Sinus headache
Fever

OTC Management

Most sinusitis will resolve within 2-3 weeks with pain relief and decongestant treatment.

Gateway Point

When patient has nasal blockage or discharge with at least one of:

1. facial pain/headache,
2. loss of smell,
3. a cough

Infected Insect Bite

Suitable for 1 year +

Symptoms

Red and swollen around bite
Skin hot to touch
Painful

OTC Management

Oral antihistamines and topical hydrocortisone.

Gateway Point

When 48 hours post-bite

Acute Sore Throat

Suitable for 5 years +

Symptoms

Dry and painful throat
Swollen neck glands

OTC Management

Most cases are viral and resolve within a week. Patients can use pain relief, lozenges and anaesthetic spray to ease symptoms.

Gateway Point

Where patient has **2 or more** of:

1. fever,
2. pus on tonsils,
3. inflamed tonsils,
4. onset in the last 3 days
5. no cough.

UTI

Suitable for Women 16-64

Symptoms

Pain or a burning sensation when passing urine
Needing to pass urine more often than usual
Urine that looks cloudy

OTC Management

Paracetamol for pain and advice around fluids and rest.

Gateway Point

All suspected cases

Acute Otitis Media

Suitable for 1-17 years old

Symptoms

Pain inside ear
Discharge
Itchiness and irritation around ear
Feeling pressure within ear
Small children may rub and pull ear, be off food and be restless

OTC Management

Majority will recover without antibiotics and may just require pain relief

Gateway Point

All suspected cases

Impetigo

Suitable for 1 year +

Symptoms

Red sores or blisters
Sores or blisters quickly burst and leave crusty, golden-brown patches.

OTC Management

Can be treated with hydrogen peroxide 1%

Gateway Point

All cases of suspected impetigo

Shingles

Suitable for 18+

Symptoms

Tingling or painful feeling in an area of skin
Headache
Feeling generally unwell
A rash (normally only on one side of body) which progresses to blisters.

OTC Management

No treatment available OTC

Gateway Point

All cases of suspected shingles