



The new **Pharmacy First** service, launched in January 2024, involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for **seven common conditions**.

Scan the QR code to access full training:



Acute Sinusitis^{1,2}

For adults and children aged 12 years and over.
Exclude: Immunosuppressed individuals, chronic sinusitis (sinusitis that causes symptoms that last for more than 12 weeks), pregnant individuals under 16 years



What is it?

Sinusitis is the inflammation of the sinuses that is often caused by a viral infection. Approximately 2% of cases are bacterial, which may require antibiotics

Duration

2-3 weeks to resolve, with most cases improving without antibiotics

Symptoms suggesting a bacterial infection

- Symptoms for more than 10 days
- Discoloured or purulent (containing pus) nasal discharge
- Severe, localised one-sided pain (particularly over the teeth and jaw)
- Fever (over 38°C)
- Worsening over time

Self-care and product recommendations

- Rest, stay hydrated and avoid allergens, e.g. pet dander (shed skin particles)
- Paracetamol or ibuprofen
- Nasal sprays/solutions/drops containing nasal decongestants or salt water

Infected Insect Bites^{1,3}

For adults and children aged 1 year and over.
Exclude: Pregnant individuals under 16 years



What is it?

Insect bites may result in a small, swollen lump on the skin. They may cause an allergic reaction. If they become infected, antibiotics may be required

Duration

Usually resolves within a few hours or days

Symptoms of an infected insect bite

- Symptoms present at least 48 hours after the initial insect bite or sting
- Redness of skin
- Pain, tenderness or swelling of the skin
- Skin surrounding the bite feels hot to touch or is weeping pus

Self-care and product recommendations

- Keep the area clean and dry and avoid scratching to reduce the risk of infection
- Cold compresses can help to relieve pain
- Oral antihistamines or topical steroid creams
- Paracetamol or ibuprofen

Acute Otitis Media (AOM)^{1,4}

For children aged 1 to 17 years. **Exclude:** Recurrent AOM (3 or more episodes in 6 months or 4 or more episodes in 12 months), pregnant individuals under 16 years



What is it?

AOM is inflammation of the middle ear caused by an ear infection. It is very common in children; however, it can affect people of all ages

Duration

Can last around 1 week, although most people recover within 3 days regardless of treatment

Symptoms in children

- Earache (holding, tugging or rubbing the ear)
- Fever, crying, poor feeding, restlessness
- Behavioural changes or lack of energy
- Difficulty hearing, itching and irritation around the ear

Self-care and product recommendations

- Stay away from smoky environments
- Place a warm or cold flannel over the affected ear
- Child should be up to date with their vaccinations
- Paracetamol or ibuprofen

Acute Sore Throat^{1,5}

For adults and children aged 5 years and over.
Exclude: Pregnant individuals under 16 years



What is it?

Sore throat is very common and, in most cases, a viral self-limiting infection. The throat can feel dry, scratchy and painful, with redness at the back of the mouth.

Duration

Viral infections often improve within a week; bacterial infections may last longer

Symptoms suggesting a bacterial infection

- Fever (over 38°C)
- Purulence (pus)
- First attendance within 3 days after onset of symptoms
- Severely inflamed tonsils
- No cough or cold symptoms

Self-care and product recommendations

- Rest, stay hydrated and avoid smoking
- Eat cool or soft foods. Sucking on ice cubes or hard sweets can be helpful
- Paracetamol or ibuprofen
- Medicated lozenges containing anaesthetics, antiseptics and/or anti-inflammatories
- Anaesthetic throat sprays may be helpful

Uncomplicated Urinary Tract Infections (UTIs)^{1,6}

For women aged 16 to 64 years with suspected lower UTIs.
Exclude: Pregnant individuals, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months)



What is it?

UTIs are an infection of the bladder caused by bacteria entering the urethra. UTIs can be treated with antibiotics but they are not always appropriate, so it is important to consider the severity of symptoms.

Duration

Mild cases clear up within a few days (refer to GP if there is no improvement in 48 hours)

Urinary symptoms

- Urgency to urinate
- More frequent, including at night
- Cloudy urine/visible blood
- Pain/burning/tenderness

Self-care and product recommendations

- Drink plenty of fluids and rest
- Avoid excessive consumption of alcohol and sugary foods and drinks
- Paracetamol

Shingles^{1,7}

For adults aged 18 years and over.
Exclude: Pregnant individuals



What is it?

Shingles is a viral infection on the skin surface. It is caused by the reactivation of the virus that causes chickenpox, which typically occurs in childhood

Duration

It can take up to 4 weeks for the rash to heal

Symptoms

- Rash that appears in blotches on one side of the body, usually the tummy and/or chest. Treatment should be started within 3 days of the rash appearing.
- Tingling, burning or painful feeling at site
- Headache or feeling generally unwell

Self-care and product recommendations

- Rash should be kept clean and dry to prevent infection
- Cool compresses several times a day
- Wear loose fitting clothing without rough fibres which can irritate the skin
- Stay away from vulnerable people to prevent the spread
- Paracetamol alone or in combination with codeine (co-codamol), or ibuprofen

Impetigo^{1,8}

Non-bullous impetigo, for adults and children aged 1 year and over
Exclude: Bullous impetigo, recurrent impetigo (defined as 2 or more episodes in the same year), pregnant individuals under 16 years



What is it?

Impetigo is a common, highly contagious bacterial skin infection. It affects all age groups but is most common in young children

Duration

Usually resolves in 10 days

Symptoms

- Red, itchy sores/blisters, usually around the nose and mouth
- Sores burst easily and leave behind thick, crusty, golden-brown patches
- Can spread to other body parts

Self-care recommendations

- Keep sores, blisters and crusty patches clean and dry
- Wash hands frequently
- Avoid touching or scratching the site, also to prevent scarring
- Wash flannels, bedding and towels at a high temperature and avoid sharing
- Avoid contact with vulnerable people to prevent spread