

# Offering patients access to the Common Ailments Service

The Common Ailment service should be considered as an alternative to GP referral for patients who need NHS advice and treatment for a number of common ailments.

**Patients who require advice relating to eye conditions should be referred to the Welsh Eye Care Service delivered by community optometrists (opticians) throughout Cwm Taf.**

## Who can access the Common Ailments Service?

Any patient who is registered to a Welsh GP is eligible to access the Common Ailments Service, the only exclusions are:

- Temporary residents whose usual address is not in Wales
- Care Home residents

## What conditions are covered?

Pharmacists can offer advice and/or treatment for 27 agreed conditions. These are:

Acne	Athletes Foot	Backache (acute)
Chickenpox	Cold sores*	Colic*
Conjunctivitis (bacterial)	Constipation	Dermatitis (acute)
Diarrhoea*	Dry Eye	Haemorrhoids
Hayfever	Head Lice	Indigestion/reflux
Ingrowing toenail*	Intertrigo	Mouth Ulcers
Nappy rash	Oral thrush	Ringworm
Scabies	Sore throat/tonsillitis	Teething
Threadworm	Vaginal thrush	Verruca/warts

*\*there are no evidence based NHS treatments available for these conditions. Pharmacists will provide advice on self care and ongoing management of symptoms.*

## What about conditions not included (e.g. cough, cold, rash)?

Patients suffering with other conditions will not be able to access the Common Ailments service. They may however receive advice from the pharmacist and the option to buy medicines over the counter. If a pharmacist feels that the patient needs to be seen by the GP they will refer appropriately.

## Can everyone be referred to the Common Ailments Service?

For some conditions there are exclusions based on

- Age
- Pregnancy/breastfeeding
- Clinical exclusions

These vary depending on the condition a summary of the exclusion criteria can be found on the following page. If you are unsure whether to refer to pharmacy please contact your local pharmacist for advice.

- **Patients describing symptoms potentially indicative of more serious condition should not be referred to the common ailments service.**
- **Patients who have recently consulted a GP or practice nurse for management of a common ailment that has not responded to treatment should be offered a GP appointment.**
- This list is not exhaustive, judgment should be used during triage/referral.

	Condition	Consider referral to common ailments service	Offer GP appointment
A	Acne	All patients aged >12yrs	Patients with severe symptoms/ infected acne Children <12 years of age
	Athlete's Foot	All patients	Patients with poorly controlled diabetes, who have not been reviewed by GP in last 3 months
B	Backache (Acute)	Patients Aged 18 -50 years	Patients with severe/systemic/red flag symptoms Patients with diabetes Immunocompromised patients Patients with cancer
C	Chicken Pox	Patients Aged 4 weeks - 14 years	Children who are systemically unwell (e.g. superimposed infection, dehydration) Neonates Adults
	Cold sores*	All patients	Pregnancy: near term Neonates Immunocompromised Severe infection/secondary infection
	Colic*	All infant patients	Infants who are systemically unwell
	Conjunctivitis (Bacterial)	Refer all to Welsh Eye Care Service if available. If not available offer referral to pharmacy to: Patients Aged > 2 years	Refer all to Welsh Eye Care Service if available. If not available offer GP appointment to: Pregnant/breastfeeding women Visual disturbance/pain Children <2 years of age Personal/family history of blood dyscrasias
	Constipation	Patients Aged >18 years	Red flag symptoms Children <18 years of age
D	Diarrhoea*	Patients Aged > 1 years	Pregnancy Children <1 years of age Systemically unwell Foreign travel/recent antibiotic treatment
	Dry Eyes (acute)	Refer all to Welsh Eye Care Service if available. If not available refer all adults to pharmacy	Refer all to Welsh Eye Care Service if available If service unavailable consider need for immediate GP appointment if visual disturbance/pain Patients with chronic dry eye
	Dry skin/Dermatitis	All patients	Patients who have failed to respond to treatment or have symptoms indicative of infection

	Condition	Consider referral to common ailments service	Consider offering GP referral
H	Haemorrhoids	Patients Aged >18 years	Pregnant women <i>Children &lt;18 years of age</i> Red flag symptoms
	Hay Fever	Patients Aged > 2 years	Pregnant/breastfeeding women Children <2 years of age
	Head Lice	All patients	Patients with scalp inflammation
I	Indigestion And Reflux	Patients Aged >18 years	<i>Children &lt;18 years of age</i> Aged >55 with persistent symptoms Red flag symptoms Treated with NSAIDs
	Ingrowing toenail*	All patients	Concurrent infection/ <i>nail disease</i>
	Intertrigo	All patients	Patients with recurrent symptoms or have symptoms indicative of infection <i>Immunocompromised patients</i> <i>Patients with poorly controlled diabetes, who have not been reviewed by GP in last 3 months</i>
M	Mouth ulcers	All patients aged >12 years	Children < 12 years Systemically unwell Significant symptoms (multiple/large lesions)
N	Nappy Rash	All children	Children who are systemically unwell or have symptoms of infection
O	Oral Thrush	Patients Aged >4 weeks of age	<i>Patients with poorly controlled diabetes, who have not been reviewed by GP in last 3 months</i>
R	Ringworm	All patients	Patients with recurrent symptoms or have symptoms indicative of infection <i>Immunocompromised patients</i> <i>Patients with poorly controlled diabetes, who have not been reviewed by GP in last 3 months</i> <i>Patients with infection on scalp</i>
	Scabies	Patients Aged > 2 years	<i>Children &lt; 2 years</i> Patients with a severe rash, secondary infection, or those who are systemically unwell
S	Sore Throat And Tonsillitis	All patients	Patients who are systemically unwell <i>Absence of cough</i> Persistent symptoms <i>Immunocompromised patients</i> <i>High risk patients</i>
T	Teething	Children Aged > 3 months	Children Aged < 3 months Children who are systemically unwell
	Threadworms	Patients Aged > 6 months	Infants <6 months old Pregnant/breastfeeding women

	Condition	Consider referral to common ailments service	Consider offering GP referral
V/W	Vaginal Thrush	Patients Aged 16 – 60 years	Patients with poorly controlled diabetes, who have not been reviewed by GP in last 3 months Pregnant/breastfeeding women Immunocompromised patients
	Warts & Verruca	Patients Aged >2 years	Patients with diabetes <i>or poor circulation to hands or feet</i> Patients with multiple lesions/persistent symptoms <i>Bleeding/pain</i> <i>Patients with warts on face, intertriginous or anogenital regions</i>

\*there are no evidence based NHS treatments available for these conditions. Pharmacists will provide advice on self care and ongoing management of symptoms.

Changes from Version 2 are indicated in *italic text*

***If you are unsure whether to refer to pharmacy or the GP please contact your local pharmacist for advice***