Pharmacy First **acute ear infection** Referral Protocol

This will be an official referral to community pharmacy for a *consultation* with a pharmacist who will discuss potential options for managing the condition.

Please add "**?ear infection**" in the *additional information* box, along with any other notes when making the referral

|  |  |
| --- | --- |
| **MUST** | **Aged between 1 – 17 years** |
| **MIGHT** | Earache  Ear discharge  Irritated ear |
| **MUST NOT** | Pregnant/breast feeding  Generally very unwell  Stiff neck  Any eye symptoms  Numbness in the face  Confusion/irritability  Other serious medical conditions |

Helpful tips:

* Pharmacist will try to call patients first, the same day.
* Internal ear examination may be required
* If pharmacists refer need to patients back, it will be done in a *fast-tracked* manner.
* Antibiotic or ear drop treatment may be issued *only if appropriate.*

# How to refer in SystmOne

* If not already open, open the **North Riding Care Navigation Template**
* Navigate to **Pharmacy First** tab at the top
* Check the **Referral to Pharmacy First** box
* Click the **Link to Pharmrefer** (opens a new window that can be moved to the second screen if not already done)
* Log in to Pharmrefer (if not already done) using your PharmOutcomes login
* **Skip the triage to input patient details** if already asked the **Target UTI** questions and appropriate to refer
* Click the Find patient details in PDS and enter the NHS number and DOB to find the patient.
* **Ask which pharmacy the patient would like the referral sending to and select this by searching in the box**
  + *This can be any pharmacy, doesn't have to be their nominated one*
* Choose which condition you’re referring for (or whatever fits the description best)
* Add any extra details or the *possible* condition being referred for in the **additional information box**
* **Send referral**