

Minor Illness	Symptoms	Advice	Red Flags
Acne		Routine appointment.	
Back Pain		Patient Action: * Speak to pharmacist re: over the counter (OTC) pain medication * Use hot and cold compression packs Routine appointment if: * Had for more than 2 weeks Add to triage if: * Pain is severe or getting worse instead of better	* Numbness/tingling genitals/buttocks * Difficulty peeing * Loss of bladder/bowel control * High temperature * Weight loss * Swelling/deformity of the back * Pain started following a serious accident
Colds and Nasal Congestion	* Blocked/runny nose * Sore throat * Headache/muscle ache * Cough * High temp * Pressure in ears/face	Patient Action: * Rest/sleep * Keep warm * Drink fluids * Speak to pharmacist re: OTC medication * Symptoms can last longer in children	* Temp above 39 degrees * Confusion/disorientation * Sharp chest pain * Symptoms have lasted longer than 3 weeks * Coughing up blood
Conjunctivitis	* Itchy/watery eyes * Sticky coating on eyelashes * Burning sensation	Under 2yrs - triage. Over 2yrs - pharmacy	* Loss of vision/sensitive to light
Constipation		Common and usually harmless. Should settle within a few days - can take up to 4 weeks. Patient Action: * Patient to check self care leaflet for dietary advice. * Patient to check any medications they are taking to see if constipation is a side effect. If due to medication and patient cannot control symptoms - speak to pharmacist. * Speak to pharmacist re: OTC medication	* Symptoms have lasted longer than 6 weeks * Swollen stomach * Vomiting * Feverish * Feeling unwell * Bloods in stools * Weight loss
Coughs		Symptoms can last 3-8 weeks. Patient Action: * Patient to check self care leaflet for advice on avoiding triggers * Speak to pharmacist re: OTC medication	* Coughing up blood * Lasting longer than 3-4 weeks * Chest/shoulder pain * Breathless * Weight loss (over 6 weeks or more) * Hoarse voice for more than 3 weeks * Temp 39 degrees or over
Diarrhoea (Adults Only)		Symptoms can last up to one week. Patient Action: * Drink fluids * Speak to pharmacist re: OTC medication	* Still dehydrated despite using rehydration sachets * Bloody stools/bleeding bottom * Diarrhoea for 7 days + or vomiting for 2 days +
Fungal Nail Infections		Patient Action: * Patient to check self care leaflet for advice on lifestyle changes to prevent/lessen symptoms * Speak to pharmacist re: OTC medication	

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Haemorrhoids (Piles)	<ul style="list-style-type: none"> * Bleeding after passing a stool * Itchy bottom * Lump hanging out of the anus * Mucus discharge * Soreness/redness/swelling of anus 	Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on lifestyle changes to prevent/lessen symptoms * Speak to pharmacist re: OTC medication 	
Hayfever	<ul style="list-style-type: none"> * Sneezing * Itchy nose/throat * Headache/sinus pain * Red/itchy/watery eyes * Fatigue 	Patient action: <ul style="list-style-type: none"> * Speak to pharmacist re: OTC medication 	Appointment with practice pharmacist if: <ul style="list-style-type: none"> * Wheezing/breathless/tight chest * Pregnant/breastfeeding * Symptoms not relieved with OTC medication Triage if: <ul style="list-style-type: none"> * Photophobia * Ear pain * Severe coughing/swollen lymph glands
Headaches and Migraines		Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on lifestyle changes to prevent/lessen symptoms * Speak to pharmacist re: OTC medication 	<ul style="list-style-type: none"> * Stiff neck * Drowsy * Vomiting * Change in speech/personality * Odd sensations/numbness/weakness * Sudden/severe headache * Photophobia/blind spots
Heartburn and Indigestion		Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on lifestyle changes to prevent/lessen symptoms * Speak to pharmacist re: OTC medication 	<ul style="list-style-type: none"> * Vomiting blood or dark lumps (coffee grounds) * Swallowing problems * Unexplained fever/night sweats/weight loss/swelling in abdomen
Infant Colic		Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on comforting baby and treatments available * Speak to HV if concerns about baby's symptoms or parent/guardian feels unable to cope 	
Minor Burns and Scalds		Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on treatment * Speak to pharmacist re: OTC pain medication 	<ul style="list-style-type: none"> * Chemical/electrical burns * Large/deep burns (larger than hand-size) * White/charred skin * Burns of face/hands/arms/feet/legs/genitals and cause blisters * DO NOT SEE GP IF BURNS ARE SEVERE - SEE MINOR INJURY UNIT OR A&E

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Oral Thrush	Adults <ul style="list-style-type: none"> * red mouth & white patches * cracks at corners of mouth * things not tasting properly * unpleasant taste in mouth * pain e.g. sore gums/tongue * difficulty eating & drinking Kids <ul style="list-style-type: none"> * white coating on tongue * don't want to feed * nappy rash 	Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on prevention * Speak to pharmacist re: OTC medication if symptoms are no better in 7-10 days * If recurrent bouts - routine appointment with GP who may request blood tests 	
Sleeping Problems		Routine appointment	* Linked to bereavement/depression/mental health
Sore Throat		Extremely common and likely to get better in 3-7 days and a maximum of 2 weeks. Most last for an average of 8 days. Patient will not need antibiotics for most throat infections. Patient Action: <ul style="list-style-type: none"> * Speak to a pharmacist re: OTC medication 	* Drooling/difficult to swallow - urgent! * Persistent high temp over 38 degrees for more than 3 days that doesn't come down with paracetamol or ibuprofen * Symptoms last longer than 10-14 days * Hard to breathe/drinks fluids
Sprains and Strains	Sprain: injured ligament ,usually thumb, wrist, knee or ankle - treat with gentle exercise as pain allows. Strain: Overstretching/tearing of muscle, usually back or legs and following exercise - rest.	Patient action: <ul style="list-style-type: none"> * Speak to pharmacist re: OTC pain medication 	* Pain is severe and not controlled by OTC medication * No improvement after 3-4 days self treatment * Deformity of affected body part/severe bruising/swelling * Can't move affected joint * Numbness of affected area
Sunburn		See Practice Nurse if blistered. Pharmacy if normal sunburn	
Temperature and Fever in Children	High temp is classed as 38 degrees or more. Natural and healthy response to an infection. Should go down on it's own after 3-4 days.	Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on treatment * Speak to pharmacist re: OTC medication * Appointment with GP if under 3mths old 	* Rash or is very unwell * Temp lasting more than 5 days * Temp doesn't come down with paracetamol/ibuprofen * Showing signs of dehydration
Threadworms	* Itchy bum * Waking in the night * Worms in poo (look like white thread)	Patient Action: <ul style="list-style-type: none"> * Patient to check self care leaflet for advice on treatment * Speak to pharmacist re: OTC medication - very easy to treat. Will be advised to treat all members of the household 	* Speak to GP if pregnant or breastfeeding or need to treat a child under the age of 2yrs.