

Acute Sinusitis (>12 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point.

Patients can now access the service and be treated regardless of duration of their symptoms. For example, less than 10 days.

Provide OTC and self care if had symptoms less than 10 days, if longer, there is an option recommend a treatment, if suitable.

Sinusitis tends to be viral, so advice and self care will be most common outcome. Ensure this is recorded and claim the gateway point.

Advise patient to return after 7 days if symptoms do not improve. Patient will be eligible for a second gateway point; you can record this on PharmOutcomes.

Otitis Media (1–17 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point.

Any patients presenting automatically meets the gateway point as all patients must have an otoscopic examination.

Over 80% of children recover spontaneously without antibiotics, usually 2–3 days from initial presentation, advice/self-care may be the most common outcome. Ensure this is recorded on PharmOutcomes so you can claim the gateway point.

Uncomplicated UTI (women 16–64 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point.

Any patient that presents with UTI symptoms, now meets the gateway point and can be recorded on PharmOutcomes. For example, a burning sensation when passing urine.

Acute Sore Throat (>5 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point.

Patients aged 5 or over, need a minimum of two of the following (FEVER PAIN SCORE):

- Present within three days of onset of symptoms
- No cough or cold symptoms
- Have a fever over 38 degrees
- Purulence/pus
- Severely inflamed tonsils

Sore throats tend to be viral and self-limiting so advice/self-care may be the most common outcome, ensure this is recorded on PharmOutcomes so you can claim the gateway point. Patients should be advised to return to the pharmacy if symptoms do not improve within 7 days.

Impetigo (> 1 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point. Any eligible patient presenting with impetigo meets the gateway point. Any eligible patient presenting meets gateway point.

Insect Bites (<1 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point.

Any eligible patient presenting with an insect bite/sting and:

- Presenting 48 hours after bite/sting
- Redness and swelling that is spreading
- Discharge from bite/sting

The criteria has updated to make where the bite occurred less restrictive, now only excludes places with concern of insect-borne disease.

The definition of insects has been broadened to align with NICE guidance and includes anthropoids with eight legs, such as spiders, ticks and mites.

Shingles (>18 years)

NEW: Any patients at risk of deterioration, red flags or serious illness, which requires a clinical assessment, now meets the gateway point. Any eligible patient presenting with shingles meets the gateway point.