CARE NAVIGATION TO NON-GP SERVICES

Minor Eye Conditions (Optometry)

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| Inclusion Criteria:   * Age 18 years or over * Registered with East Riding GP * Flashes and floaters (lights, spots in front of the eye) * Sudden changes in vision (but not loss of vision) * Eye pain or discomfort (injury, discharge, sticky) * Red eye * Something in the eye * Emergency contact lens removal * Dry gritty eye * Watery eye * In-growing eyelashes * Lumps and bumps on lids, lashes, or around the eye * Recent onset of double vision | Exclusion Criteria:   * Under 18 and/or not registered with East Riding GP * Known diabetic eye issues (retinopathy) * Adult squints, long standing double vision * Sudden loss of vision |
| * Patients presenting with Flashers and Floaters are seen within 24 hours of presentation * All other presentations will be seen within 48 hours of presentation * Patients can be signposted from Allied Health Professionals or self-refer into the service | |

\*If in doubt- speak to your duty clinician/team\*

CARE NAVIGATION TO NON-GP SERVICES

MSK Physiotherapist

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| Inclusion Criteria:   * Registered with East Riding GP * Over 16 years of age * Patient otherwise well * New or recurring episodes of pain and/or stiffness * Back pain/neck pain that may refer into the arm or leg with/without pins and needles * Shoulder pain/stiffness on movement * Pain around the elbow/wrist/hand * Pain around the hip/knee/ankle or foot | Exclusion Criteria:   * Under 16 years of age * Chest or abdominal pain * Acute mental health problems * On current active treatment for cancer or recent diagnosis * Patient unwell: fever/weight loss * Primary problem is neurological (stroke/MS) * Mobility problems e.g. history of falling * Unable to weight bear at all 48 hours after injury * Back pain with new bladder and/or bowel symptoms * Dizziness or balance problems * Urinary incontinence |
| * This service can NOT prescribe * Home visits are NOT available * Self-help information available on: yourphysio.org.uk and chcpmsk.org.uk * Self-referral via online referral form: yourphysio.org.uk/refer-yourself * Self-referral via telephone: Physio Direct 01377208300 * Appointment with MSK Practitioner in GP Practice if available * If patient is having difficulty managing their pain, consider signposting to pharmacy as well as MSK physiotherapy | |

\*If in doubt- speak to your duty clinician/team\*

CARE NAVIGATION TO NON-GP SERVICES

Minor Ailment Scheme and Community Pharmacist

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| Inclusion Criteria for Minor Ailment Scheme:   * Registered with an East Riding of Yorkshire GP * Exempt from prescription charges | |
| * Constipation | Age 16 years and above |
| * Diarrhoea | Age 1 year and above |
| * Ear wax issues, blocked ear, hearing problems | Exclusion: ear pain or discharge which is more suggestive of infection |
| * Conjunctivitis (red, watery, irritable, sticky, discharging eyes) | Age 2 years and above  Exclusion: pregnancy |
| * Eyelid problems | Age 2 years and above |
| * Dry eyes | Age 10 years and above |
| * Hay fever (watery eyes, sneezing) | Age 1 year and above |
| * Athlete’s Foot (itching, flaking, soggy, cracked, red, inflamed peeling skin between toes) | Exclusion: Diabetic and immunocompromised patients |
| * Verrucae and Warts | Any age  Exclusion: if on face, anogenital area, or over large area |
| * Haemorrhoids/Piles (which has previously been diagnosed by a clinician) | Age 18 years and above  Exclusion: pregnancy |
| * Nappy rash | Exclusion: infected skin/complications |
| * Threadworms | Age 2 years and above  Exclusion: pregnancy or breastfeeding |
| * Vaginal Thrush (which has previously been diagnosed by a clinician) | Exclusion: Under 16 years of age, Over 60 years of age, and pregnancy |
| * Cold sores on lips | Exclusion: pregnancy or immunocompromised |
| * Simple cough | Any age |
| * Simple headache | Age 12 years and above |
| * Mouth ulcers (which has previously been diagnosed by a clinician) | Any age |
| * Mouth pain or blistering | Age 12 years and above |
| * Sore throat | Any age |
| * Teething | Age 3-36 months |
| * Oral thrush (which has previously been diagnosed by a clinician) | Age 4 months and above  Exclusion: pregnancy or breastfeeding |
| * Nasal congestion/cold like symptoms | Any age |
| * General (non-severe) pain in adults and children | Exclusion: unwell with the pain |
| * Dandruff/cradle cap | Any age |
| * Headlice | Age 6 months and above |
| * Scabies | Age 2 years and above |
| * Acne, spots, pimples | Age 2 years and above |
| * Dry itchy skin and simple allergic reactions | Any age |
| * Insect bites and stings | Age 1 month and above |
| * Indigestion, heartburn, vomiting | Age 12 years and above |
| * Morning after pill | No age restrictions |
| * NHS Pharmacy Contraception Service | Pharmacies can now provide ongoing supply or initiate oral contraception. This service not yet widespread across all pharmacies. The list of some participating pharmacies can be found here [NHS England » Pilot sites – NHS Pharmacy Contraception Service. Ongoing supply of oral contraception](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fprimary-care%2Fpharmacy%2Fpharmacy-integration-fund%2Fnhs-pharmacy-contraception-service%2Ftier-1%2F&data=05%7C01%7Csarah.eriksson1%40nhs.net%7Cec47ce7176f2461d0a8f08dbe45828fc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638354839509931610%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=fM88pwRUUec1RB9xFKUbS7hf%2BPcIN7faGT8Nk1yTanw%3D&reserved=0) and here for initiation [NHS England » Pilot sites – NHS Pharmacy Contraception Service. Initiation of oral contraception](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fprimary-care%2Fpharmacy%2Fpharmacy-integration-fund%2Fnhs-pharmacy-contraception-service%2Ftier-2%2F&data=05%7C01%7Csarah.eriksson1%40nhs.net%7Cec47ce7176f2461d0a8f08dbe45828fc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638354839509931610%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H7%2BjG%2F0iglxoQcYvzBMd8C5pvILsC5Y9fzi1009vGkg%3D&reserved=0). Where a pharmacy is not listed here, the patient can contact their local pharmacy to check if the service is being actively provided. Alternatively, patients registered with GPs in East Riding can access contraception initiation and review at Conifer house in Hull - [Contraception - Conifer Sex Health](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fconifersexhealth.co.uk%2Fservices%2Fcontraception&data=05%7C01%7Csarah.eriksson1%40nhs.net%7Cec47ce7176f2461d0a8f08dbe45828fc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638354839509931610%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kkY6N4mHpiqlEcXrwOi3ErY95prHEoVWKxVQKHkL8Io%3D&reserved=0)  Patients still have the option of having their oral contraception reviews at the practice, but reviews might happen faster at the pharmacy. Where a patient has had their review done in the pharmacy, the patient or the pharmacy need to inform their GP practice so that their record can be updated. |
| * Sleep issues | Age 18 years and above |
| * Simple wound problems/management of dressings | Age 2 years and above |
| * Simple Musculoskeletal problems * Ankle or foot pain or swelling * Hip, thigh, or buttock pain or swelling * Knee or lower leg pain * Lower back pain * Lower limb pain * Shoulder pain * Toe pain or swelling * Wrist, hand, or finger pain or swelling | Age 12 years and above  Any significant injuries need to go to Urgent Treatment Centres or A&E |

\*If in doubt- speak to your duty clinician/team\*

CARE NAVIGATION TO NON-GP SERVICES

Urgent Treatment Centre (UTCs)

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| Inclusion Criteria:   * Suspected broken bones in upper and lower limbs (no hips- needs A&E) * Minor wound and wound infections * Minor burns and scalds * Insect and animal bites * Minor eye injuries (foreign body in eye) but no visual loss * Eye problems/infections * Emergency contraception (try local pharmacy first) * Sprains and strains * Minor head injuries * Ear and Throat infections * Skin infections and rashes * Coughs and colds * Fever in child and adults * Stomach pains * Vomiting and Diarrhoea | Exclusion Criteria:   * The service is NOT for patients who DO NOT have an urgent clinical need for same day treatment * UTCs are not for routine or chronic long-term problems and is not for any life-threatening incidents or concerns * Children under 2 years old * If needs Emergency/A&E care - see BLUE LIST |
| * Need urgent medical attention but it’s not a life-threatening situation * Patients with a minor injury can walk into any of the UTCs * Patients can ring NHS 111 for further advice first to ensure that they are being directed to the right place for their needs as this is not always a UTC * Patients with a minor illness should be accommodated by their General Practice in hours | |

\*If in doubt- speak to your duty clinician/team\*