

Patient presents in the pharmacy with skin complaint or is referred via CPCS.

You must contact patient representative within 2-3 hrs of referral; consultation can be provided over the phone, F2F or virtually. Register the patient if not already registered. Does the representative consent to the sharing of patient's details with their GP and for the details to be viewed by other pharmacies across the city?

No

Patient not suitable for the service. Treat under Care at the Chemist, give appropriate self-care advice or refer to another healthcare setting where appropriate. Record decision, supply the carer with a referral note indicating the reasons for the referral.

HYDROCORTISONE
Is it acute dermatitis, mild eczema, or insect bite reaction (including for use on the face)?
(Adults and children 1+ years)

No

Yes

Does the patient have any red flag symptoms/ meet any of the exclusion criteria? (E.g. pregnant/breastfeeding, previous reactions/allergies to product, age restrictions)

Yes

Patient **MUST** be referred to alternative healthcare setting. If the patient has been referred via CPCS, the pharmacy **MUST** arrange the referral/ appointment. Record decision, advice given and action taken. Refer to **ESCALATION PATHWAY**.

No

Supply: Hydrocortisone 1% cream x 15g
Dose and frequency: Apply cream sparingly once or twice a day for a maximum of 5 days in children and 7 days in adults.

Ensure supply is entered on PMR. Record batch number and expiry date.
The label must contain the appropriate directions along with the words "supplied under a PGD".

Give verbal advice as per PGD:

- Side effects
- Safety netting
- Hygiene requirements
- Correct administration technique
- Discard after completing treatment
- Contact GP if symptoms persist beyond treatment period or recurs.
- Follow counselling as per individual PGD

Ensure GP notification of supply is sent electronically via PharmOutcomes.
Remember to complete CPCS referral if patient was referred via that route.

