

Help us look after our antibiotics and keep them working.

5 ways reception staff can help.

1. Reinforce antibiotic key messages:

- Antibiotics **DO NOT** work for viruses, which are the main causes of coughs, colds and sore throats.
- Antibiotics **DO NOT** help with pain.
- Antibiotics are **NOT** harmless, they can cause side effects e.g. nausea, diarrhoea, vomiting.
- **ALL** unused antibiotics should be returned to community pharmacies for safe disposal. To avoid environmental contamination no medicines should ever be disposed of in general waste or down the toilet.

2. What reception staff say matters:

- **DO NOT set patient expectations that antibiotics will be issued.**
- Reassure the patient the healthcare professional will assess the need for antibiotics and only issue if indicated.
- Don't be afraid to signpost to other services.

3. Signpost patients to: Community Pharmacy:

a. Pharmacy First:

- The following table shows the seven clinical pathways pharmacist can manage across various age ranges.
- Check which of your local pharmacies offer this service.
- Aim to provide an alternative to GP or out-of-hours doctor appointment.
- Assessment is done by a pharmacist who will decide whether to treat, advise or refer. There is a single side document of inclusions and exclusions that you can use for electronic referral, which can be found [here](#).
- A training video is also available on TeamNet [NHS Pharmacy First Service](#). For further information please contact Rebecca.Dickenson7@nhs.net

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

*Not available from distance selling pharmacies

- b. Over the counter medication: available to treat symptoms such as pain, fever, or minor eye infections.
- c. Community Pharmacy Independent Prescriber Pathfinder sites: May be available in some areas. Please see the Nottingham Integrated Care Board community pharmacy page for more details [here](#).

NHS 111: for out of hours and weekends.

Urgent dental problems: seek GP advice prior to signposting to own dentist, or if they don't have a dentist to NHS 111.

4. Antibiotics are generally not for repeat prescriptions:

- **DO NOT** print acute antibiotic prescription without firstly getting the prescribers permission.
- Antibiotic prescribing can result in antibiotic resistance, antibiotic associated infections, and adverse effects.
- Antibiotics for long term conditions/prophylaxis need to be reviewed by prescribers to ensure it is still indicated.

5. Samples:

- Samples may be needed before starting any antibiotic therapy.
- Know your practice protocol for sending and receiving samples.
- Only accept samples requested by a health care professional.