Not Normal For You?

Standard Operating Procedure

During conversation with a patient a worrying symptom **not normal** for the patient is discussed

Is the Symptom on the Chart provided?

YES

YES

Pharmacist to assess if symptom requires onward referral

NO

NO

No further action needed

Symptom requires referral:

1. **Advise the customer** to make an appointment with their GP via normal routes and say that you will write their symptoms on a prompt card (please note this card should not be used as a fast track)
2. **Address any barriers** they have with regards to seeing their GP.
3. **Let the customer know** that this card is a new idea and it is being evaluated to see if it helps.

Please exercise caution with use of the words 'cancer' and 'red flags' so as not to alarm the patient.

After the patient has left the pharmacy, complete the patient log. It is important for us to collect data to ensure the service is working correctly and to showcase pharmacy.

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Supported by:

British Oncology Pharmacy Association bopa Registered Charity No. 1065026

Health Education Foundation