**Please note this is for illustration only and should not be copied but developed by clinicians specifically with your own practice, cluster and local context in mind, with clear training for staff. National and local guidance changes frequently, so all protocols should be regularly reviewed for accuracy.**

**Example Care Navigation Guidance (external pathways)**

|  |  |
| --- | --- |
| **In the event of…**  | **Recommended action:**  |
| **Life-threatening emergency**  | **Patient advised to go straight to A&E or dial 999**  |
| Presenting symptoms: * suspected heart attacks or strokes
* severe breathing difficulties
* severe bleeding
* severe injury
 |
| **Suspected coronavirus (adults and children over 12)** | **Self-isolation, testing, 111 only if necessary (see below).**  |
| Presenting symptoms: * continuous cough; or
* fever/high temperature (37.8C or greater); or
* loss of, or change in, sense of smell or taste (anosmia)

If the patient has developed symptoms (however mild), they should stay at home for 10 days from the start of their symptoms and arrange to take a PCR test. They should get tested in the first 3 days of symptoms appearing, although testing is effective until day 5. They won’t normally be tested after day 5 unless it’s for a specific reason. They can visit the NHS inform website for [more information on coronavirus testing and how to book a test](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-testing).Patients with coronavirus symptoms should be advised not go to the GP, pharmacy or hospital but to follow [self-care advice](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/caring-for-a-cough-or-fever/coronavirus-covid-19-self-care-advice) at home. Patients should be advised to contact 111 if: * symptoms worsen during home isolation, especially if they are in a high or extremely high-risk group; or
* breathlessness develops or worsens, particularly if they are in a high or extremely high-risk group; or
* their symptoms haven’t improved in 10 days.

If the patient has a medical emergency, they should phone 999 and tell them they have coronavirus symptoms.**Parents and carers seeking advice for unwell children under 12 years of age should contact their GP during practice hours or NHS 24, out of hours. This approach is consistent with pre-Covid practice, although previously no age limit was applied. This reflects the positive impact of the vaccination programme and the current low prevalence of Covid variants.**  |
| **Urgent Care**  | **When A&E/MIU is necessary but the condition is not immediately life threatening.** **Practice contacts Flow Navigation Centre to arrange scheduled attendance, or follows local pathways as appropriate.**  |
| Presenting symptoms: * Cuts which may require stitches
* Burns which require dressings
* Sprains and strains
* Suspected broken bones and fractures
* Minor head injuries
* Bites

**For out of hours care patients should be advised to contact 111 to access GP OOH or Urgent Care as appropriate.**  |
| **Pharmacy**  | **Patient advised to contact their local community pharmacy. Advise patient to utilise** [**Scotland’s Service Directory**](https://www.nhsinform.scot/scotlands-service-directory) **if necessary.** |
| [NHS Pharmacy First Scotland](https://www.sehd.scot.nhs.uk/publications/NHS_Pharmacy_First_Scotland.pdf) can give advice and treatment for minor illnesses such as the following: * Hay fever
* Impetigo
* Indigestion
* Mouth ulcers
* Sore throat
* Pain
* Period pain
* Threadworms
* Thrush
* Warts
* Verrucas
* From 15th June 2021 – shingles and minor skin infections
* Acne
* Allergies
* Athlete’s foot
* Backache
* Blocked or runny nose
* Cold sores
* Constipation
* Cystitis (in women)
* Diarrhoea
* Earache
* Eczema
* Headache
* Head lice
* Haemorrhoids (piles)
 |
| **Dentist**  | **Patient advised to contact their dentist. Advise patient to utilise** [**Scotland’s Service Directory**](https://www.nhsinform.scot/scotlands-service-directory) **if necessary.**  |
| Presenting symptoms: * Tooth pain
* Swelling to mouth
* Injury to mouth
* Painful or bleeding gums
* Advice on oral health
 |
| **Optometrist** | **Patient advised to contact their optometrist. Advise patient to utilise** [**Scotland’s Service Directory**](https://www.nhsinform.scot/scotlands-service-directory) **if necessary.** |
| Presenting symptoms: * Red or sticky eye
* Pain in or around eye
* Blurred or reduced vision
* Flashes and floaters
 |
| **Other**  | **Specialist Services/MDT**  |
| * Health visitors
* Midwifery
* Community Addiction Recovery Service (CAReS)
* Podiatry
* Sexual Health Clinic
* Physiotherapy
* District Nurse
* Mental Health Support Worker

Practices may wish to consider signposting to community and voluntary resources for support: * Mental Health Self-Care Resources such as [Breathing Space](https://breathingspace.scot/) and [Clear Your Head](https://clearyourhead.scot/).
* NHS 24 Mental Health Hub accessed via 111
* Bereavement support services
* Health and Wellbeing voluntary organisations
* Exercise groups
* Counselling services
* [Quit Your Way](https://www.nhsinform.scot/care-support-and-rights/nhs-services/helplines/quit-your-way-scotland) – Stop smoking helpline
* Support for Carers
* Housing support
* Community groups
* Voluntary organisations for specific conditions
* Debt support

[ALISS](https://www.aliss.org/) and [Scotland’s Service Directory](https://www.nhsinform.scot/scotlands-service-directory) can provide further information on local resources.  |

Care Navigation helps provide patients with a choice of appropriate services, it does not clinically triage patients. Further information and support with care navigation can be found here - [Care Navigation Toolkit - Care Navigation Toolkit (ihub.scot)](https://ihub.scot/project-toolkits/care-navigation-toolkit/care-navigation-toolkit/).