

Complaint	1st Choice	2nd Choice	Alternative
<b>ABDOMINAL PAIN</b>	Telephone appointment		Telephone triage if urgent
Abrasions	Pharmacy	Minor injuries unit	A&E
Acne	Pharmacy	If severe, telephone appointment	If infected, telephone triage
Allergy	Pharmacy		If emergency, A&E
Antidepressants (on going)	Telephone appointment	Medication request	
<b>ANXIETY / DEPRESSION</b>	Telephone appointment		Telephone triage if urgent
<b>ASTHMA (ACUTE)</b>	Telephone triage		999 (if severe)
Asthma problems	Practice Nurse		
Asthma follow up	Practice Nurse		
<b>BACK PAIN (ACUTE)</b>	Pharmacy		Telephone triage if urgent
Back pain (ongoing)	Telephone appointment	Medication Request	Physio
Blood Pressure	HCSW		
Blood test	Phlebotomist		
Boils / abscess	Pharmacy		Telephone triage if severe
<b>BREATHLESS</b>	Telephone appointment	Telephone triage if urgent	999 (if severe)
Burns	A&E (remember first aid)	Minor injuries unit	Dressings - Treatment Room
Bleeding between periods	Telephone appointment		
<b>BLEEDING BACK PASSAGE</b>	Telephone appointment		
<b>CELLULITIS</b>	Telephone triage		District nurses if known to them
<b>CHEST INFECTION</b>	Telephone triage		
<b>CHEST PAIN</b>	999		
Chickenpox	Pharmacy	Telephone triage if severe	
Coil Check	Lanarkshire Sexual Health		
Cold Sores	Pharmacy	Telephone triage if severe	
Cold symptoms	Pharmacy		NHS 24 if possible covid
Conjunctivitis / sticky eyes	Optician (LENS)	Pharmacy if >2	
Constipation	Pharmacy	Telephone appointment	Telephone triage if urgent
Constipation (under 5)	Health Visitor	Pharmacy	Telephone appointment
Contraception (repeat)	Lanarkshire Sexual Health		
Contraception (new)	Lanarkshire Sexual Health		Telephone appointment
Contraception (emergency)	Pharmacy	Telephone triage	
Cough	NHS inform website	NHS 24	
<b>COVID 19 symptoms</b>	NHS inform website	NHS 24	If severe 999
Cuts	Pharmacy	Minor injuries unit	A&E
<b>CYSTITIS / UTI (FEMALE)</b>	Pharmacy if meets criteria	Telephone triage if not	
<b>CYSTITIS / UTI (MALE)</b>	Telephone triage		
<b>CYSTITIS / UTI (CHILD)</b>	Telephone triage		
Diarrhoea	Pharmacy		
<b>DIZZINESS</b>	Telephone appointment		Telephone triage if severe
Dressings	Treatment Room		
Dry eyes	Optician		
Dry skin	Pharmacy		
Earache	Pharmacy	Telephone triage	
Ear Wax	Pharmacy	Telephone appointment	
Ear Wax Syringe	Treatment Room		
Eczema	Pharmacy	Telephone appointment	Telephone triage if severe
Eczema (under 5)	Pharmacy	Telephone appointment	Telephone triage if severe
Eye pain	Optician (LENS)		A&E if severe
Eye injury	A&E		
<b>FEVERISH CHILDREN</b>	Pharmacy		Telephone triage
Haemorrhoids	Pharmacy in first instance	Telephone appointment if ongoing	
Hayfever	Pharmacy if > 1y	Telephone appointment	
<b>HEADACHE (ACUTE)</b>	Pharmacy	Telephone appointment	Telephone triage if severe
Headache (chronic)	Telephone appointment		
Head injury	A&E		
Head lice	Pharmacy		
Heartburn	Pharmacy	Telephone appointment	
Impetigo / skin infection	Pharmacy if > 2y	Telephone triage if severe	
Indigestion	Pharmacy	Telephone appointment	
Infected wounds	Treatment Room	Telephone triage	District nurses if known to them
Ingrown toenails (adult & child)	Podiatrist		Telephone triage if signs of infection
Insect bites / stings	Pharmacy		Telephone triage if severe
<b>KNEE PAIN NO INJURY</b>	Pharmacy	Telephone appointment	Physio
Migraine	Telephone appointment		Telephone triage if severe
Minor Injuries	Minor injuries unit (New Vic)	A&E	
Moles	Telephone appointment		
Mouth Ulcers/gum pain/swelling	Pharmacy	Dentist	
Mumps	Telephone triage		
Nappy Rash	Pharmacy	Telephone appointment	Telephone triage if severe
Nosebleed (active)	A&E if severe and ongoing		
Period pain	Pharmacy	Telephone appointment	
Period problems	Telephone appointment		
Piles / haemorrhoids	Pharmacy	Telephone appointment if severe	
Pregnancy booking / follow up	Direct maternity number		

Pregnancy testing	Pharmacy	Treatment room	
Rashes	Pharmacy	Telephone appointment	Telephone triage if severe/unwell
Repeat Scripts	Repeats telephone line	Online	Drop off box in reception
Repeat issue of acute meds	Acute medication request		
Ringworm	Pharmacy		
Scabies	Pharmacy		
Sexually transmitted infections (male & female)	Lanarkshire Sexual Health	Telephone appointment	
<b>SHINGLES</b>	Telephone triage		
<b>SHOULDER PAIN (NO INJURY)</b>	Telephone appointment		Physio
<b>SICKNESS / DIARRHOEA</b>	Pharmacy		Telephone triage if ongoing > 7 days
Side effect meds	Pharmacy	Pharmacist telephone appointment	
Sinusitis	Pharmacy	Telephone appointment	Telephone triage if infection
Smear test	Practice Nurse		
Smoking cessation	Pharmacy		
Sore Throat	Pharmacy		Telephone triage if severe
Sunburn (adult)	Pharmacy		A&E if severe
Sunburn (child)	Pharmacy		A&E if severe
Temp / fever / hot	Pharmacy		Telephone triage if severe/unwell
Thrush	Pharmacy		Telephone appointment
<b>THRUSH (UNDER 5)</b>	Telephone triage		
Travel advice	Practice Nurse	Travel clinic	
Warfarin issues	Warfarin clinic		Telephone appointment
Warts / verrucas	Pharmacy		
Worms	Pharmacy	Telephone triage	