

Managing sore throat in the pharmacy



Learning objectives:

Refresh knowledge of the causes and symptoms of sore throat



Understand how benzydamine hydrochloride works



Be able to recommend an appropriate product to manage sore throat.

Sore throats are common and are usually caused by a viral infection of the upper respiratory tract, such as a cold or influenza. Very occasionally they can be caused by a bacterial infection. Sore throats can also be caused by laryngitis, tonsillitis, strep throat (a bacterial throat infection) or glandular fever.¹ The highest incidence of sore throat is in children and young adults, with half of cases occurring in people aged five to 24 years.²

A sore throat due to a viral or bacterial cause is usually a self-limiting condition; symptoms resolve within one week in 85% of people.³ Customers should be advised to see their GP if their symptoms have not improved after one week.⁴

Symptoms of sore throat include a painful throat, especially when swallowing; a dry, scratchy throat; and redness in the back of the mouth. Other symptoms include bad breath, a mild cough and swollen neck glands. Symptoms are similar for children, but they can also have a temperature and appear less active.¹



Managing sore throat

NICE recommends that customers presenting with sore throat should be advised that:⁵



Adequate fluid should be taken during the course of the illness to keep the throat moist and prevent dehydration



Salt water gargling or medicated lozenges containing a local anaesthetic, non-steroidal anti-inflammatory drug (NSAID) or an antiseptic agent may provide temporary relief from throat pain. It is not recommended for children to try salt water gargling.



Ibuprofen or paracetamol can be used to help relieve the pain and discomfort of a sore throat as well as reducing fever.

Benzydamine hydrochloride

Benzydamine hydrochloride is an NSAID that has a different mechanism of action from other aspirin-like NSAIDs, providing triple action relief from sore throat.

Triple action relief



Anti-inflammatory
to support the body's natural healing process and help customers feel better sooner.



Analgesic
to relieve the pain from a sore throat quickly and effectively.








Anaesthetic
to soothe a sore throat so customers can get on with their day.

When to refer customers

Most sore throats can be managed with advice and product recommendations from the pharmacy team. However, it is important to know when customers should be referred to their GP.



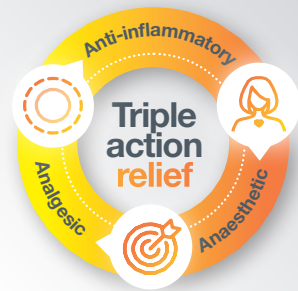
WWHAM	When to refer
	<ul style="list-style-type: none">● Customer has a weakened immune system or is undergoing chemotherapy <p><i>Note that benzydamine can very rarely cause bronchospasm so should be used with caution by customers with asthma</i></p>
	<ul style="list-style-type: none">● Customer appears significantly unwell● Customer gets sore throats frequently● Signs of a more serious medical condition● Has high risk of complications
	<ul style="list-style-type: none">● Customer has had symptoms for longer than one week with no improvement
	<ul style="list-style-type: none">● Customer has tried pain relief or medicated lozenges/sprays, and seen no improvement after three days
	<ul style="list-style-type: none">● On any other medication; look out for carbimazole, methotrexate or other DMARDs (disease-modifying anti-rheumatic drugs)

References: **1.** <https://www.nhs.uk/conditions/sore-throat/> **2.** <https://cks.nice.org.uk/topics/sore-throat-acute/background-information/prevalence/> **3.** <https://cks.nice.org.uk/topics/sore-throat-acute/background-information/prognosis/> **4.** Duerden, M., Benkinsopp, A. and Blenkinsopp, J. (2018). Symptoms in the Pharmacy (8th Edition) **5.** <https://cks.nice.org.uk/topics/sore-throat-acute/management/management/>

Online references last accessed November 2021.

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The Difflam product range



Difflam has a range of products that you can recommend to customers based on their personal preference.

Difflam Spray

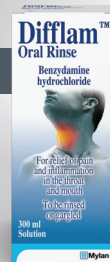
- Fast acting, long lasting relief of sore throat pain
- Triple action: Anti-inflammatory, Analgesic, Anaesthetic
- Directly targets the site of pain
- Suitable for adults and children of all ages
- Sugar, lactose and gluten free

Benzylamine hydrochloride
0.15% w/v | P



Difflam Sore Throat Rinse

- Fast acting, long lasting relief of sore throat pain
- Triple action: Anti-inflammatory, Analgesic, Anaesthetic
- Includes measuring cup for accurate dosing
- Suitable for adults and children over 12 years old
- Sugar, lactose and gluten free



Benzylamine hydrochloride
0.15% w/v | P

Difflam 3mg Lozenges are also available
Benzylamine hydrochloride 3mg | P

Want to learn more about effectively managing sore throat?

Visit [pharmacy magazine.co.uk/](http://pharmacy.magazine.co.uk/) Difflam and complete the e-module



ESSENTIAL INFORMATION:

Difflam Spray™ (benzylamine hydrochloride)

Presentation: Difflam™ Spray contains benzylamine hydrochloride 0.15% w/v. Each metered dose pump spray delivers approximately 175µl per puff. It also contains the following inactive ingredients: glycerol, saccharin, sodium bicarbonate, ethanol, methylhydroxybenzoate, mouthwash flavour, polysorbate 20, purified water. **Indications:** Difflam™ Spray is a locally acting analgesic and anti-inflammatory treatment for the throat and mouth. It is used to treat various painful oropharyngeal conditions such as mouth ulcers, sore throat, sore mouth or gums, dental pain. **Dosage and administration:** Adults and elderly: 4 to 8 puffs, 1½ to 3 hourly. Children aged 6-12: 4 puffs, 1½ to 3 hourly. Children under 6: One puff per 4kg body weight, up to a maximum 4 puffs, 1½ to 3 hourly. **Contra-indications:** Patients with known hypersensitivity to ingredients. **Interactions:** None known. **Pregnancy and lactation:** Difflam™ Spray should not be used in pregnancy or lactation unless considered essential by the physician. There is no evidence of a teratogenic effect in animal studies. **Undesirable effects:** Serious (frequency not known): Anaphylactic reaction which can be potentially life-threatening. Hypersensitivity reactions. Uncommon: Oral tissue numbness or 'stinging' sensations in the mouth may occur which may disappear on continuing treatment. Very rare: pruritus rash, urticaria, photosensitivity reaction, laryngospasm / bronchospasm. Prescribers should consult the Summary of Product Characteristics in relation to side-effects. **Special precautions for storage:** Do not store above 30°C. Do not refrigerate or freeze. Keep out of reach of children. **Basic price (UK):** 30ml bottle £4.24 **Marketing Authorization number:** PL 46302/0160 **Legal category:** P **Marketing Authorisation Holder:** Mylan Products Ltd, Station Close, Potters Bar, Hertfordshire, EN6 1TL, United Kingdom. **Date of Revision of Prescribing Information:** October 2019. The SmPC for this product, including adverse reactions, precautions, contra-indications, and method of use can be found at: <http://www.mhra.gov.uk/Safetyinformation/Medicinesinformation/SPCandPLs/index.htm> and from Mylan Medical Information, Building 4, Trident Place, Hatfield Business Park, Mosquito Way, Hatfield, Hertfordshire, AL10 9UL, phone no. 01707 853000, Email: info@mylan.co.uk.

Difflam™ Sore Throat Rinse (benzylamine hydrochloride)

Presentation: Difflam™ Sore Throat Rinse contains benzylamine hydrochloride 0.15% w/v. It also contains the following inactive ingredients: ethanol (96% v/v), glycerol, saccharin sodium, mouthwash flavour, polysorbate 20, methyl hydroxybenzoate, quinoline yellow (E104), patent blue V (E131), purified water. Presented as a gargle/oral rinse in a 200ml glass bottle. **Indications:** Locally acting analgesic and anti-inflammatory treatment for the relief of painful inflammatory conditions of the throat including pharyngitis. **Dosage and administration:** Rinse or gargle with 15ml (using measuring cup provided) every 1½-3 hours as required. Expel solution from the mouth after use. If stinging occurs the rinse may be diluted with water. Uninterrupted treatment should not exceed seven days, except under medical supervision. It is not suitable for children aged 12 years or under. **Contra-indications:** Patients with hypersensitivity to ingredients. **Interactions:** None known. **Pregnancy and lactation:** Difflam™ Sore Throat Rinse should not be used in pregnancy or lactation unless considered essential by the physician. There is no evidence of a teratogenic effect in animal studies. **Undesirable effects:** Serious (frequency not known): Anaphylactic reaction which can be potentially life-threatening. Hypersensitivity reactions. Uncommon: Oral tissue numbness or 'stinging' sensations in the mouth may occur. Very rare: pruritus rash, urticaria, photosensitivity reaction, laryngospasm/bronchospasm. Prescribers should consult the Summary of Product Characteristics in relation to side-effects. **Special precautions for storage:** Store between 5-30°C. Do not freeze and do not leave uncartoned bottle in direct sunlight. **Basic price (UK):** 200ml bottle £4.64 **Product licence number:** PL 46302/0161 **Legal category:** P **Marketing Authorisation Holder:** Mylan Products Ltd, Station Close, Potters Bar, Hertfordshire, EN6 1TL, United Kingdom. **Date of preparation of prescribing information:** Sept 2018