



Effectively interacting and engaging patients who are under-served

Transcript for 'Reflect on how to tailor your approach'

Pharmacist: Hi Mrs Jones

Mrs Jones: Hello

Pharmacist: How are you?

Mrs Jones: Alright thanks

Pharmacist: Just come for your prescription?

Mrs Jones: Yes please

Pharmacist: Right. OK, we are due to have a chat with the mediation, you may remember doing that last year?

Mrs Jones: Umm, I'm OK at the moment I'm seeing my GP in a few days

Pharmacist: Oh, alright. Well I hope everything is alright.

Mrs Jones: Well I've got to go into hospital next week for a minor op on my foot. I hoping they don't put me on that ibuprofen again because I felt dreadful on them last time

Pharmacist: OK, right well what I would do is make sure they are aware of that. We can leave the review until after you have been in hospital just in case they start any new medication. What I will do is put a note on your record on our system just to prompt me to ask you next time.

Mrs Jones: That will be great thanks

Pharmacist: I hope it all goes all right, bye.