



Effectively interacting and engaging patients who are under-served

Transcript for 'A fair outcome for Mrs Khan?'

Pharmacist: Hi, Can I help at all?

Mrs Khan: Can I have my prescription please?

Pharmacist: Ok, what is the name?

Mrs Khan: Perveen Khan

Pharmacist: Ok, one moment. Can I confirm your address please?

Mrs Khan: 329 Hopeful Lane

Pharmacist: OK, and you have had all of these before. There's nothing new?

Mrs Khan: No

Pharmacist: Right, all regular items, there you go, thank you very much

[Mrs Khan leaves]

Pharmacist: Oh, hi Mrs Jones, how are you?

Mrs Jones: Great thanks

Pharmacist: Just come for your prescription?

Mrs Jones: Yes please

Pharmacist: Do you have time for a quick chat about your medication?

Mrs Jones: I'm fine at the moment. I'm seeing my GP in a few days

Pharmacist: It doesn't take long. You remember we did that last year?

Mrs Jones: Yes, I remember. Umm yes I've got time till my next bus

Pharmacist: Great. Come through to the consulting room. Just this way