



Effectively interacting and engaging patients who are under-served

Transcript for 'Effectively engaging people from under-served communities' (translated from Urdu)

Sabina: How is your health Aunty?

Patient: My health is ok but I have painful joints

Sabina: Really, ok, are your tablets not providing you with relief?

Patient: No, these medicines don't give me comfort. They have lots of side effects. I don't take them

Sabina: Why do you not take them?

Patient: I get headaches and other aches you see. What is the point?

Sabina: These tablets are there to help you. Have you spoken to the pharmacist or doctor about it?

Patient: No

Sabina: If you have 10-15 minutes spare you are welcome to speak to the pharmacist who can advise you on the side effects. This is a free service, it won't cost you anything

Patient: Really, I didn't know about this service

Sabina: Yes its free the pharmacist will explain to you about the medicines for example what the best time to take them and how to reduce the side effects from them

Patient: This is very good

Sabina: Come with me