

## **Role Play A – Community – OTC cough medicine**

### **Pharmacy professionals brief**

It is a busy Thursday morning and you go out onto the medicines counter to help out. A young woman appears and is a little anxious. She has a packet of cigarettes in her hand. She requests a cough medicine for her child.

**Please share these instructions with patient and observer:** OTC consultations are generally quite short so start at the beginning of the consultation (welcome and introduction) before moving to appropriate questioning to gather information from the parent.

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## **Role Play A– OTC cough medicine**

### **Patient brief**

You have come to the pharmacy for a bottle of cough medicine for your child. You've had a stressful morning and not much sleep the night before so you appear a bit anxious. You've just had a cigarette outside and still have your cigarettes in your hand.

This information may help you answer specific questions at points in the consultation. Only provide this information if asked:

- You would like a cough medicine for your son who is 3 years old
- The cough started about 2 and a half weeks ago when he caught a cold it sounds very dry and tickly, he is not bringing up any phlegm
- The cough is much worse at night and last night neither of you got much sleep as he coughed until he vomited
- He is not wheezing
- He is drinking normally but is not eating as much as usual
- He doesn't have any fever
- He has had all his vaccinations
- You don't have any pets
- Smoking: you try to smoke outside as much as possible but you must admit that sometimes it's too cold and when you are tired and stressed you just want a cigarette to calm you down. You never smoke in the children's bedrooms but sometimes in the lounge.
- You haven't been sleeping for over a week because of your little boys cough. You get up frequently to check on him because you are worried that he might stop breathing the cough is harsh sometimes.

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## **Role Play A– OTC cough medicine**

### **Specific observation points for the observer**

Did the pharmacist

- Raise the issue of smoking with a non-judgemental attitude?
- Elicit the fact that the young woman has concerns about his breathing in the night and isn't sleeping herself by asking open questions?

**Role Play B – Smoking cessation advice**

**Pharmacy professionals brief**

A customer has come into the pharmacy to buy paracetamol 500mg tablets. You notice that they are also looking at the nicotine replacement therapy products and reading a leaflet.

**Tips:**

Consider how you will open up the conversation about smoking cessation advice

**Please share these instructions with patient and observer:** OTC consultations are generally quite short so start at the beginning of the consultation (welcome and introduction) before moving to appropriate questioning to gather information.

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**Role Play B – Community – Smoking cessation advice**

**Patient brief**

You are 32 years old and have come to the pharmacy to buy paracetamol 500mg tablets but while you are at the counter you see a leaflet about giving up smoking and a stand with nicotine replacement products on. You know you should give up but not sure you want to. You've given up briefly before but with little success as your heart wasn't really in it. You enjoy smoking and as you don't drink alcohol you see it as your one treat and stress reliever.

This information may help you answer specific questions in the consultation:

- You smoke between 15 and 20 cigarettes each day, in the car on the way to work, in your breaks at work and then in the evening once you have put your 5 year old son to bed
- You have a new partner who is very anti-smoking and he has been putting pressure on you to quit
- You know that it is not particularly good for your health but you don't smoke that many and never around your son; you are not sure if you have the willpower to stop
- You do not take any medication other than the combined oral contraceptive and the odd painkiller for a headache
- You do not drink alcohol
- You walk your son to school and swim with him once a week

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**Role Play B – Community – Smoking cessation advice**

**Specific observation points for the observer**

Did the pharmacist

- Demonstrate a non-judgemental attitude towards smoking?
- Outline the benefits of stopping smoking whilst raising the challenges it presents
- Discuss options with the patient whilst respecting this may not be the right time to attempt a quit?

**Role Play C – Constipation**

**Pharmacy professionals brief**

A young man in his early 20's requests bisacodyl 5mg tablets and senna tablets. He's heard you can get these 'free' under a new pharmacy scheme. You notice he looks gaunt and underweight.

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**Role Play C – Constipation**

**Patient brief**

You are a 26 year old man who has gone to his local pharmacy to get some laxatives. You are aware from a friend that there is a new scheme in the pharmacy which allows you to get them for free. You are under the hospital consultant for an eating disorder (anorexia) but the hospital is unaware of your recent increase in laxative use. Try to look uncomfortable and anxious when the pharmacist questions you.

This information may help you answer specific questions in the consultation:

- You smoke 40 cigarettes a day because you believe it stops you eating
- You don't have a job and live alone
- You don't drink alcohol but do drink lots of water
- You exercise three times a day each time for an hour
- You are continually constipated and take laxatives on a daily basis

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**Role Play C – Constipation**

**Specific observation points for the observer**

Did the pharmacist

- pick up on the body language of the patient?
- use open questions to establish important information which would lead to concerns around the eating disorder of the patient
- demonstrate a non-judgemental attitude
- demonstrate an appropriate level of empathy

**Role Play D – Eye disorders**

**Pharmacy professionals brief**

A lady in her 40s asks for chloramphenicol eye drops.

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**Role Play D – Eye disorders**

**Patient brief**

You are a lady of 42 years old and have come to the pharmacy to buy chloramphenicol eye drops. You are in a rush to get back to work and just need a quick fix solution. You have used some chloramphenicol drops which a friend from work gave you. You think your friend bought them a couple of months ago for a similar problem. They seemed to have helped you.

This information may help you answer specific questions in the consultation:

- Your left eye is red and feels gritty. There is some discharge and your eyelids stick together first thing in the morning
- You have had your symptoms for 4 days
- You are in a rush and would like a quick sale
- You do not wear contact lenses
- You are well aware of the dose which is one drop every 2 hours for the first 2 days then every four hours after that

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**Role Play D – Eye disorders**

**Specific observation points for the observer**

Did the pharmacist

- Offer choices around treatment and highlight the alternative measures to deal with this often self-limiting condition?
- Demonstrate a non-judgemental attitude to the patient using another person's eye drops yet outline the reasons why this is not advisable.
- Establish a shared decision with the patient around treatment?
- Tailor the information offered to the patient's needs?

**Role Play E – Vaginal thrush**

**Pharmacy professionals brief**

A friendly young girl asks to speak with you in private. She looks to be about 14 years old. She tells you she has a problem down below and is very embarrassed. As she sits down in the consultation room you notice she is badly bruised at the top of both her arms.

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**Role Play E – Vaginal thrush**

**Patient brief**

You are Tanya a 14 year old girl (but you don't want to tell the pharmacist your name). You have been in care from a young age. You have felt quite lonely in the past but you now have a boyfriend who is making you feel special. He is good looking and you are keen to tell everyone about him. You are chatty with the pharmacist. Sometimes he gets angry with you for speaking to other boys and has hit you sometimes but you really love him and know he cares about you.

This information may help you answer specific questions in the consultation:

- You have been having sex with your boyfriend for the last month. He is your first proper boyfriend
- You have a thick white discharge and are itchy inside and outside your bottom
- You have had symptoms for a week and haven't tried anything yet as you thought it might just go away
- Your boyfriend is 18 years old and used to go out with another girl in the home before you
- Last night you had an argument because he thinks you have been sleeping with another boy in the home. He grabbed you by the top of your arms and shook you in a rage. You are friends again now.
- When the pharmacist starts to talk to you about the bruises you can be open and honest
- If the pharmacist shows concern and suggests talking to someone else about this you can be defensive initially.

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**Role Play E – Vaginal thrush**

**Specific observation points for the observer**

Did the pharmacist

- Have an opening and welcome approach to the young person (build rapport)
- Use language appropriate for the young person
- Identify safeguarding issues early in the consultation
- Demonstrate a non-judgemental attitude
- Use open questions to elicit full information
- Handle the discussion about the bruising and reporting safeguarding issues appropriately

**Role Play F – Hay fever**

**Pharmacy professionals brief**

A young mum comes into the pharmacy and asks for some Piriton syrup for her little boy aged 4 years. You remember her getting this on the minor ailments scheme a couple of weeks ago.

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**Role Play F - Hay fever**

**Patient brief**

You are a young mum with three children under the age of 5 years. Your 4 year old is very energetic and always on the go and tends to disrupt the bedtime routine by disturbing the other children. He doesn't sleep through the night. When he had Piriton for his hay fever previously you noticed he seemed calmer and had a good night's sleep. You would like to get some more on the minor ailments scheme.

This information may help you answer specific questions in the consultation:

- Your son doesn't have any hay fever symptoms at the moment
- He doesn't take any other medicines or have another conditions
- You are exhausted, you are desperate for a good night's sleep
- Be persistent that you really want this medicine

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**Role Play F - Hay fever**

**Specific observation points for the observer**

Did the pharmacist

- Build rapport with mum
- Demonstrate a non-judgemental attitude
- Use open questions to gain information
- Work with mum on the shared agenda
- Demonstrate empathy whilst giving a clear and open explanation as to why the medicine is not appropriate