

# Pharmacy First

## Role play scenarios

### Patient brief Helen Brooks

You are Helen Brooks, a 77 year old. You are away from home and realise you have not packed one of your tablets. You contacted NHS 111 and they have referred you to a pharmacy. You have called the pharmacy as advised and arranged to go there.

Your personal details are:

Date of birth	5 <sup>th</sup> May 1947
Age	77
Gender	Female
Address	14 Green St, Anytown, Southshire,
Postcode	CP1 2PE
Mobile number	07123 45678
GP Practice	The Anytown Medical Practice, Anytown, Southshire

### Current prescription

Bendro-something; not sure of the strength

A statin

A weekly one for your bones, you have to take first thing in the morning, no cup of tea for half an hour, and you always like to have a cuppa in bed before you get up properly. What a performance!

A chewy calcium one you aren't too keen on but take anyway

### ONLY GIVE THE INFORMATION BELOW IF YOU ARE ASKED BY THE PHARMACIST

You are away from home for 5 days to stay with your daughter, her husband and your teenage grandchildren (a girl aged 15 and a boy aged 13).

You have packed your morning tablets (bendro-something, chewy calcium one) but have forgotten the statin, which you can't remember the name or dose of, except that you take it at night. You know it is a white tablet and comes in a blue box. You are quite worried as you have been told to take it every night and not to stop without a doctor's advice.

You had the weekly tablet the day before you came away, so don't need it again until you get home.

Your daughter telephoned her own GP who advised you to contact NHS111. They gave you the number of YourPharmacy in Othertown, and you think they are going to send a prescription.

You don't really understand how the system is working and how the pharmacist will know what medication you take, but you don't mind your records being checked.

Your biggest concern is that you won't get the statin before the dose is due tonight.

You have a lot of faith in the NHS to sort it out, your pharmacy at home is always very helpful and you expect the pharmacy here will know what to do. Perhaps they will just give you a couple of statins until you get home.