

10

## Consultation Phrases

### Supporting Primary Care

## with Self-Care

01



#### Highlight the Positives

Good news. You don't need a prescription.

02



#### Give Patients a Choice

Your pharmacist has a wide selection of products and can help you choose what's right for you.

03



#### Signpost to Other Healthcare Staff

This is likely to clear up in a few days, but if you find the symptoms troublesome, ask your pharmacist for their advice.

04



#### Change Behaviours

If this (minor ailment) happens again, ask your pharmacist for advice or keep some (medicine) in your medicines cupboard at home in case you need it next time.

05



#### Make the Alternatives Easy

You can pick up (medicine) from any supermarket or chemist when you do your shopping.

06



#### Make it Affordable

(Medicine) only costs a pound or so and you can easily get it from the chemist, supermarket or a petrol station.

07



#### Discuss Why

If we all do what we can for ourselves now, then when/if we do need a medicine that costs more, we may be able to receive it on the NHS.

08



#### Lead by Example

If I were you, I would get some (medicine) from the chemist.

09



#### Explain the Change

I realise that you have had a Rx for this in the past, but our policy has changed and we would ask that you now buy this, so that we can ensure that if you do need Rx medicines in the future, then we can afford them.

10



#### Talk About the Future Benefits

Your help now will ensure that there is an NHS in the future to care for you when you most need it.