

That's not over the counter?	"Can I talk to the Pharmacist?"	Come back tomorrow	Patient is mad the medication is out of stock	I'm sorry but it's currently out of stock
Call the GP	Patient needs a early refill of medication	Offer a owing slip	"Can you refill ALL my meds?"	Patient calling over 5 times a day for their medication
Patient mispronounces a drug name	There's always a problem here	WAITING	"Is my prescription ready?"	I didn't pay that much last time
I had a text confirming my prescription was ready	Patient lost medicine	I need the small pink tablets refilled	Have to check the BNF for correct dosage	Is that not generic?
Doctor sends wrong prescription over	But I just came from the doctors	Offer counseling for new prescriptions	What time do you close	Can't read written prescription

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