

Types of Medicines and Care Card



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Before we fully jump into the pharmacy English conversation scenarios it is important to explain and learn different types of medicines used in England and to understand the way of communication within a pharmacy team when dealing with customers. Today we will discuss Care card vocabulary used by pharmacists and also by pharmacy technicians and pharmacy assistants and the types of medicines they dispense or sell over the counter.

In England, certain medicines may be purchased from the following places:

- Pharmacies (Chemists, Drug stores)
- Food supplements shops (e.g. Holland & Barrett)
- Supermarkets (whether or not they have a pharmacy)
- Garages
- Newsagents and convenience stores
- Others (fuel stations, non-pharmacy outlets)

If you have seen or purchased medicines in non-pharmacy outlets, you should have noticed that other shops have a limited range of medicines compared to the pharmacy and they sell only small packs of pain relief medicines such as paracetamol, whereas the pharmacies have larger packs as well. Looking at the reasons behind these differences, it is helpful to have an understanding of the legal measures put in place to protect the public. These measures control the sale of certain medicines so that, as far as possible, medicines are sold under suitable conditions. There are two classes of medicines available for sale direct to the public often described as over-the-counter (OTC) medicines:

General Sale List Medicines (GSL)

These include the simplest common remedies for indigestion, coughs and colds and so on, which are freely available as self-selection products to the public from any shop aisle including drug stores, grocers,

supermarkets and many other outlets as well as pharmacies. Also in the General Sale List are small packs of certain pain relief (analgesic) preparations such as aspirin and paracetamol. These may be sold in any shop if the pack size is: not more than 16 tablets or capsules; not more than 10 powders or sachets. Larger packs (maximum 32 tablets or capsules or more than 30 effervescent tablets) are also GSL, but may only be sold from a pharmacy.

Pharmacy Medicines (P)

These medicines are generally more potent than General Sale List products and all Pharmacy medicines must have the symbol P on the labels and cartons. In the line/price list the letter P also appears before them. They may only be sold from a pharmacy and not from any other kind of shop and only when a pharmacist is present in the healthcare area of the store. All sales of Pharmacy medicines must follow the Sale of Medicines Protocol. Pharmacy medicines must not be on open display for self-selection, unlike GSL medicines, as P medicines must be out of the reach of the public. You will therefore find them displayed behind the counter, for instance or the back-wall or in the drawers. You may see dummy packs of P medicines on open display but the customer will need to approach the counter to purchase the actual pack.

Prescription Only Medicines (POM)

As the name suggests these medicines cannot be sold directly to the public. They can only be dispensed against a prescription, or supplied in very limited or controlled ways by the pharmacist. The following pages explain more about the Care Card – an appropriate system that helps pharmacists, pharmacy technicians and pharmacy assistants to sell over the counter products to the patients in England.

Purpose of the Care Card

The Care Card is an important part of the selling protocol as it gives specific guidance on how to deal with four situations which require extra vigilance:

- Products for which specific information has to be given
- Products which may be misused
- Symptoms which should always be referred to the pharmacist or to the doctor
- Multiple item sales

Format of the Care Card

The card has two parts:

Part 1: which gives guidance on the four situations above

Part 2: which lists the Warning symptoms which must always be referred to the pharmacist or to the doctor and the WWHAM checklist, which we have discussed in the previous article

CARE CARD

Part 1

1. Products needing specific information to be given to a customer to ensure they can use the medicine appropriately:

There is specific information to be given for the following products:

Products which have been reclassified from POM to P including: Chloramphenicol eye drops, products for oral and vaginal thrush, topical steroid products, IBS products, Omeprazole tablets, Simvastatin tablets and Emergency Hormonal Contraception (sold by the pharmacist). Be aware of the differences in pack information between POM-to-P medicines and P-to-GSL medicines.

Also:

Make sure that the customer is given all the necessary information for any of the products listed.

2. Products which may be misused:

Example:

Codeine Linctus, Kaolin and Morphine, Gees Linctus, Do-Do Chesteze, Laxatives, Antihistamines for temporary sleeplessness, Solvents

Also:

Refer to the pharmacist if you are concerned about:

- customer buying large quantities
- customer buying too frequently

Part 2

3. Symptoms which should always be referred to the Pharmacist or Doctor:

Some symptoms are serious themselves and can be called **Warning Symptoms**, they are:

- Loss of appetite leading to the patient not eating
- Loss of weight
- Blood loss from the nose, mouth, anus or ear
- Breathlessness (Wheezing)
- Yellow or green phlegm
- Urinary symptoms (itching, pain, stinging, lack of control)
- Any problems with periods
- Any swelling or lumps of any size including of joints (e.g. ankles)
- Difficulty in swallowing
- Severe pain in the chest, abdomen (tummy), head or ears
- Long-lasting or repeated periods of a high temperature
- Loss of consciousness and/or a recent severe injury; and
- Any symptoms/situation highlighted in the 'when to refer' sections of the Healthcare Advisors SOPs

Also:

When a customer describes any of the above you should ask them to talk to your pharmacist or to their doctor. Where a medicine is being purchased to be taken by a woman you know is pregnant or breast-feeding the customer should also be advised to talk to the pharmacist or to the doctor (midwife).

Refer to the pharmacist or to the doctor

4. Multiple item sales:

Example:

Two products containing paracetamol.
Two products which may cause drowsiness.

Also:

- In multiple item sales where the medicines are for the same person advise the customer appropriately.

WWHAM Checklist

When recommended in the protocol, ensure you have all the information you need to answer the WWHAM Questions (see previous article).

- Who is the medicine for?
- What are the symptoms?
- How long have they had the symptoms?
- Actions taken already?
- Medication they are taking?

WWHAM ??????

In this article we have introduced the Care Card system vocabulary which is a part of the Selling Protocol. In the next article we will follow up on Careful Sale of Medicines in the healthcare area and over the counter, as this is the most frequent place of longer conversations with patients in the pharmacy. Below please find vocabulary with free translation.

VOCABULARY WITH FREE TRANSLATION

SLOVNÁ ZÁSoba S VOENÝM PREKLADOM

Pharmacy (Chemist, Drug store)
lekárne (ľudové názvy pre lekáreň)
non-pharmacy outlets
nelekárenské predajne
food supplements shops
obchody s výživovými doplnkami
newsagents and convenience stores
trafiky a obchody s výhodným tovarom
supermarkets and garages (fuel stations)
supermarkety a garáže/servisy (čerpacie stanice)
they have a limited range of medicines
majú obmedzený rozsah liekov
they sell only small packs of pain relief medicines
predávajú len malé balenia liekov proti bolesti/na úľavu bolesti
legal measures put in place to protect the public
legálne opatrenia zavedené na ochranu verejnosti
classes of medicines available for direct sale
triedy liekov určených na priamy predaj
over-the-counter (OTC) medicines
voľnopredajné (OTC) lieky
General Sale List Medicines (GSL)
lieky zo zoznamu na všeobecný predaj / lieky na vlastný výber
aisle for self-selection OTC products
ulička s regálmi OTC produktov na vlastný výber
common remedies for indigestion, coughs and colds
bežné lieky na pálenie záhy, kašeľ a nádchu
pack size of tablets, capsules, sachets and powder

velkosť balenia tabliet, kapsúl, sáčkov a prášku
effervescent tablets, liquid drug forms and solutions
šumivé tablety, tekuté liekové formy a roztoky
(P) medicines can be sold only in the pharmacy
only when a pharmacist is present in the pharmacy
lieky (P) môžu byť predané len v lekárni len ak je lekárnik
prítomný v lekárni
(P) medicines are generally more potent medicines
they must be out of the reach of the public
lieky (P) sú vo všeobecnosti silnejšie lieky
musia byť mimo dosahu verejnosti
they are displayed behind the counter
sú vystavené za tárou
in the back-wall or in the drawers
na zadnej stene alebo v zásuvkách
or as dummy packs in the open display
alebo ako "prázdne" balenia na otvorene vystavenom mieste
the customer needs to approach the counter to purchase it
zákazník musí prísť k täre aby si to zakúpil
Prescription Only Medicines (POM)
they can only be dispensed against a prescription,
Lieky na lekárske predpis
Môžu byť vydané len na lekárske predpis
or in very limited or controlled ways
alebo veľmi limitovaným a kontrolovaným spôsobom/cestou
Care Card
Protokol / Karta starostlivosti o pacienta
specific guidance on how to deal with four situations,
konkrétne pokyny ako postupovať v štyroch situáciách,
which require extra vigilance
ktoré vyžadujú osobitnú obozretnosť
products for which specific information has to be given
produkty, pre ktoré musia byť uvedené konkrétne informácie
products which may be misused
produkty, ktoré môžu byť zneužitá
symptoms which should always be referred
symptómy, ktoré by mali byť vždy referované
to the pharmacist or to the doctor
lekárnikovi alebo lekárovi
multiple item sales
predaj viacerých položiek naraz
warning symptoms
varovné príznaky
The customer is given all the necessary information
to ensure the medicine is used appropriately
Zákazník dostáva všetky potrebné informácie
aby sa zaistilo správne užívanie lieku
patient buys large quantities and or too frequently
pacient kupuje veľké množstvá a alebo príliš často
loss of appetite / patient is not eating
strata chuti / pacient neje (neprijíma jedlo)
loss of weight
strata váhy
blood loss from the nose, mouth, anus or ear
krvácenie z nosa, úst, konečníka alebo ucha
breathlessness (wheezing)
dýchavičnosť (dyspnoe, pacient sipí pri dýchaní)
yellow or green phlegm
žltý alebo zelený hlien
urinary symptoms (itching, pain, stinging, lack of control)
močové príznaky (svrbenie, bolesť, pálenie, nedostatok kontroly)
any problems with periods
akékoľvek problémy s menštruačným cyklom
swelling or lumps of any size including of joints
opuch alebo hrčky každej veľkosti vrátane postihnutia kĺbov
ankle
členok
difficulty in swallowing
ťažkosti pri prehltnutí
severe pain in the chest, abdomen (tummy), head or ears
silná /závažná bolesť na hrudi, v bruchu, hlave alebo ušiach
long-lasting or repeated periods of a high temperature
dlho trvajúca alebo opakovaná vysoká teplota
loss of consciousness and/or a severe injury
strata vedomia a/alebo ťažký úraz
pregnant or breast-feeding woman
tehotná alebo kojaca žena
POM to P switch medicine
liek preklasifikovaný z POM do P kategórie
P to GSL switch medicine
liek preklasifikovaný z P do GSL kategórie