

Transcripts

VT1

WHAT CAN I EXPECT FROM SPP

Alex Gascoyne – Student

I was just thinking while I was erm revising actually for my exams that it's great that I'm getting all this knowledge and stuff but really it's not it's not really anything practical it's not anything hands on. I've never worked in a pharmacy in a community pharmacy so I really want to get that experience and Boots are obviously a very prestigious company and I just wanted to work for somebody that I know has a good reputation and that I'll learn lots from.

Wesley Artist – Student

I decided to come back to Boots for my summer placement after a good placement last year because I really did enjoy it and I felt like I'd learnt as much last year as I had in the degree really so far. It's just very valuable to be able to experience this type of pharmacy and get an insight in to if this is the career path you want to pursue or not.

Rebecca Tang – Student

I applied for the Boots placement because I thought it'd give me a great opportunity and give me a head start for my third year and I know that I'd learn a lot. Boots is a really good company and it's expanding all the time so having a placement there would really benefit me.

Alex Gascoyne – Student

I had this idea of community pharmacy being a pharmacist stuck in the back of the dispensary somewhere but having seen how just how much contact they do have with customers, how often they're asked for, how important it is to motivate your team to get on well with those that you know are working around you so you can work together for the benefit of the customers. It's really made me erm have a second think about, you know, whether I actually want to pursue a career in community pharmacy and how that would actually fit in quiet well with my personality.

Rebecca Tang – Student

The benefits of the summer placements personally was to have an insight of what I could do for example I wasn't confident at all before my placement but after my placement I feel a lot more confident and I just feel really proud of myself because I could help other people.

Wesley Artist – Student

Being put straight in front of the customer from day one makes you learn ever so fast it can be stressful at times but they work you hard and you do learn an awful lot.

Alex Gascoyne – Student

There was maybe a week that it was quiet difficult and you think you know what's the point but at the end it really all comes to light you know the positives are really drawn out and you

can look back and think yeah you now I have I have grown from that. I can see myself doing a placement in so many different stores and so many different areas and just having a completely different experience in each one of them and each one being equally as valuable so I think I'd definitely like to apply again.

Wesley Artist – Student

This summer I was able to be given more responsibility to get on with the jobs and talking to people myself and it was great to just be in the position where I felt independent and I felt that I'm starting to become a pharmacist.

VT2 PROMO, MAIN MOVIE

Alex Gascoyne – Student

The induction day so far has been really nice and the guys that do it just have such a laugh they're really easy going.

Wesley Artist – Student

It was nice to be put in small groups of people to get to know them and speak to people from all round the different universities.

Rebecca Tang – Student

I've met loads of people and they're just really easy to get on with and we've got so much in common.

Alex Gascoyne – Student

One of the things I've enjoyed the most about being here I think is just getting to know all the different erm members of staff here you know you've got healthcare assistants, dispensary assistants, technicians people like that and just you know learning from their experiences. There's a lot more interaction with erm customers than I ever thought there was.

Wesley Artist – Student

I feel a lot more comfortable talking to people and know a lot more to be able to actually explain to them which is something you don't get out of the university course.

Alex Gascoyne – Student

The things I've picked up from the staff here are just too always give it your best shot to be polite to customers to be patient just to not lose your cool basically.

Rebecca Tang – Student

My confidence has grown I can deal with customers in different ways cus they all have different problems to meet their needs. I've learned how to dispense a prescription under pressure and I know how to manage my time now. It's just been a great experience.

Wesley Artist – Student

The confidence in yourself to know what your saying is right really rubs off on your appearance to the customer.

Alex Gascoyne – Student

After erm working in a Boots store every day I still really want to be a pharmacist, I think it's yeah just confirmed like the choice that I made to do pharmacy.

Rebecca Tang – Student

The placement's been great I've really enjoyed it and I think it will definitely help me with my career in the future.

Wesley Artist – Student

See it as the opportunity to learn and make life easy for yourself later because at the end of the day everything you do you have to understand it by the time you're a pharmacist.

Alex Gascoyne – Student

It's a great opportunity to just expand your knowledge, you know, to get tested a bit but that's only going to make you a better pharmacist. Get out there and just get some experience it's so valuable.

VT3 WESLEY CASE STUDIES

Wesley Artist – Student

On a typical day here in Louth I'll start by helping everyone put the stock away in the dispensary all the medicine out the boxes that comes in the early morning delivery on the shelves and then we get straight on to serving the patients at the front desk when they walk in and also going through the PCS, the collection service we do and we do a lot of labelling up and then dispensing itself before it gets passed on to the pharmacist.

And as it slows down at the end of the day we start looking at the stock levels and start thinking about what we'd re-order before home time.

Today hasn't been a market day in Louth so the stores been slightly quieter than an ordinary day and it's just given us extra time to interact with the patients and give them better advice with their medicines and life styles and its meant we've had more time to get up to date with the collections service from the surgeries before people come in to collect them.

One of the very challenging things whenever you start a placement is learning where the stock is and you can start to feel a bit down in yourself that your always saying I can't find this and asking people where it is but obviously the more you do it after a couple of weeks you've learnt where it is and it gets a lot better. It's always challenging when there's a customer asking you a question that you just don't know the answer to and you feel slightly embarrassed that you have to go and find out but you continue to learn all the time and the

next time a customer asks you that question and you can answer it for them then you really feel good about it and that you know that and feel confident that you can help them. Throughout the placement each day I'm set aside a set period of time where I can go and do my study and there's a work book we're given to complete throughout the placement and it just helps you feel confident that you know what you're doing and provides you with that extra learning that again when you go back to university if you know it you don't have to worry about memorising it again then and knowing how it works.

I felt more confident inside the dispensary this year and it shows really that I feel like I've produced less errors when I'm dispensing this year than last year. Being more confident talking to the patients across the counter and advising and even just knowing the Boots systems better shows that you know what you're doing and people really believe what you're saying.

VT4

ALEX CASE STUDY

Alex Gascoyne – Student

We tend to just get stuck in here really the team that works here so erm I go up to the dispensary in the morning and in the afternoon we get stock deliveries so first thing we normally do is put those away straight away so that we can get on with dispensing.

Basically we've got people coming in all day giving in prescriptions that they need to collect and so those that come in erm and we say they're waiting erm they get seen to straight away so we go ahead and label their prescription we dispense it check it with the pharmacist and then give it out.

There you go there's your prescription, thanks very much.

We've got scripts that we pick up from the surgeries which is a service we provide for the NHS we take those we label them, dispense them so that when the people come in it's ready for them on the shelves to give out.

I love being on the shop floor to be honest as well just being with erm the customers here giving them advise on things they need. It does give you a bit of a shock a bit of awake up call just to you know working life what it's actually like coming here you know working nine to five or half eight till half five or whatever.

Responsibilities I have here are general things like dispensing and labelling, and serving people in the store I'll sometimes give healthcare advice. You can take Ibuprofen which is quite good that works in two ways.

If someone's erm you know wanting advice about a particular thing maybe hay fever I'll say you know these drops are good or tablets or what not. Other responsibilities I've been given are things like getting controlled drugs out of the CD cabinets so I'll get the key off the pharmacist and go and sort those out or make up things like a Amoxicillin suspensions for someone that's waiting.

I think the thing I enjoy the most here is just the kind of I dunno I think the pure pharmacy of just when someone comes in there waiting they need erm some medication getting and er it might be a bit difficult maybe you've got to make something up and make sure it's accurate and things like that or maybe you haven't got the thing in stock which can be quiet stressful

but just trying to sort it out. You do make mistakes and you've just got to learn from them and really just okay make a note you know do it differently in the future but just get back on your feet again and keep going. The team here are so lovely and I'm not even just saying that like they're so welcoming there's a really good working atmosphere here they're always willing to help so yeah it's been really really lovely getting to know them and working with them.

VT5 REBECCA CASE STUDY

Rebecca Tang – Student

On a typical day I'd start work at half eight and help out on the counter with the healthcare area and then I'd help people fill up and then work in the dispensary which is my favourite bit because I get to dispense all the prescriptions and work on my own confidently.

In the dispensary I deal with the stock so in the morning I put the stock out on the shelves and also put the cards up to know when to re-order the stock and I also help out on the needle exchange and order more stock when it needs to be ordered.

The team members are just so helpful and I just get on with them really well. Working with the pharmacist has been really good I've got to learn a lot from him he explains to me what the drugs are on the prescription and what they do and also explains how to work out interactions with them.

While most of the patient interaction is on the healthcare counter where I get to explain to what the medicines do and how I can help them. I've had a lot of queries about cough medicines and if they can be taken if they're diabetic or have high blood pressure or anything. I've also had a lot of queries about Alli the new dieting tablets and erm I've applied my knowledge from what I've learned from university to my workplace to help people.

On my placement I've had to do some studying such as going online to do the e-learning tests that are out every fortnight and it's encouraged me to learn more stuff on the topics like looking through the thirty minute tutors on hay fever, cough medicines and foot care and that's all helped me with the healthcare counter. What's challenging is learning how to deal with difficult customers and also to find the time to fit in my project work with my daily work.

The thing I've enjoyed the most was working with new people and also gaining the confidence to be able to communicate with other people and just helping people in general.