

## LOOKING TO THE FUTURE - VIDEO TRANSCRIPT

**Jina:** So, we've gone through all your medications now, and it does appear that you're taking all of that correctly.

**Jina voice over:**

I'm getting to know the local community now, and I know some of my regulars quite well already. What they like to buy, and which services are most useful for each of them.

**Jina:** So just let me know how you get on with the Doctor, okay?

**Customer:** Okay, yes I will. Thank you very much then.

**Jina:** Thank you.

**Customer:** Hello.

**Jina:** Hello...

**Jina Voice over:**

They've been really friendly, and I think that they really appreciate the services that we provide for them.

**Jina:** So you have been given an antibiotic today. You need to make sure that you're taking that three times a day, so once...

**Jina's voice over:** Whether it's a medicines check whilst collecting a prescription, benefiting from a Boots Private Patient Group Directive like the weight management programme or the services we offer to local care homes.

Customer: Well thank you very much for your help, it's been great.

Jina: Bye.

Customer: Bye.

Jina voice over:

I'm not the only new person here though. I've got Aryana, my Prereg Pharmacist and John my summer placement student. So as we're all new we're getting to know our customers and the local area together.

Jina: ... And just put a plan together as to how we're to approach that doctor.

Ariana: Yeah, I think that sounds like a good idea.

John: Could I put this down in my portfolio of evidence?

Jina: Absolutely.

Jina's voice over:

It's great to have them here. They gain practical experience and enjoy exceptional training.

Ariana: We'll go to the surgery and collect your prescriptions ourselves.

Customer: Okay, that sounds good.

Jina's voice over:

I find it really rewarding to be developing pharmacists of the future.

John: Okay, our pharmacy doesn't look quite like that at the moment, perhaps I should get to work?

Jina: Absolutely, that would be great.