

## Notes from OTC Training Events.

Signs to look out for when making a OTC sale that might indicate someone is over using the medicine:

- Turning Back to Pharmacist
- Agitated
- Avoiding eye contact
- Exact Money
- Diversion tactics – e.g. unusual clothing
- Multiple packs
- Last minute additional sale
- Embarrassed
- Broken bottle – “Can I have another?”
- Not listening to advice
- Asking for products by name
- Targeting busy times in pharmacy
- Smelling of alcohol
- Being sarcastic
- Regular purchases
- Other signs of dependency e.g. laxatives/opioid pain relief
- People who look familiar
- Keep a list of people who are cause for concern
- People who talk too much, too much unnecessary information
- Too confident – e.g. set answers
- Asking for large quantities
- Defensive people

When you get back to your pharmacy, what is the one thing you will do differently to prevent this happening?

- When patient says “Doctor knows” – Investigate
- Give more information
- Ask staff why they ask questions
- More overt about asking questions regarding addictive medicines.
- Finding words that work in different situations
- Being more nosy – follow up questions.
- Letting people know there are alternatives available
- How often have you had this before?
- Get people to return to the pharmacy if products don’t work
- Treat all people the same.
- Staff training to identify problems.