Chapter 11

PHARMACY
Chapter 11

**TASK 1** What are the main duties and responsibilities of a pharmacist? Try to list as many as you can. You can use any of the following words.

- drugs / medicines / medications
- advise on
- sell
- dispense
- prepare
- prescriptions
- OTC drugs
- prescription-only-medicines
- medicinal products
- decode
- give instructions
- side effects
- drug administration
- interactions
- dosage
- pharmacotherapy
- health-care team
- precautions to take
- patients / customers
- knowledge
- research

**TASK 2** Have a look at the following pictures. What would you call the following places where a pharmacist works?

- Community Pharmacy
- Hospital Pharmacy
- Pharmaceutical Company

**TASK 3** Think of some of the responsibilities of people working in these places.
PERSONAL QUALITIES

TASK 4 Choose the words from the list below to complete the definitions.

arrogant  lazy  honest  good communicator  easy-going
absent-minded  friendly  cautious  motivated  diligent
careful  unreliable  thoughtful  competitive
caregiver  hard-working  well-educated  self-confident
considerate  irresponsible  indecisive  selfish

1. If you are ........................................, you are careful and persevering in carrying out tasks or duties.
2. A ........................................ person tries to share the suffering of other people.
3. If you are ........................................, you are characterized by a lack of decision and firmness.
4. If someone is ...................................... they have or show determination and an energetic pursuit of their goals, enjoying rivalry with others.
5. A ........................................ person shows careful forethought.
6. Being ........................................ means being thoughtful towards other people; kind.
7. ........................................ people live without undue worry or concern, and are calm.
8. If you are ........................................, then you are sure of yourself.

TASK 5 Pair work. How would you characterize a good pharmacist? Do the qualities change for pharmacists working in different places?

LANGUAGE FUNCTIONS – Uncountable nouns

An uncountable noun refers to something that can't be counted, because it's thought of as a whole that can't be cut into parts. They are often abstract, and occasionally have a collective meaning. (for example, food – Is the food ready now?) These nouns take only the singular form.

An easy way to identify uncountable nouns is by category. This is only a partial list – can you add some more nouns to each category?

1. Things made up of many small pieces: sand, salt, powder, dust, ..............
2. Wholes composed of individual parts: food, equipment, garbage, ..............
3. Fields of study and professional fields: biology, law, medicine, research, ..............
4. Abstract ideas: advice, knowledge, experience, ..............
5. Liquids: saliva, blood, syrup, ..............
6. Gases: oxygen, helium, carbon dioxide, ..............
7. Substances: wool, ice, silver, coal, cloth, ..............
8. Natural phenomena: rain, fog, snow, ..............
It is possible to use various quantity expressions in order to refer to plural concepts. Some of these are: some / any, a piece of, a slice of, a glass of, a chunk of, etc.

When you want to refer to a small / large quantity of something, you use a little / much for uncountable nouns and a few / many for countable ones.

**TASK 6** Find the mistakes in the following sentences and correct them.

1. Dr. Smith doesn't like a black coffee. He usually drinks it with one sugar and milks.
2. Good morning. Could you give me an advice on how to use this drug?
3. The receptionist at the front desk gave me two informations.
4. Just a little friends came to visit him in hospital.
5. How many money have you got in the bank?
6. The scientists prepared two researches on the role of a copper in the human body.
7. The news are bad. He's not going to recover from this disease.
8. We have a few knowledge of this phenomenon.
9. A: Is there a syrup in this bottle? B: Yes, there's a few.
10. He hasn't got many experiences as a pharmacist.

**DRUGS – IMPORTANT TERMS**

**TASK 7** Match the terms below with their definitions.

<table>
<thead>
<tr>
<th>prescription / Rx / legend drugs</th>
<th>therapeutic indications</th>
<th>side effects / adverse drug events / adverse drug reactions / unwanted effects</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTC drugs</td>
<td>posology / dosage regimen</td>
<td>pharmacology</td>
</tr>
<tr>
<td>generic drugs</td>
<td>discontinuation</td>
<td>concentration</td>
</tr>
<tr>
<td>dosage form / formulation</td>
<td>contraindication</td>
<td></td>
</tr>
<tr>
<td>route of administration</td>
<td>drug interactions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>placebo</td>
<td></td>
</tr>
</tbody>
</table>

1. The system of drug dosage, i.e. the dose and how many times a day the drug should be taken, if it can be taken with or without food, or on an empty stomach.
2. A drug available under medical supervision, only when recommended by a doctor.
3. A simulated or otherwise medically ineffectual treatment for a disease or other medical condition intended to deceive the recipient.
4. The science of drugs and their clinical use, whose main objective is to promote the safety of prescribing, maximise drug effects and minimise side effects. It analyzes the breakdown and synthesis, biological activity, biological effects, and delivery of drugs.
Conditions and diseases in which the drug may be used.

The way in which a drug changes the effects of other substances ingested by a patient (drug-drug, drug-food).

A drug sold without a prescription.

Conditions and situations in which a given drug cannot be used.

The amount of drug in a given volume of plasma (e.g. number of micrograms per milliliter).

A drug that contains the same active ingredients as the original formulation, but sold under its chemical name without advertising.

Unwanted, unpleasant, noxious or potentially harmful reactions evoked by a drug.

The form in which the drug is given (e.g. tablet, capsule).

The path by which a drug, fluid, poison, or other substance is taken into the body.

Stopping the drug intake.

**TASK 8**  A complete drug product needs to contain important information for patients. Complete the short information below with the following words:

medication, prescribing, insert, leaflet

A package ........................................ or ........................................ information (US) or patient information ........................................ (Europe) is a document provided along with a prescription ........................................ to provide additional information about that drug.

**TASK 9**  What information is usually found in the drug leaflet? Complete the sentences. You can use some terms from the table above.

1. Clinical __________________ C __________________ G __ - gives information concerning the way in which the medicine works in the body, how it is __ B __ B __ and eliminated, and what its effects may be at various __________________ S. This section may also contain results of various clinical __ R __ (studies) and / or describe the effects of the medication on various populations (e.g. children, women, etc.).

2. __________________ T __ __ __ and usage – states uses for which the drug has been FDA-approved (e.g. stomach cramps, back pain, oesophageal reflux). Physicians are entitled to and often __ E __ medicines for other indications, not listed here (so-called “off-label uses”).

3. __________________ N __ A __ S - describes situations in which the medication should not be used, for example in patients with other medical conditions, such as allergy or kidney failure.
4. **A N** explains possible serious adverse **E** that may occur while taking the drug.

5. **U (safety measures)** tells the patient how to use the medication safely including physical impairments and drug **T O** for example “One should not take tetracyclines while taking this drug” or “May impair the ability to drive vehicles and operate mechanical devices”.

6. **V reactions** gives the list of all side effects observed in all the clinical trials of the medicines (not only the most common ones – these are listed separately in the “Warnings” section).

7. **Drug B D** provides information regarding whether **L D** (chronic) use of the medication can cause physical dependence.

8. **O D E** gives the potential effects of an overdose and informs the patient what to do in case of a suspected overdose.

9. **Dosage and M T N** provides a list of recommended dosage, often different for adults, children, pregnant women or the elderly, if different doses are necessary.

10. **How S L** describes the physical features of the medication, such as its dosage form (tablets, pills, capsules etc.), colour, shape, adjuvants, and storage information (like “Store at room temperature”).

**TASK 10** Unscramble the following sentences that are often found on the drug package inserts and then try to place them in the correct category from the previous task.

1. not / stated / dose / do / exceed

2. pregnant / contraindicated / drug / women / in / this / is

3. consult / doctor / symptoms / persist / if / your

4. of / keep / children / out / of / reach

5. two / take / times / may / daily / adults / up / to / tablets / four

6. burn / even / do / empty / puncture / not / when / or

7. light / humidity / from / protect / and

8. first / cold / of / take / the / pill / sign / flu / or / this / at

9. children / recommended / in / divided / the / doses / treatment / are / of

10. dry / store / in / cool / a / place / and
**PHARMACY**

**DOSAGE FORMS OF DRUGS**

**TASK 11** Label the following drug formulations in the pictures? Choose from the following:

- AEROSOL
- CAPLET
- DUSTING POWDER
- EYE DROPS
- GARGLE / MOUTHWASH
- INHALATIONS
- INJECTIONS
- LOZENGES
- OINTMENT
- PILLS
- SUPPOSITORY
- SUSPENSION
- SYRUP
- TABLET
- TINCTURE
- TRANSDERMAL PATCH
- VAGINAL RING
- CAPSULES

![Drug formulations images]
TASK 12 Which of these formulations would you recommend for the following patients? Justify your choice.

1. a 3-year-old boy with bronchitis, needs an antibiotic and a cough medicine
2. an adult person with conjunctivitis
3. an adult patient suffering from asthma
4. a woman needing contraception, doesn’t remember to take the pill every day
5. a small baby with high fever, and nasal congestion
6. an adult man with halitosis (bad breath)
7. a person with abdominal discomfort
8. a small baby with nappy rash

ROUTES OF ADMINISTRATION

TASK 13 Match the following routes of administration with their explanations.

<table>
<thead>
<tr>
<th>1</th>
<th>buccal</th>
<th>a</th>
<th>not via the gastrointestinal system</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>inhalation</td>
<td>b</td>
<td>locally on the skin</td>
</tr>
<tr>
<td>3</td>
<td>intracardiac</td>
<td>c</td>
<td>under the tongue</td>
</tr>
<tr>
<td>4</td>
<td>intramuscular</td>
<td>d</td>
<td>in the cheek pouch</td>
</tr>
<tr>
<td>5</td>
<td>intranasal</td>
<td>e</td>
<td>into the rectum</td>
</tr>
<tr>
<td>6</td>
<td>intraosseous</td>
<td>f</td>
<td>breathed into the lungs</td>
</tr>
<tr>
<td>7</td>
<td>intraspinal</td>
<td>g</td>
<td>through the skin, into the bloodstream</td>
</tr>
<tr>
<td>8</td>
<td>intravenous</td>
<td>h</td>
<td>under the skin</td>
</tr>
<tr>
<td>9</td>
<td>oral</td>
<td>i</td>
<td>into the blood vessel</td>
</tr>
<tr>
<td>10</td>
<td>parenteral</td>
<td>j</td>
<td>into the muscle</td>
</tr>
<tr>
<td>11</td>
<td>rectal</td>
<td>k</td>
<td>by mouth</td>
</tr>
<tr>
<td>12</td>
<td>subcutaneous</td>
<td>l</td>
<td>into the bone</td>
</tr>
<tr>
<td>13</td>
<td>sublingual</td>
<td>m</td>
<td>into the heart muscle</td>
</tr>
<tr>
<td>14</td>
<td>topical</td>
<td>n</td>
<td>into the nasal cavity</td>
</tr>
<tr>
<td>15</td>
<td>transdermal</td>
<td>o</td>
<td>into the spinal canal</td>
</tr>
</tbody>
</table>
PHARMACY

**TASK 14**  Group work. Think about the advantages and disadvantages of various routes of administration. Take the following aspects into consideration:

- convenience for the patient (if the patient can take the drug on his / her own),
- rate of delivery (which is faster / slower / more rapid)
- other conditions that the patient might be suffering from
- physiological factors, such as the action of digestive juices
- the place of delivery (is the action of the drug systemic or local)

**TYPES OF DRUGS**

**TASK 15**  Many names of drugs are formed using the prefix “anti-“. Try to use the following medical terms to figure out the names of medicines built from them.

PYREXIA – fever
drugs to fight high fever – ANTI _ _ _ _ _ _ CS

EMESIS – vomiting
drugs to suppress vomiting – ANTI _ _ _ _ _ _ CS

TUSSIS – cough
drugs to stop coughing – ANTI _ _ _ _ _ _ VES

DEPRESSION
drugs to alleviate depression – ANTI _ _ _ _ _ _ _ ANTS

COAGULATION – clotting
drugs to stop clotting – ANTI _ _ _ _ _ _ ANTS

**TASK 16**  Can you think of the origin of the following:

antipsychotics, anticonvulsants, anticholinergics, antihypertensives?

**Other common types of drugs:** analgesics, antibiotics, hypnotics, tranquilizers / sedatives, expectorants, laxatives / aperients, antacids, nasal decongestants, bronchodilators, contraceptives

**TASK 17**  Which of these drugs have been prescribed to these patients?

1. Mary: “For the past 3 months, I’ve had a stuffy nose that just won’t go away. What should I do?”
2. Peter: “How do I bring up phlegm and not make it hurt as much?”
3. Wendy: “I feel like I am close to having a nervous breakdown. I am a bundle of nerves!”
4. Joanna: “My baby boy has got a strep throat.”
5. Max: “For the past couple of weeks, I have been experiencing very painful, throbbing headaches in the back of my head just above my neck.”
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6. Jerry: “I have some stomach issues that are driving me crazy! I stay constipated.... like 5 to 9 days.”
7. Julia: “All of a sudden, my chest gets tight, I can’t breathe and the wheezing is so awful.”
8. Tom: “I do not know why, but I get heartburn every day at least once or twice.”
9. Linda: “I can’t sleep at night. What should I do?”
10. Gina: “My daughter’s just 18. I don’t want her to get up the duff!”

TASK 18 Complete the gaps with the correct names of drug types.

1. Broad spectrum ........................................ are effective against a wide range of bacteria.
2. Some mood-lifting ........................................, such as Xanax, have been known to be addictive.
3. ........................................ are used to treat motion sickness and can be taken by people who feel sick when travelling by bus or car.
4. Aspirin is a common ........................................ used to reduce mild fever and can also be taken to relieve headache as it is also an ........................................
5. Some ........................................ come in the form of a spray or in a container with a special inhaler.
6. Some ........................................ are used to treat hypertension, they decrease the amount of fluid flowing through blood vessels, which reduces pressure on the walls of the arteries.
7. Some ........................................ are used as medication for thrombotic disorders.
8. Hormonal ........................................ are said to be one of the most effective birth control methods.
9. This syrup is an effective cough medicine or .................................
10. The patient was very nervous and agitated and was administered a mild ..................................
THE EFFECTS OF DRUGS

TASK 19  Match the verbs from the left circle with the nouns from the right one. Sometimes there is more than one option. How many pairs can you make?

- combat
- cure
- decrease
- increase
- relieve
- reduce
- induce
- produce
- mitigate
- fight
- treat
- prevent
- inhibit
- stimulate
- activate
- suppress
- alleviate
- restore
- soothe
- promote
- neutralize

- disease
- illness
- symptoms
- nausea
- fever
- pain
- infection
- action
- health
- discomfort
- inflammation
- heart rate
- side effects
- coughing
- acidity
- bacteria
- appetite
- anxiety
- bowel movements
- sweating
- vomiting
- sleep

INSTRUCTIONS FOR DRUG TAKING

TASK 20  Complete the instructions with the following verbs.

dissolve  apply  dilute  take  drink  shake  insert  chew
melt  sprinkle  rinse  swallow  rub  inhale  put  dip
sip  mix  wear  instill  stick

1. ........................................ one suppository into the rectum as required.
2. ........................................ one tablet every four hours.
3. Let the lozenge ........................................ slowly in your mouth.
4. Don't ........................................ these tablets, ........................................ them whole.
5. ........................................ the bottle well before taking the drops.
6. ........................................ five drops into the inflamed eye.
7. ........................................ the ointment onto the cleansed skin and ........................................ in gently.
8. ........................................ the powder in a glass of warm water and ........................................ it slowly.
9. Put 30 drops into a glass of water and ........................................ your mouth.
10. ........................................ the powder onto the wound.
11. ........................................ two tablespoonfuls of the suspension with water and ........................................ on an empty stomach.
12. You should ........................................ the patch on your arm or back.
13. ........................................ one tablespoonful in a litre of hot water and ........................................ the steam.
14. ........................................ the strip in the urine and observe the colour.
15. ........................................ 2 drops of the medication into the infected ear.
MEDICINAL PLANTS

TASK 21 Can you name the following plants? Choose from the following:

- Nettle
- St. John’s Wort
- Plaintain (Plantago)
- Pansy
- Chamomile
- Mint
- Elder
- Lime (BrE) / Linden (AmE)
- Yarrow

![Images of the plants](images)

TASK 22 Find a plant which:

1. is astringent, anti-inflammatory, can be used for minor sores and boils; internally, may be used to treat coughs
2. its flowers are used for colds, cough, fever and inflammation
3. is reported to relieve anxiety and tension and to act as an antidepressant
4. may have an effect in treating the flu, alleviating allergies, and boosting overall respiratory health
5. soothes nausea, vomiting, abdominal pain, indigestion, irritable bowel, and bloating
6. a mild, relaxing sleep aid, treatment for fevers, colds, stomach ailments, and an anti-inflammatory herb
7. is used to treat allergy symptoms, reduces inflammation and is slightly diuretic
8. is used topically for wounds, cuts and abrasions since it may stop bleeding
9. is an anti-inflammatory expectorant and cures skin disorders
OTHER PRODUCTS SOLD IN THE PHARMACY

TASK 23 Label the following objects.

ADHESIVE PLASTER
BANDAGE
CATHETER
COTTON WOOL
DENTAL FLOSS
DISPOSABLE GLOVES
DUMMY / PACIFIER
FACE CREAM
GAUZE SWABS
GLUCOMETER
INFANT FORMULA
NAPPIES / DIAPERS
NEBULIZER
PEAK FLOW METER
PREGNANCY TEST
STERILE GAUZE
SYRINGES AND NEEDLES
TEAT
THERMOMETER
TOOTHBRUSH
TOOTHPASTE
URINE SAMPLE POT

a
b
c
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k
l
m
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o
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q
r
s
\( a \) (ADHESIVE PLASTER)
\( b \) (GAUZE SWABS)
\( c \) (SYRINGES AND NEEDLES)
\( d \) (BANDAGE)
\( e \) (GLUCOMETER)
\( f \) (TEAT)
\( g \) (CATHETER)
\( h \) (INFANT FORMULA)
\( i \) (THERMOMETER)
\( j \) (COTTON WOOL)
\( k \) (NAPPIES / DIAPERS)
\( l \) (TOOTHBRUSH)
\( m \) (DENTAL FLOSS)
\( n \) (NEBULIZER)
\( o \) (PEAK FLOW METER)
\( p \) (DUMMY / PACIFIER)
\( q \) (PREGNANCY TEST)
\( r \) (STERILE GAUZE)
\( s \) (TOOTHPASTE)
\( t \) (URINE SAMPLE POT)
DANGEROUS FOOD-DRUG INTERACTIONS

TASK 24 Are the following sentences true or false? Read the text and find out.

1. The adverse reactions caused by statins can be exacerbated by eating all kinds of citrus fruit.
2. On no account should older people combine analgesics and alcohol.
3. Vitamin K interferes with the anticoagulant action of warfarin.
4. Antibiotics should only be taken before meals.
5. If one's diet is rich in iodine, lower doses of antithyroid drugs are recommended.
6. Drinking alcohol when taking medicines for diabetes can increase the blood sugar level.
7. Eating grapefruit is contraindicated when taking statins, but not calcium channel blockers.
8. Green vegetables are abundant in vitamin K.

1. Warfarin and Vitamin K
Warfarin is a blood-thinning medication that helps treat and prevent blood clots. Eating certain foods, especially those rich in vitamin K, can diminish warfarin's effectiveness. The highest concentrations of vitamin K are found in green leafy vegetables such as kale, spinach, Brussels sprouts, broccoli, asparagus, and endive.

2. Insulin, Oral Diabetic Agents, and Alcohol
An alcoholic drink can increase or prolong the effects of insulin or oral diabetic agents (pills) and thus lead to hypoglycemia. The glucose-lowering action of alcohol can last as long as eight to 12 hours. Symptoms of hypoglycemia include nervousness, sweating, trembling, intense hunger, weakness, palpitations, confusion, drowsiness, and ultimately coma.

3. Statins and Grapefruit
Statins are highly effective cholesterol-lowering drugs. Unfortunately, says Joel Zive, PharmD, vice president of Zive Pharmacy & Surgical, Inc in Bronx, NY, and a spokesman for the American Pharmacists Association, "Drinking grapefruit juice or eating fresh grapefruit can increase the amount of some statins in your blood and lead to potentially greater side effects of these drugs."

4. Calcium Channel Blockers and Grapefruit
Calcium channel blockers are prescribed for high blood pressure. A natural element found in grapefruit latches onto the intestinal enzyme called CYP3A4, which alters the breakdown of the calcium channel blockers, possibly resulting in excessively high blood levels of the drug, along with an increased risk of serious side effects.
5. Acetaminophen and Alcohol
The over-the-counter pain reliever acetaminophen (Tylenol) and alcohol don’t mix. “Two or more alcoholic drinks per day can increase the liver toxicity of Tylenol,” says Zive. “This toxicity can happen even if a patient takes less than the maximum 4 grams, or eight tablets, of Tylenol per day. “This interaction can be especially problematic in older adults”, says Zive, “since the liver’s ability to diminish drugs decreases with age.”

6. Antibiotics and Dairy Products
Dairy products such as milk, yogurt, and cheese can delay or prevent the absorption of antibiotics such as tetracyclines and ciprofloxacin (Cipro). This occurs because the calcium in such foods binds to the antibiotics in the stomach and upper small intestine to form an insoluble compound. To avoid problems, Zive recommends taking an antibiotic one hour before or two hours after a meal.

7. Antithyroid Drugs and Iodine-Rich Foods
Antithyroid drugs are compounds that interfere with the body’s production of thyroid hormones, thereby reducing the symptoms of hyperthyroidism. Antithyroid drugs work by preventing iodine absorption in the stomach. A high-iodine diet requires higher doses of antithyroid drugs. The higher the dose of antithyroid drugs, the greater the incidence of side effects that include rashes, hives, and liver disease.

TASK 25 Read the article again and match the bolded words with their synonyms given below.
1. analgesic
2. anticoagulants
3. attenuate
4. capacity
5. disintegration
6. fasten to
7. lethargy
8. low blood sugar level
9. meddle with
10. modify
11. occurrence
12. overactive thyroid gland
13. potent
14. representative
15. tremor
16. urticaria
When we report someone's words, we interpret what we hear, so we use appropriate reporting verbs.

- **verb + to + infinitive**
  
  *agree, claim, demand, offer, promise, refuse, threaten*, e.g.
  
  *"I must see the doctor at once!" the patient said. The patient demanded to see the doctor immediately.*

- **someone + to + infinitive**
  
  *advise, allow, ask, beg, command, forbid, invite, order, remind, warn*, e.g.
  
  *"Don't take these tablets on an empty stomach," he said. He warned me not to take these tablets on an empty stomach.*

- **+ ing form (gerund)**
  
  *accuse sb of, admit to, apologise for, boast about / of, complain of, deny, insist on, suggest, explain to sb how*, e.g.
  
  *"I didn’t drink this syrup," she said. She denied drinking / having drunk the syrup.*

- **+ that + clause**
  
  *explain, inform sb, exclaim / remark*, e.g.
  
  *"What beautiful teeth!" said the dentist. The dentist exclaimed that these were beautiful teeth.*

**TASK 26** Change the following sentences into reported speech, using the given introductory verb.

1. "You mustn’t take painkillers and drink alcohol at the same time,” the pharmacist said.
   
   **FORBID**

2. "Don’t chew these tablets,” she told me.
   
   **WARN**

3. “You sold the wrong medication to Mr. Brown,” said the pharmacy manager.
   
   **ACCUSE**

4. “You should cut down on alcohol, now that you’re taking insulin,” the doctor said.
   
   **ADVISE**
5. “Why don’t you see your doctor about this glue ear?” he said.

6. “You can buy dummies in different shapes here,” the pharmacist said.

7. “Yes, I’ll put your son on a course of antibiotics,” the doctor said.

8. “Please, please, doctor, help my son!” she screamed.

9. “I have a lot of problems with my varicose veins,” he said.

10. “Drink this linden tea twice a day,” the doctor said.

**PHARMACY SCENES**

- Could you give me something for my cold sore?
- Why don’t you try this soothing antiviral ointment? You should apply it twice a day on the affected area.

**TASK 27** Recommend a good remedy or give some good advice for the following problems.

1. My son’s been stung by a wasp. Can you recommend something to help him?
2. I need to disinfect and dress a wound. What would you suggest?
3. I’ve been prescribed these tablets, but I have problems swallowing.
4. Could you give me something for my cough?
5. My daughter has a stomach upset, but I don’t want to give her any drugs. Could you recommend some herbal remedy?
6. The doctor prescribed me these ear drops. How do I use them?
7. Is there anything I have to avoid when taking this antibiotic?
8. What does it mean that this drug is an expectorant?
9. I’ve been having some morning sickness for a few days. Can you recommend something for that?
10. My husband’s got a bad cold, temperature and a runny nose. What can I give him?
11. My voice has become hoarse. Can you help?
12. My little daughter has a high temperature and she vomits from time to time.
13. Do I have to take this medicine before or after meals?
14. I’ve scalded my hand with hot water and now it hurts me.
15. My wife has got terrible back pain and she’s got problems getting up. Can you recommend something before she sees her GP?
16. I’ve been ordered to do a urine test, what should I do?
17. I’ve been feeling a bit downcast recently, but I don’t want to go to see my doctor yet. Could you give me some advice what to do?
18. I’m afraid I’ve twisted my ankle. What should I apply?
19. Could you recommend something for hives?
20. I take insulin injections for my diabetes. Can I drink some wine with friends this evening?