

## Strep A testing sales script

### **Patient – possible presentations at the counter:**

Hi, I have a sore throat. Can you recommend something over the counter that can help?

Hi, I have a runny nose and headache and feel a bit run down. Can you please recommend something over the counter that can help?

Hi, I have had a painful sore throat for the past few days. Can the pharmacist supply me antibiotics? (rare cases)

**Counter staff:** How long have you had it for?

**Note: At this point, there are 3 crucial questions that need to be asked:**

1. Have you had a fever in the past few days?
2. Are your glands swollen?
3. Do you have a cough?

The reason for this is that these make up 3 of the 4 Centor criteria which assess whether the patient will benefit from a Strep A test. The fourth is presence of white spots at the back of the mouth / “milky sheen”.

**If ANY three of the four criteria are met, this indicates that the patient will benefit from a Strep A test in the pharmacy.**

**Note: if the patient seems very unwell, finds it very difficult to get water down or appears to have a sore throat and swollen glands on one side then refer to GP for further assessment**

**Patient:** Yes, I have a fever, my glands feel swollen, but I do not have a cough.

**Note: The majority of patients will know better than anyone else whether they have swollen glands or not. It is acceptable for a trained staff member to inspect the nature of the glands, if patient consent is obtained.**

**Counter staff:** Ok, well a trained member of staff can do a simple test, less than 5 minutes long, telling you whether you need antibiotics or not for your sore throat (*point to a HIGH IMPACT word in the patient leaflet from the website to grab the patients’ attention*). The service is not available under the NHS, so we are charging a SPECIAL price of £xxx for it, and we can now supply antibiotics if needed which also cost £xxx. If you have a few minutes, a trained member of staff is available right now to help you.

**Patient:** Ah ok, sounds great. Can I have a test now then?

Other responses might include:

Why are you charging for this service?

**Suggested response:** This is an innovative new service that is offered through a few community pharmacies. At the moment it is a private service, but we are hoping that the NHS will pay for it in the future.

Yes, but my GP can give me antibiotics, so why would I do a test here?

**Suggested response:** The important thing is that, if you do have a strep A infection in your throat you would remain infectious for two weeks unless you get treatment. Of course you can get antibiotics from the GP, but you may have to wait for an appointment.

**Counter staff:** Yes, let me get a trained member of staff for you right now to do the test.

**Patient:** Great, thank you.

A staff member takes the patient into the consultation room and inspects the back of the throat for white spots.

For internal use only – not to be handed to patients