

NUMARK

ENGAGING PATIENTS WITH SERVICES

Webinar

Post course commitment sheet

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Engaging patients with services

To ensure you get the most from the webinar you attended, we recommend you take personal responsibility to implement your learning back into your pharmacy to achieve real benefit from attending. Think about what you have learnt, what you could do differently to improve things for yourself, your team and ultimately the business.

Your commitments

Please complete **ONE** of the commitments below **OR** if you have a specific action you would like to do that is not listed, then write your own personal commitment in the box below. Please ask the trainer for advice or support should you need it.

- Service knowledge:** Are you aware of all of the services offered in your pharmacy so you can talk to your customers about them? Write down the key benefits and features that you can use for your conversations.
- Promoting your services:** Think about how you currently promote your services and introduce new ideas to increase awareness via other platforms such as a website, social media and even reaching out to other organisations.
- Creating engaging conversation starters:** Think of new conversation starters to have with your customers. Speak to your colleagues and discuss other tools or resources you may have access to in order to support your conversations.
- My personal commitment:**

Remember to review the commitment you put into action and see what you have learnt from it. Consider:

- o what went well
- o what you might have done differently
- o where you may need further support or advice

The learning log on the next page will allow you to record your learning.

Learning Log

Engaging patients with services

What I did to complete my commitment

What I learned from this

The benefits I have seen

How I will use this in the future