

# TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



## Questions

1. What is produced in the stomach to protect its lining?
  - a) Acid
  - b) Mucus
  - c) Pepsin
  - d) Bile
2. Which of the following is considered a potential heartburn and indigestion trigger?
  - a) Pregnancy hormones
  - b) Being overweight
  - c) Stomach ulcers
  - d) All of the above
3. Which of the following is **NOT** a common symptom of GORD?
  - a) Aching muscles
  - b) Regurgitation
  - c) Nausea
  - d) An unpleasant taste in the mouth
4. Which of the following pieces of lifestyle advice would you **NOT** recommend to customers with indigestion?
  - a) Exercise regularly to improve muscle tone
  - b) Keep a food diary to identify triggers
  - c) Have a glass of wine to relax
  - d) Try to eat earlier in the evening
5. Which of the following is **NOT** true of PPIs?
  - a) They block acid production in the stomach
  - b) They start to work within one to two hours of taking the first dose
  - c) They often contain aluminium and magnesium salts
  - d) Two to three days' treatment may be needed for the full benefit to be felt
6. Which of the following is **NOT** a reason for referral?
  - a) Heartburn or indigestion that has not responded to OTC medicines
  - b) Bloating
  - c) Symptoms experienced by children
  - d) Black, tarry stools



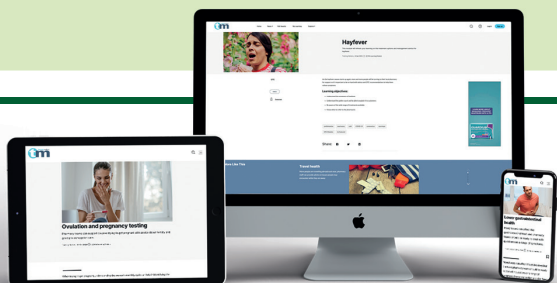
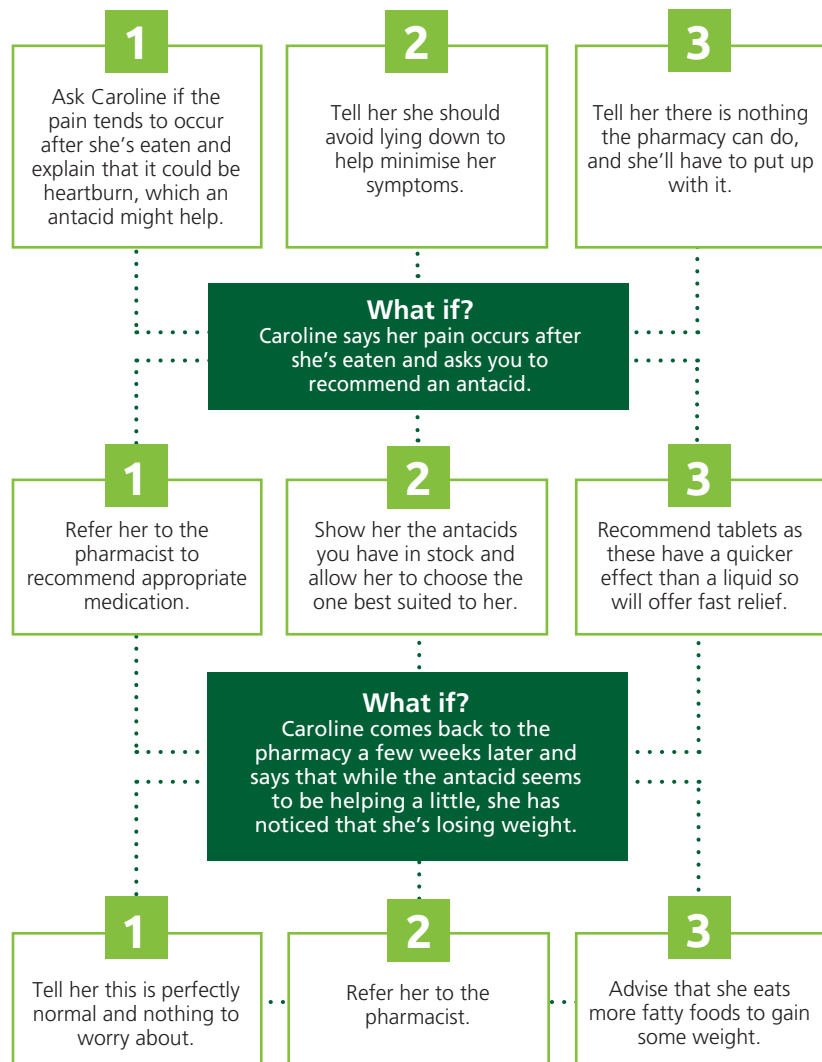
## Scenario



Caroline comes into the pharmacy complaining of pain in her chest that gets worse when she lays down. She has no underlying conditions and can't work out what is wrong with her.

### What would you recommend?

For each part of this scenario, think about the decision you would make and, importantly, why you would choose that option. In addition, for each decision that you make, think about how you would talk to the customer and provide the necessary advice. Discuss this with your team and pharmacist.



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