

TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



Questions

1. Which of the following techniques is likely to ease or prevent symptoms?

- a) Keeping windows and doors closed
- b) Avoiding cutting the grass
- c) Staying indoors during high pollen counts
- d) All of the above

2. How many people in the UK are estimated to be affected by hayfever?

- a) 6 million
- b) 10 million
- c) 18 million
- d) 25 million

3. Which of the following is a benefit of non-sedating antihistamines?

- a) They have longer duration of action
- b) They are often more affordable
- c) They have a shorter duration of action
- d) They cause drowsiness

4. Which of the following is **NOT** a common symptom of hayfever?

- a) Itchy eyes
- b) Loss of smell
- c) Sneezing
- d) Nasal congestion

5. Which of these customers does **NOT** need to be referred to the pharmacist?

- a) A 60-year-old woman with nasal congestion
- b) A teenager who has tried OTC treatment and seen no improvement
- c) A middle-aged man with asthma
- d) A pregnant woman

6. Which type of pollen can cause hayfever symptoms as early as February?

- a) Yew and hazel pollen
- b) Weed pollen
- c) Oak or birch pollen
- d) Grass pollen



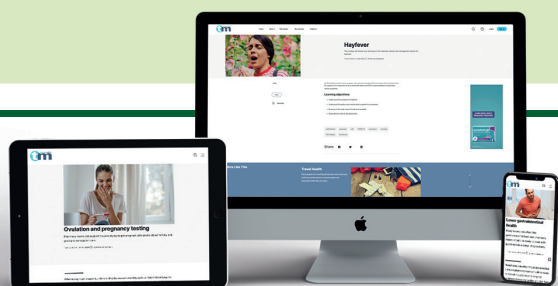
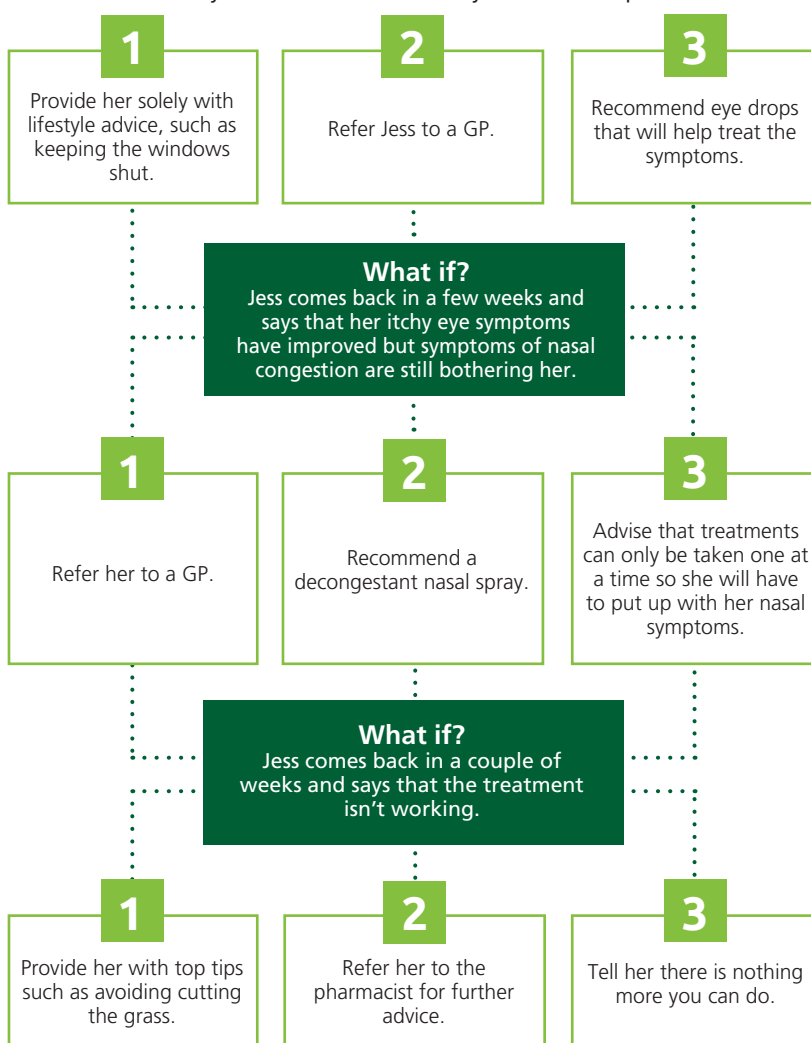
Scenario



Jess is 22 and has hayfever. Her symptoms are usually mild but she's worried that her itchy eyes might affect her ability to do her exams, so is looking for treatment to help.

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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