

A split-second decision can change your life. And there are two sides to every story. James is about to live both of them...at the same time.

Meet James



He's a happy and healthy office manager who doesn't have time to waste. That is until he catches a nasty bug and ends up feeling sick... really sick. He needs to be top of his game for a big meeting next week, but doesn't know what to do.

James feels as sick as a dog and knows he needs to get better before his big meeting next week.



He goes online and foolishly Googles his symptoms. He's sure this is more serious than he first thought.

He immediately calls his doctor's surgery and a receptionist answers.



She tells James that to get an appointment he must call back in the morning.



James has a rough night's sleep, but somehow drags himself from bed and gives his doctor another call.



Sorry. All of the appointments have been allocated for today — try again tomorrow.



James calls in sick to work and struggles through the day, with a headache and chesty cough.



The following day James calls again and manages to get an appointment at 4 o'clock.



He makes his doctor's appointment and sits in the waiting room for over half an hour, surrounded by coughing and spluttering patients.

The doctor will see you now.



James has a case of the common cold and the doctor can't prescribe anything for him. He advises some bed rest, some generic cold and flu medicine and some cough medicine.

If James doesn't feel better in **seven days**, he should come back.

James heads to his local store to buy some medication, but it looks like other shoppers aren't feeling too well either and the store is sold out of cold and flu medication.



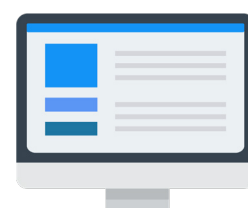
The teenage shop assistant can't help him so James heads home with a packet of cough drops and some paracetamol.



James ended up taking five days off work sick in bed and missed his big meeting.

James feels as sick as a dog and knows he needs to get better before his big meeting next week.

He visits the NHS Choices website and searches for his symptoms.



The website suggests that he has a common cold and that a pharmacist can help with medication.



The website also helps him find his nearest pharmacy.



James bundles up and goes to his local pharmacy. He asks the pharmacist whether they can recommend an appropriate medication to deal with his symptoms.

The pharmacist suggests that James uses some decongestant spray, cold and flu medication and cough drops, which will help him feel better.



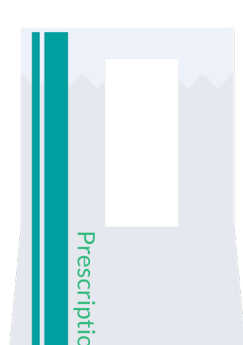
They also recommend that James should regularly wash his hands with warm water and soap, use tissues when he coughs or sneezes to help stop the spread of germs and buy some hand sanitizer.



The pharmacist also advises James to only see a GP if he doesn't improve **after three weeks** or his symptoms suddenly get worse.



He's welcome back at the pharmacy any time for more advice.



James goes home with his medication, rests and drinks plenty of water to avoid getting dehydrated.

He feels much better after a couple of days off work and is able to make his big meeting.



Did you know that your local pharmacist can help you with a wide range of health issues?

From helping to treat minor ailments like a sore throat, chesty cough and earache, to getting advice on how to stop smoking and living healthier. Using the wide range of support and services available will help ease the strain on the NHS.

Visit www.nhs.uk for more information about conditions, symptoms, medicines and treatments.

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