

**NVQ/SVQ Pharmacy Services Level III**  
**UNIT 3.03: Providing Pharmaceutical Information and Advice**  
**Suggested questions**

- 1. Explain what you understand by “understanding the limits of your own role” when obtaining, interpreting and supplying information and advice.**
- 2. When receiving a pharmaceutical enquiry and preparing a response, why is it important to maintain patient confidentiality and how do you ensure that you do so?**
- 3. When receiving a pharmaceutical enquiry, why is it important to follow SOPs?**
- 4. Please list some of the different people who may approach you with requests for information and how may your response differ?**
- 5. Why is it important to obtain all the relevant information when receiving a pharmaceutical query?**
- 6. What information would you record on receipt of an enquiry?**
- 7. With reference to your SVQ evidence, outline the techniques that you have used to ensure that you got all the relevant information from the people asking for information and advice.**
- 8. Why is it important to respond to enquiries within agreed timescales?**
- 9. What would you do if you had difficulty in dealing with the enquiry?**
- 10.1 Who should check your response prior to giving it to the person making the enquiry?**
- 10.2 How would you deal with this?**
- 11.1 Why is important to show empathy with the person making the enquiry?**
- 11.2 Describe an example of when you have done this and outline the techniques that you used in doing so.**
- 12. Why is it important to keep an accurate record of enquiries and responses given?**