

### Staff Interviews (Pharmacy)

The focus of our research is on patients who are prescribed many medicines for their medical conditions (*polypharmacy*). In this interview we would like to **learn about the work you do** and about **who** and **what** is involved.

**So first could you please start off by telling me:**

- **how long you have worked here**
- **your job title and**
- **any training you've done to work here**

**1. What are the key routines – all the different things you have to do - you are involved in that support patients who are prescribed many medicines?**

**2. Please can you select ONE of these routines and talk me through what happens in detail** (*If they struggle to identify a routine we pick one e.g. 'dossette box production' 'repeat dispensing' 'checking routines' 'dossette box preparation' 'deblistering', ordering drugs, 'filling the robot'*)

- (What is involved in this routine?)
- (Who is involved in this routine?)
- Who is responsible for different aspects of this routine?
- Can you describe a challenge that you have recently encountered while doing this particular work? How did you approach this?

**3. Please would you tell me about the example that you thought about before the interview?**

*(Pre-interview: Please would you come to the interview prepared to tell us about a particular story or incident, case, prescription or puzzle that has involved a patient who is prescribed many medicines)*

- Please will you talk me through it?
- Why did you select this particular example?
- (What happened / What happened next?)
- How did this experience make you feel?
- What did you learn from this experience?

**4. What are your main priorities when managing the prescriptions of people who are prescribed many medicines / when you do your work?**

- Why is this priority (are these priorities) important to you?
- How does this priority influence what you do in practice?
- Can you describe an example of something you have done recently in your work that shows your commitment to this priority?

**5. How has the electronic prescribing system changed how you work and what you have to do?**

**6. Is there something else you would like to talk about?**