

Appendix 1: Interview Schedule for older people with sensory impairment

1. Tell me about your sensory impairment. How does it affect you?
2. Tell me about how you manage your medicines.
3. Do you have any difficulties or problems managing your medicines?
4. [If relevant] What support, if any, would you like to help you manage your medicines?
5. How do you obtain your medicines?
6. What, if anything, do you use a community pharmacy for?
7. Talk me through a recent time that you have used* a community pharmacy.
8. Are you aware of how your community pharmacists could help you manage your medicines?
9. What role, if any, does your community pharmacist/community pharmacy play in helping you manage your medicines?
10. What support, if any, would you like to receive from your pharmacist to help you manage your medicines?
11. Is there anything that your pharmacist/community pharmacy does that makes it easier or harder for you to manage your medicines?
12. How often do you use a community pharmacy? Do you use the same one?
13. Is your community pharmacy aware of your sensory impairment [If yes – how did this happen? If no, why is that?]
14. What, if anything, makes it difficult for you to use a community pharmacy?
15. What, if anything, helps you to use a community pharmacy?
16. Is there anything else relating to the topics that we have covered today that you would like to tell me?

*Will explain if necessary at interview that “used” can mean telephone access.

Appendix 2: Interview schedule for community pharmacy personnel

1. Do you care for any older patients/service users with sensory impairment(s) at the moment?
2. What do you think are the challenges or risks that an older person with sensory impairment(s) faces when they are prescribed multiple medicines?
3. What role do you play in supporting older people with sensory impairment(s) to manage polypharmacy (multiple medicines)?
4. Describe a recent time that you have cared for/provided a service for an older adult with a sensory impairment on polypharmacy.
5. Why do you think an older adult with sensory impairment(s) might not adhere** to multiple medicines as prescribed?
6. What, if anything, makes it difficult for you to support older adults with sensory impairments manage their medicines through the community pharmacy?
7. What, if anything, makes it easier for you to support older adults with sensory impairments manage their medicines through the community pharmacy?
8. What, if anything, do you think you and/or your community pharmacy could do to improve medication adherence in older adults with sensory impairment?
9. What, if anything, do you think the pharmacy profession could do to improve medication adherence in older adults with sensory impairment?
10. What training or support, if any, have you received in relation to supporting older adults with sensory impairments manage polypharmacy*?
11. What training or support, if any, would you like to help you to support older adults with sensory impairments to manage polypharmacy?
12. Is there anything relating to the topics we have discussed today that you would like to add?

*will use term “multiple medicines” in place of polypharmacy for pharmacy support staff.

**will say “take multiple medicines” as prescribed in place of adherence for pharmacy support staff

Age

Gender

Years qualified

Full time/part time

Locum

Type of pharmacy?

Pharmacy postcode

Any additional training in sensory impairment?