

SUPPLEMENTARY FILE 1

Patient Interview Guide

The broad topic areas to be covered in the semi-structured interviews (duration 10 to 15 minutes)

1. How did you feel about being asked to attend the pharmacist appointment?
 - a. What did you think would happen at the appointment?/What did you think the pharmacist would do?
 - b. Did you have any concerns about the purpose of the visit?

2. How did you find your appointment with the pharmacist?
 - a. What did you like about it?
 - b. What did you actually achieve?
 - c. Did you find it useful? What in particular?
 - d. What did you not like about it?

3. Did your visit to the clinic pharmacist meet your expectations? In what way?
 - a. Was anything not achieved that you hoped would be?

4. What could have been improved and how?

5. What are the benefits of having a pharmacist working in the GP surgery?

6. What are the disadvantages of having a pharmacist working in the GP surgery?

7. Did you have any concerns about discussing medication issues with a pharmacist rather than with the doctor?
 - a. Were you comfortable?
 - b. Do you think discussing your medicine with the pharmacist could have affected your relationship with the doctor?

8. In relation to having your medicines reviewed and receiving medicines information, would you prefer to see a pharmacist in the clinic, a pharmacist at your local community pharmacy or your doctor?
 - a. Do you think anything extra could be achieved by seeing the clinic pharmacist that would not have been by seeing your doctor or community pharmacist in the normal way?

9. Would you prefer to see the pharmacist in the clinic or at home?

10. Do you see a role for pharmacists in the GP surgery/clinic?

Ref: Petty D et al. Patients' views of a pharmacist-run medication review clinic in general practice. British Journal of General Practice, 2003, 53, 607-613.

SUPPLEMENTARY FILE 2

FOCUS GROUP INTERVIEW GUIDE

Question 1.

What did you think about having a pharmacist working in your clinic?

- What do you see as the advantages/disadvantages of having a pharmacist working in your clinic? What could be improved?

Specific roles

The pharmacist performed a few different roles in your clinic. These included:

- Long Patient Consultations (HMRs); Short Patient Consultations (SPCs); drug information and education; and quality assurance activities (including a drug use evaluation).

Question 2.

How did you find the long patient consultations (LPCs)?

Question 3.

How did you find the short patient consultations (SPCs)?

Question 4.

How did you find the drug information or education he provided?

Question 5.

How did you find the osteoporosis drug use evaluation (DUE)?

Question 6.

Was there anything else that the pharmacist did in the clinic that you found useful (or not)?

Question 7.

Now that we have discussed each of the roles:

- What do you think was the most useful role? Why?
- Which was the least useful? Why?
- What other roles would you have liked a pharmacist to have done in your clinic?

SUPPLEMENTARY FILE 3.
STUDY PHARMACIST INTERVIEW GUIDE

General feedback

How did you find your experience working at (West Brunswick Clinic)?

- Like/ dislike?
- Benefits/disadvantages?
- Meet initial expectations?
- Challenges/Eased integration?

Staff

How did you find the staff at the clinic?

- Relationships
- Supportive
- Challenges
- Communication – opportunities?

Patients

How would you describe the types of patients you consulted?

- Similar to HMR clients?
- Receptive to seeing you in clinic?
- Benefited?

Specific Roles

How did you find the **long patient consultations (LPCs)**?

- Differences with normal HMR style?
- Communicating referrals – written/verbal?
- Presentation of reports/findings – content/communication?
- Acceptance of recommendations – differences?

Short patient consultations (SPCs)?

- Useful/How improve?

Drug information/education you provided to staff?

Drug use evaluation (DUE)?

- Audit
- Case conference

Which roles:

- Enjoy the most? Why?
- Most effective or useful for staff/patients
- Could have been improved? How?
- Other potential roles in this setting?

Future

How do you see the role of pharmacists in general practice in the future?

- Advice for other pharmacists?

SUPPLEMENTARY FILE 4.

Study Pharmacist’s Monthly Narrative Report
1 month

Instructions

- Narrative reports offer a great way for you to document and reflect on your experiences as you integrate into the practice.
- **You are required to complete the narrative report and hand it to the research team at each monthly progress meeting.**
- It will be easiest to make notes in your logbook about specific observations, experiences or events **as they occur**
- Please write honestly and freely
- Please avoid writing business-like reports – these do not need to be written in a precise style or use perfect grammar
- We are interested in **your story**

PART A. Time log:

Reflect on your last 4 weeks in the practice and estimate how much time you spent on each of the following program activities:

Pharmacist activity	Percentage of office time spent on tasks (Should total 100)
Orientation	
Long patient consultations	
Short patient consultations	
Drug information & Education sessions	
Quality assurance (Drug use evaluation)	
Administrative work	
Other (please specify):	

PART B. Reflective Questions:

1. Describe your personal observations of the practice and how your current or proposed pharmacist activities may enhance or hinder the current practice system.
2. What are your thoughts on your integration into the practice? Please highlight your personal approach and ideas for integration, in the short term and long term.
3. Describe experiences that illustrate specific challenges and/or barriers that you encountered during the last month (both personally and professionally).
4. Describe experiences that illustrate specific successes and/or breakthroughs that you made during the last month (both personally and professionally).
5. Describe any other “lessons learned”, success stories, feedback you have received, or any items or concerns that would be worth discussing with the other pharmacists.

Study Pharmacist's Monthly Narrative Report

2 months

Instructions

- Narrative reports offer a great way for you to document and reflect on your experiences as you integrate into the practice.
- **You are required to complete the narrative report and hand it to the research team at each monthly progress meeting.**
- It will be easiest to make notes in your logbook about specific observations, experiences or events **as they occur**
- Please write honestly and freely
- Please avoid writing business-like reports – these do not need to be written in a precise style or use perfect grammar
- We are interested in **your story**

PART A.

Time log:

Reflect on your last 4 weeks in the practice and estimate how much time you spent on each of the following program activities:

Pharmacist activity	Percentage of office time spent on tasks (Should total 100)
Orientation	-
Long patient consultations	62
Short patient consultations	5
Drug information & Education sessions	3
Quality assurance (Drug use evaluation)	10
Administrative work	20
Other (please specify):	-

Reflective Questions:

1. Describe your personal observations of the practice and how your current or proposed pharmacist activities may enhance or hinder the current practice system.
2. What are your thoughts on your integration into the practice? Please highlight your personal approach and ideas for integration, in the short term and long term.
3. Describe experiences that illustrate specific challenges and/or barriers that you encountered during the last month (both personally and professionally).
4. Describe experiences that illustrate specific successes and/or breakthroughs that you made during the last month (both personally and professionally).
5. Describe any other "lessons learned", success stories, feedback you have received, or any items or concerns that would be worth discussing with the other pharmacists.

Study Pharmacist's Monthly Narrative Report 4 Months

Instructions

- Narrative reports offer a great way for you to document and reflect on your experiences as you integrate into the practice.
- **You are required to complete the narrative report and hand it to the research team at each monthly progress meeting.**
- It will be easiest to make notes in your logbook about specific observations, experiences or events **as they occur**
- Please write honestly and freely
- Please avoid writing business-like reports – these do not need to be written in a precise style or use perfect grammar
- We are interested in **your story**

PART A. Time log:

Reflect on your last 4 weeks in the practice and estimate how much time you spent on each of the following program activities:

Pharmacist activity	Percentage of office time spent on tasks (Should total 100)
Long patient consultations	
Short patient consultations	
Drug information & Education sessions	
Quality assurance (Drug use evaluation)	
Administrative work	
Other (please specify):	

PART B. Reflective Questions:

1. Describe how your role as a practice pharmacist has developed and evolved over the last 4 months.
2. How does your role as a clinic-based practice pharmacist compare with that of a HMR pharmacist? Describe the advantages and disadvantages of both.
3. What are your thoughts on the way clinic staff attitudes and/or processes have changed to accommodate you as a practice pharmacist so far?
4. Describe experiences that illustrate specific challenges and/or barriers that you encountered during the last couple of months (both personally and professionally).
5. Describe experiences that illustrate specific successes and/or breakthroughs that you made during the last couple of months (both personally and professionally).
6. Describe any other "lessons learned", success stories, feedback you have received, or any items or concerns that would be worth discussing with the other pharmacists.

Study Pharmacist's Monthly Narrative Report 6 Months

Instructions

- Narrative reports offer a great way for you to document and reflect on your experiences as you integrate into the practice.
- **You are required to complete the narrative report and hand it to the research team at each monthly progress meeting.**
- It will be easiest to make notes in your logbook about specific observations, experiences or events **as they occur**
- Please write honestly and freely
- Please avoid writing business-like reports – these do not need to be written in a precise style or use perfect grammar
- We are interested in **your story**

PART A. Time log:

Reflect on your last 4 weeks in the practice and estimate how much time you spent on each of the following program activities:

Pharmacist activity	Percentage of office time spent on tasks (Should total 100)
Long patient consultations	
Short patient consultations	
Drug information & Education sessions	
Quality assurance (Drug use evaluation)	
Administrative work	
Other (please specify):	

PART B. Reflective Questions:

1. Describe your overall experience working in the clinic over the last six months and whether it met your initial expectations.
2. What advice would you give to pharmacists wishing to undertake a similar role in general practice?
3. Describe your experiences with the short patient consultations (SPCs) and their effectiveness. In what way could they have been improved?
4. Describe your experiences with the drug use evaluation (DUE) and the effectiveness of the strategies implemented. In what way could they have been improved?
5. Describe the biggest challenges/barriers you encountered during the last 6 months (both personally and professionally).
6. Describe the major successes that you made during the last 6 months (both personally and professionally).

SUPPLEMENTARY FILE 5

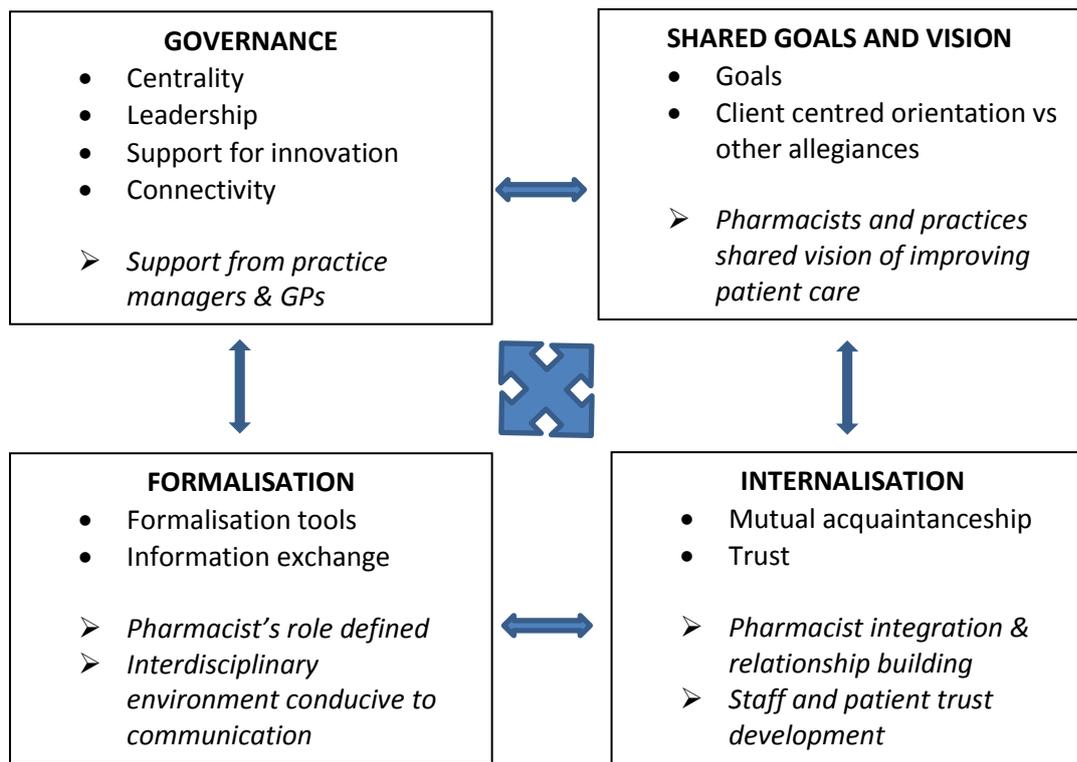


Figure 1. Four Dimensional Model of Collaboration with study findings (in italics)

Based on: D'Amour D, Goulet L, Labadie J-F, et al. A model and typology of collaboration between professionals in healthcare organizations. *BMC Health Serv Res* 2008;**8**(1):188