

## Phase 2 Interview Schedule: Service providers

Hello/Hi, I'm ..... , one of the community pharmacists involved in the research project about the emergency supply service. I'm ringing back as we arranged to complete the interview about how you find providing the service.

- Are you still happy to take part? *If yes*

Many thanks for agreeing to be interviewed. The necessary (ethics and governance) approvals have been obtained and the interview will take about 20 minutes to complete.

The questions will focus on your views and experiences of providing an emergency supply service, and allow you to reflect on some of the dilemmas and challenges you come across during your practice. I hope that the fact I am also a practising community pharmacist will enable you to be open and honest in your answers.

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Just a few points before we begin:

- The interview will be recorded so that it can be written up. We will keep this recording and the written transcript secure and will not show them to anyone. We may use quotes from what you say in our reports, but no-one will be able to tell that it was you who said it as these will be anonymised.
- All information you provide will be handled in accordance with the Data Protection Act (1998) and will not be passed on to any third party.
- You are free to end the interview at any time without giving a reason, and you can ask for any information you have already provided be erased from the recorder.
- So is it okay to turn on the tape-recorder?

TURN THE TAPE ON – CHECK THAT IT IS WORKING

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### Personal details

1. To begin with, if I could just ask for a few brief personal details:
  - a. **Gender** (circle response) : Male/Female
  - b. **Age group** (circle response) : 18-25 26-35 36-45 46-55 56-65 >66
  - c. **Place of work** (pharmacy code):
  - d. **In what year did you register as a pharmacist?**
  - e. **How long have you worked in a community pharmacy?**  
*Prompts: < 1 year, 1-2 years, 3-5 years, 6-10 years, 11-20 years >20years*

### Frequency & characteristics of emergency supply

## Emergency supply of prescription-only medicines

2. How often do you tend to receive a request from a patient for an emergency supply of prescription-only medicine?

*Prompts: Once a day or more? About twice a week? About once a week? About once or twice a month? Less than once a month?*

3. Can you tell me what types of medication you most frequently get requests for?

*Prompts: inhalers, contraceptive, insulin,*

4. From which client group are requests most frequently received?

*Prompts: older people, carers of older people, the patient themselves or a parent/carers*

### **Dilemmas & concerns**

5. Can you describe any occasions which have caused dilemmas as to how to proceed?

*Prompts: Related to...repeat emergency supplies, someone who does it regularly, too many repeated requests for emergency supply*

How have you resolved these issues?

6. Can you remember any instances in which you have had to refuse an emergency supply?

*Prompts: patient not present, controlled drugs, proof of prescription not available, too many repeated requests.*

*How did you communicate this to the person making the request?*

7. Have you ever had to contact someone else to get advice about an emergency supply?

*Prompts: who was it, was it helpful?*

### **Emergency supplies and adherence**

8. What impact, if any, do you think the emergency supply service has on patient adherence?

### **Concluding questions**

What changes would you suggest to the system?

How will that change things?

What further support would you like when making emergency supplies?

Would you like to say anything else about emergency supplies?

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Ask the interviewee if they have any questions?

At the end of the interview – whilst the tape continues to record: explain that the tape will be written out in full and any identifying details removed.

**Thank you for taking part.**