PARTICIPANT INFORMATION SHEET

An evaluation of the role of community pharmacists in optimising safe and appropriate medicines use in response to patient requests for emergency supplies

As a community pharmacist providing an emergency supply service, you are being invited to participate in this research study. Before you decide to take part, it is important that you understand why the research is being done and what it involves. Please take time to read the following information carefully. Ask us if there is anything that is not clear or if you would like more information.

What is the purpose of the study? – This study is exploring the operation of the emergency supply service of prescription-only medicines undertaken in community pharmacies to inform best practice, including the support required by pharmacists and how it may be integrated into established health and social care provision in order to fulfil its potential to maximise adherence. This phase aims to review the incidence of dilemmas and concerns that have arisen in the emergency supply of medicines, principally to determine if and how these were resolved.

Why have I been chosen? - We are asking pharmacists who have dealt with patient requests for emergency supply of prescribed medication, if they would like to be interviewed about their experiences of providing the service.

Do I have to take part? - No. It is up to you to decide whether or not to agree to be interviewed. If you do decide to take part, you will be given this information sheet to keep and be asked to sign a consent form. If you do agree, you can change your mind at any time without giving a reason. If after a few days of being interviewed, you feel that would like to withdraw you can ask for your answers to be removed by contacting the team using the contact details at the end of this information sheet.

What will happen if I take part? – if you wish to take part, please return one copy of the consent form to Liz Stokes, by email, fax or post using the reply-paid envelope provided. Once the form is received by the research team a trained pharmacist interviewer will call you to ask if you are willing to be interviewed about the emergency supply service and to arrange a mutually convenient time for the interview. The telephone interview should take no more than 20 minutes. You can decide to withdraw from the interview at any time or decide not to answer specific questions.

Are there any benefits/ risks involved? – No risks or disadvantages are anticipated related to you agreeing to be interviewed.

The information from this research study will allow the research team to advise on improving the emergency supply service. You may benefit from materials produced to support pharmacists in delivering the service in the future.

What if there is a problem? - If you have a concern about any aspect of this study, you should ask to speak with the researcher who will do their best to answer your questions (see below). If you remain unhappy and wish to complain formally, you can go through the NHS complaints Procedure or contact the Chief Investigator (see below).

Will my taking part in this study be kept confidential? - All information that is collected during the course of this research study will be kept strictly confidential. We will follow the Data Protection Act (1998) at all times.

During the interview, your responses to the questions will be recorded. After the interview has been completed, the recorded interview will be converted to written text (transcribed). At this stage, any names or addresses you mention will be changed so that no-one will be able to tell that it was your call. We will delete any recordings of the telephone calls once the final report is written. We may quote you from your telephone call, but we will make sure that no-one will be able to tell that it was you who said it.

What will happen to the results of the research study? - All documentation will be kept in a secure filing cabinet in an office within Liverpool John Moores University. This cabinet will be locked whenever Dr Charles Morecroft or Research Assistant are not present. All electronic files relating to this study will be password protected, such that only Dr Charles Morecroft or Research Assistant will have access. All data relating to the study will be destroyed ten years after the study has been completed. All audio recordings of the telephone calls will be securely destroyed once the final report is written

A written report of this study will be submitted to The Pharmaceutical Trust for Educational and Charitable Objects (PTECO), the funders of this project and used to consider improvements to the emergency supply of medicines to pharmacy customers. In addition, the findings of the study will be presented to pharmacy networks, at professional conferences and submitted to professional journals. However, participants of the study will not be identified when reporting and distributing the findings to academic and professional journals and conferences. Any quotations from the recorded information when used in reporting the findings of this study will be anonymised.

Who is organising and funding the research? -This project has been developed by a workgroup of the North West Primary Care Pharmacy Research Group, which is facilitated by the NW Primary Care Research Network (PCRN) and includes academic members from Schools of Pharmacy at Liverpool John Moores University, the University of Manchester and the University of Central Lancashire. This research is being carried out by Dr Charles Morecroft as Chief Investigator alongside other members of the research team at Liverpool John Moores University and the wider steering group. Funding for the research study is provided by The Pharmaceutical Trust for Educational and Charitable Objects (PTECO).

Who has reviewed the study? – This study has also been approved by the (*Insert LREC name and address*, *date and reference number)*. In addition, approval has been obtained from Liverpool John Moores University Ethics committee (*insert date and reference number)*.

Contact Details for further information - If you would like any more information or have concerns about the content or procedure of this study, please contact any of the following:

Chief Investigator: Dr Charles Morecroft FRPharmS PhD
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Telephone: 0151 231 2152
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Contact details of NHS Complaints

Mr Clive Moss-Barclay
Project Director, NW Pharmacy Workforce
Workforce Development Team, NHS North West
Emerson Business Centre, Suite 21, 5th Floor,
St James's House, Pendleton Way, Salford, M6 5FW
Tel: 0161 212 6042
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Consent form – If you are happy to take part in this study, please complete and sign the consent form, and return a copy to the Research Assistant.

Thank you for considering taking part in this study.