

Phase 3 Interview Schedule: Follow-up with service users

The service user having already completed and signed an informed consent form (Phase 3: informed consent form: version 1, 1st September 2012) as indicated in the research protocol (research protocol: version 1, 1st September 2012).

The conversation between the research assistant and the service user will continue as follows:

Hi, I'm Liz and I'm from Liverpool John Moores University. I'm ringing you today to follow up a consultation you had with the pharmacist a couple of weeks ago for an emergency supply of a prescription medicine. Afterwards you agreed to be contacted by LJMU to take part in a follow-up telephone interview about your use of the service.

- Are you still happy to take part?

If no: thank them for considering taking part in this phase of the study.

If yes: any thanks for agreeing to be interviewed. The necessary (ethics and governance) approvals have been obtained and the interview will take about 15 minutes to complete.

- Is it convenient to do the interview now? (or phone back)

The questions will focus on your views and experiences of the emergency supply service on this occasion.

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

1. Can you tell me a little about why you used the emergency supply service on this occasion?

Prompts: Out of hours/away from home...

Emergency supply of prescription-only medicines

2. How did you know about the service?

Prompts: Used before?

Heard from family/friends? GP? Other health professional?

Told about by pharmacist/other member of pharmacy staff?

3. How did you find the way the pharmacist dealt with your request on this occasion?

Prompts: Did the pharmacist give you the medicine you required?

If yes... > Did you have to pay for the medication? Prompt: or provided as a 'loan'?

How did your use of this emergency supply impact on your routine for taking your medicines?

If no... > What impact did this refusal have?

Prompts: When were you able to get the medicines you required?

4. What do you consider to be the impact of that event on your care?

5. What would you have done if the service had not been available?

6. Have you used the service before?

7. Do you think the service is an important role that community pharmacist play in your on-going care?

8. Why do you think that?

9. Is there anything else that you would like to say about the service or the way it was run?

Thank you for taking part. Just to confirm, I'm going to write up what you've said and will delete the recording once the final report has been completed. I'll make sure that no-one can tell that these were your answers.