PARTICIPANT INFORMATION SHEET

The role of community pharmacists in making emergency supplies to patients.

As a community pharmacy/chemist customer who has used the 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 and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information. Please take time to read this information sheet before deciding whether or not you wish to take part in the study.

Why are we doing the study? - This study is looking at how the emergency supply service at community pharmacies can be improved. We want to hear what the people who have used the service think of it and whether it has helped them.

Why have I been chosen? - We are asking people who requested an emergency supply of prescribed medication at this pharmacy, if they would like to be interviewed about their experiences of using the service.

Do I have to take part? - No. It is up to you to decide whether or not 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. A decision to withdraw or not to take part will not affect you or the quality of care you receive from the pharmacy or staff in any way.

What will happen if I take part? - We will call you within two weeks of your visit to the pharmacy to ask you what you thought about the emergency supply service and how you found using it on this occasion. The telephone call should take no more than 15 minutes. We will check that you are happy to take part again at the beginning of the interview. You can decide to withdraw from the interview at any time or decide not to answer specific questions.

What do I have to do if I decide to take part? - If you are happy to be telephoned, please provide your contact details on the telephone contact sheet. We will then call you in a couple of weeks and you can decide if you want to be interviewed then. If you want, you can ask the researcher to call you back another time that is better for you.

Are there any benefits/ risks involved? - We don't think that there are any risks related to you agreeing to be interviewed, but you may become upset talking about your experience of the emergency supply service. If this happens, the researcher will ask you if you want to continue and you can decide to skip any questions which you would prefer not to answer.

You could also contact the local Patient Advice and Liaison Service (PALS) for further support (see below).

The information from this research study will allow the research team to advise pharmacist how to improve the emergency supply service.

What if there is a problem? - If you are worried 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 in this research study will be kept strictly confidential. We will follow the Data Protection Act (1998) at all times and will **not** tell anyone whether you took part or not. We will **not** tell the pharmacy staff or pharmacist what you said.

The interview will be recorded if you are happy for us to do this. After the interview has been completed, the recorded interview will be typed up word-for-word (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 at the end of the study. 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 paper forms 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 the Research Assistant are not present. All electronic files relating to this study will be password protected, so that only Dr Charles Morecroft or the Research Assistant will have access. All information we collect in the study will be destroyed ten years after the study is finsihed.

A written report of this study will be submitted to The Pharmaceutical Trust for Educational and Charitable Objects (PTECO), who have paid for this project and used to think about improvements to the emergency supply of medicines to pharmacy customers. The findings of the study will also be presented to pharmacy networks, at professional conferences and in professional journals. However, patients in the study will not be identified when reporting the findings. Any quotes will be kept anonymous.

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 organised by the NW Primary Care Research Network (PCRN) and includes researchers 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 NRES Committee West Midlands - The Black Country (24/10/12; Ref: 12/WM/0364*)*. In addition, approval has been obtained from Liverpool John Moores University Ethics committee (30/10/2012; Ref: 12/PBS/005*)*.

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
Principal Lecturer, Clinical Pharmacy Practice
School of Pharmacy and Biomolecular Sciences
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Liverpool John Moores University, Liverpool, L3 3AF
Telephone: 0151 231 2296
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Research Assistant: Liz Stokes
Telephone: 0151 231 2152
Email: E.C.Stokes@ljmu.ac.uk

Contact details of NHS Patient Advice & Liaison Services (PALS)

NHS Liverpool/NHS Sefton/NHS Halton & St Helens
Merton House
Stanley Road
Bootle, L20 3DL
Tel: 0800 218 2333

NHS Knowsley
Knowsley Health & Wellbeing
1st Floor, Nutgrove Villa
Westmorland Road
Huyton, Knowsley, L36 6GA
Tel: 0800 073 0578

NHS Western Cheshire
1829 Building
The Countess of Chester Health Park
Liverpool Road
Chester, CH2 1YZ
Tel: 01244 650368/ 0800 132996

NHS Wirral
Old Market House
Birkenhead Wirral
CH41 5AL
Tel: 0151 647 4251/ 0800 085 1547

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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
Email: clive.moss-barclay@salford.nhs.uk

Consent form – If you are happy to take part in this study, please complete and sign the consent form, and fill out the telephone contact details sheet and return these to us in the reply-paid envelope provided.

Thank you for thinking about taking part in this study.