



STUDY 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

This study is exploring the operation of the emergency supply service of prescription-only medicines undertaken in community pharmacies. The purpose of the evaluation is to consider how the service can best be delivered in order to fulfil its potential to maximise adherence, including identifying how it may be integrated into established health and social care provision. The information from this research study will allow the research team to advise on improving the emergency supply service.

The study is multi-phased to provide a rounded understanding of the service. Previous phases have involved:

1. Clinical audit of all patient requests for the emergency supply of prescribed medicines to patients over two 4-week periods (including bank holidays), in order to quantify the number and types of emergency supply being undertaken.
2. Interviews with service providers 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.
3. Follow-up interviews with service users to determine patients' views and experiences of the service (including how they knew it existed), as well as the impact it might have on the continuity of their medicines supply, and resulting adherence.

Interactive feedback session

We would like to present the interim study findings from these phases to the practice team and to obtain your views of the emergency supply service and its impact on the medical practice workflow and patient wellbeing. A meeting of approximately one hour will be arranged at a mutually agreed time. A community pharmacist from the research participation initiative pharmacy paired with practice will present a short Powerpoint presentation providing an overview of the study and salient findings. Following this, there will be an opportunity to feedback your reaction to these - and their relevance to general practice during a group discussion facilitated by the pharmacist.

Please note: Attendees will be asked to sign a consent form to permit the group discussion to be recorded and the research assistant to take field notes. All the information that is collected during the course of this research study will be kept strictly confidential. Any information you provide will be handled in accordance with the Data Protection Act (1998) and will not be passed on to any third party. 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.

Emergency supply of prescription-only medicines

Contact Details for further information - If you would like any more information about this study, please contact:

Chief Investigator: Dr Charles Morecroft FRPharmS PhD
Principal Lecturer, Clinical Pharmacy Practice
School of Pharmacy and Biomolecular Sciences
James Parsons Building, Byrom Street
Liverpool John Moores University, Liverpool, L3 3AF

Telephone: 0151 231 2296
Email: C.W.Morecroft@ljamu.ac.uk

Research Assistant: Liz Stokes

Telephone: 0151 231 2152
Email: E.C.Stokes@ljamu.ac.uk

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
clive.moss-barclay@salford.nhs.uk

Thank you for considering taking part in this study.