

Supplementary file 4: Input from PPI group summarised under the dimensions/sub-dimensions of quality framework

Dimensions	Input from PPI Group	Incorporation of PPI input into framework dimensions
Patient Experience	<p><u>Professionalism:</u></p> <ul style="list-style-type: none"> - Mannerisms of staff in some pharmacies is poor. - Anyone who has any interaction with customers' needs to be polite. - Staff do not have IDs which makes it hard to distinguish between staff. <p><u>Patient experience:</u></p> <ul style="list-style-type: none"> - Patients need to be put at the forefront of decision making – where is the patient voice? 	<p><u>Professionalism:</u></p> <ul style="list-style-type: none"> - <i>Pharmacy staff being distinguishable by wearing a name badge with their role.</i> - <i>Mannerisms of pharmacy staff</i> <p><u>Patient Experience:</u></p> <ul style="list-style-type: none"> - <i>Involving patients in decision making</i>
Integration	<ul style="list-style-type: none"> - Integration is a huge element of quality. No sense that GPs/pharmacists speak to each other. GPs direct patients to pharmacies but pharmacies seem to be unaware. Pharmacies then direct patients back to GPs. 	<p><u>Communication mechanisms and information systems:</u></p> <ul style="list-style-type: none"> - <i>Bi-directional communication between CPs and other providers.</i>
Access	<p><u>Waiting times</u></p> <ul style="list-style-type: none"> - Services have gone downhill at community pharmacy. It takes longer to get a prescription. <p><u>Availability of medicines</u></p> <ul style="list-style-type: none"> - Difficult to encourage public to go to pharmacy for advice if they can't even get medications - Free prescription is not always available <p><u>Availability of pharmacy staff</u></p> <ul style="list-style-type: none"> - Huge tensions around single pharmacists having to do everything but not accessible to patients. 	<p><u>Waiting times</u></p> <ul style="list-style-type: none"> - <i>Importance of waiting time for receiving prescriptions</i> <p><u>Availability of medicines</u></p> <ul style="list-style-type: none"> - <i>Availability of medicines and offering alternatives.</i> <p><u>Availability of pharmacy staff</u></p> <ul style="list-style-type: none"> - <i>Availability of pharmacy staff.</i> - <i>Having adequate numbers and appropriately qualified pharmacy staff</i>

	<ul style="list-style-type: none"> - Training received by pharmacy staff questionable. - There needs to be more training of pharmacy staff and this needs to be funded. 	
Environment	<p><u>Appearance of the pharmacy</u></p> <p>Unlike GP or dentist, going to community pharmacy is like going to a shop. Not a healthcare environment.</p> <p><u>Private consultation area</u></p> <ul style="list-style-type: none"> - Privacy issues – asking details such as address, DOB in front of people. - Providing room in pharmacies for consultations is a good thing 	<p><u>Private consultation area</u></p> <ul style="list-style-type: none"> - <i>The importance of privacy and having a consultation area.</i>