



Dear customer,

We are delighted that you are interested in participating in our Pharmacy Care Plan service. The Pharmacy Care Plan will help you get the most from your medicines, and enable you to improve your quality of life by helping you manage your medicines. The Pharmacy Care Plan lays out ways that you and your pharmacist will work together to support your health. Your pharmacist will work with you to support your health by:

- Understanding what is important to you
- Identifying and deciding with you the goals you want to achieve
- Regularly providing support to enable you to achieve your goals
- Discussing your medicines and helping to make sure you get the most benefit from them
- Referring you to other support groups and services available locally
- Providing information and guidance on how you can help to manage your health

Your pharmacist will arrange regular appointments with you to discuss how your health has been and to provide you with any on-going support you need.

To enable your pharmacist to understand what is important to you about your health and quality of life please have a think about what you would like get out of this service ready for your first consultation. You could talk about a simple task or activity that your health is preventing you from enjoying, or you could simply want a better understanding of how you can manage your health, so that you are better prepared if you should have an episode that makes it worse.

We have included some common questions and answers on the next page, but feel free to contact your pharmacist at any time should you need further information. We look forward to seeing you at your next pharmacy appointment.

Kind regards,

Your community pharmacy team

What to expect from your Pharmacy Care Plan:

What will I get out of using the Pharmacy Care Plan?

The Pharmacy Care Plan provides a way of supporting people like you who have long-term conditions. The plan will be developed between you and your pharmacist to help improve your health, or improve how your health affects your life.

The process will involve exploring what is important to you and what care and support your pharmacy team and other health professionals can provide. Over time we will work with you to set goals that are relevant to your life and think about actions you can take to reach them. We would like to make sure that your health is the best that it can be, that your health does not interfere with your life, and for you to be confident in managing your health so that sudden illness does not disrupt your routine.

Why is this service being provided?

We believe it is important for people to be involved in decisions about their healthcare and this also applies to the services you receive from the pharmacy. We have designed this service to be tailored to your needs, to help you to achieve your health goals and to help you maintain your independence.

How will this fit in with the care I receive from my GP?

We have designed this service to complement and support the care you receive from your GP. We will work with your GP to try to improve your health together. For example, we may refer you to your GP for a review of your medication if we think it could benefit your health.

Will there be anything to take away with me after the appointment?

Yes, you will have your own personalised care plan to take away. This will be a place where you can keep a record of your appointments; any steps you and your pharmacist decide to take that will benefit your health and any information that may be helpful to you.

How long will each visit to my community pharmacy take?

The first appointment for your Pharmacy Care Plan may take up to 45 minutes. We need this time so that we can make sure we get a good understanding of your health and your needs. Appointments after this should take only 10 minutes to complete.

How often will I need to visit my community pharmacy?

How often you meet with us will depend on your health goals and your lifestyle. Regular appointments with your pharmacist will help you to manage your condition so you can see the improvements to your health that you are aiming for. We will try to arrange your appointments to coincide with your prescription collection to make it as convenient as possible for you. Most people will have an appointment every couple of months.

How long will I need to keep seeing my community pharmacy team for the service?

At the moment, the Pharmacy Care Plan is being tried out, so it will be running initially for 6 months. However, if there's any ongoing support you feel you need from your pharmacist they will be happy to help you.

Will I have to have any tests done?

We will measure your height, weight, cholesterol and blood pressure, along with some other simple measurements specific to your condition(s). This is to make sure we have a clear picture of your health and are able to monitor your improvement over the course of your appointments.

Will my information be kept confidential?

Yes, all your information will be kept in accordance with the Data Protection Act 1998. The information you provide will be used by your pharmacy team to help with the provision of the Pharmacy Care Plan.

Anonymised information may be used to evaluate the service and see if it could be of benefit to other people like you. Only your pharmacy team will know your identity.

How will we know that the Care Plan service is working?

As part of the sign up to the service you will be asked to agree to the sharing of information collected during the Care Plan meetings with an evaluation team led by Dr Ellen Schafheutle at the Division of Pharmacy & Optometry University of Manchester. Data collection for the study is being conducted by Dr Liz Seston, Research Fellow, Division of Pharmacy & Optometry.

What is the aim of the evaluation?

The team at Manchester have been asked by CPGM Healthcare Ltd, who are working in collaboration with the Greater Manchester Local Pharmaceutical Committee to provide the service, to look at the data (such as the goals you make as part of the plan and test results, such as blood pressure measurements, cholesterol, peak flow, etc.) to see whether the Care Plan is having a positive effect on different aspects of your health and wellbeing. The evaluation has received ethical approval from the University of Manchester (UREC Ref no: 2016-0479-241). Results from this study will be used to decide whether to roll out the service across Greater Manchester.

Will I be asked to do anything else as part of the evaluation?

If you agree to take part in the Care Plan, the pharmacist will hand you a questionnaire to take away with you at the final meeting of the Care Plan service. This questionnaire, which should take 15-20 minutes to complete will ask you about your experiences of taking part in the service. You are under no obligation to complete this. At the same time, you will also be given an invitation to take part in a telephone interview, which would take 20-30 minutes to complete. If you are interested in taking part, you will be asked to contact a member of the research team to let them know you would be willing to be interviewed. Again, you are under no obligation to take part.

What are the potential benefits and risks to me in taking part?

You will benefit from the satisfaction of knowing that you have contributed to the development of the Pharmacy Care Plan service. We would also expect you to benefit from setting your own goals, as a previous pilot has shown beneficial effects. It is extremely unlikely that you will experience any dangers, discomfort or inconvenience.

How is confidentiality maintained during the evaluation?

Confidentiality will be maintained at all times during the evaluation. This is very important to us. All electronic data used in the evaluation will be stored on password protected and firewalled computers.

Community Pharmacy Care Plan Demonstrator Pilot: Patient Information
Version 2, 13.12.2016

All paper documentation will be stored in a locked filing cabinet in a locked office. All findings reported in reports, papers and presentations will also be anonymised.

Will I be paid for participating in the study?

You will not receive payment for sharing your data or for completing the questionnaires or interviews.

What happens if I do not want to take part or if I change my mind?

It is up to you to decide whether or not to take part. You will be asked when you first sign up to the Pharmacy Care Plan service whether you would be willing to share your anonymised data with the study team. The pharmacists will ask you at each meeting whether you wish to continue with your participation in the service, including the sharing of data. If you no longer wish to participate or want to discuss the continued use of your data, please speak to the pharmacist, who will put you in touch with a member of the team from CPGM Healthcare, who will be running the service. As the questionnaires you will be asked to complete at the end of the Care Plan are anonymous, you will not be able to withdraw your data once it has been sent in. If you take part in an interview you will be able to withdraw from the evaluation, without reason, or without detriment to your care, up until the point where we anonymise the interviews. Please contact Liz Seston for further information on withdrawing from the study.

Who has reviewed the research project?

This study has been commissioned by CPGM Healthcare Ltd who are working in collaboration with the Greater Manchester LPC and funded by NHS England and has received ethical approval from the University of Manchester Research Ethics Committee

Contact for further information

Dr Liz Seston | 0161 275 2420 | liz.seston@manchester.ac.uk

Dr Ellen Schafheutle | 0161 275 7493 | ellen.schafheutle@manchester.ac.uk

What if something goes wrong?

If you have a minor complaint then you need to contact the researcher(s) on the above contact details in the first instance.

If you wish to make a formal complaint or if you are not satisfied with the response you have gained from the researchers in the first instance then please contact the Research Governance and Integrity Manager, Research Office, Christie Building, University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: research.complaints@manchester.ac.uk or by telephoning 0161 275 2674 or 275 2046.

**This Project Has Been Approved by the University of Manchester's Research Ethics Committee [UREC
ref: 2016-0479-241].**