

## Evaluation of the Greater Manchester Pharmacy Care Plan Service

### Participant Information Sheet: **Patient**

You are being invited to take part in a study. Before you decide if you want to take part it is important for you to understand why the study is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Please ask if there is anything that is not clear or if you would like more information. Thank you for reading this.

### Who will conduct the research?

A team of researchers being led by Dr Ellen Schafheutle, Senior Lecturer in Law & Professionalism at the Centre for Pharmacy Workforce Studies, Division of Pharmacy and Optometry, University of Manchester. Data collection for the study is being conducted by Dr Liz Seston, Research Fellow, Division of Pharmacy and Optometry.

### What is the aim of the research?

The study aims to find out whether a new service, called a Pharmacy Care Plan, works and how well it works. The service involves pharmacists (chemists) and other health professionals inviting individuals with two or more illnesses to visit the pharmacy (chemist) for a series of face-to-face meetings to discuss the patients' personal goals and health needs. This aims to help patients to become more active in managing their illnesses. The patient and pharmacist will agree a Care Plan that allows the patients to record their goals and track their progress. The overall aim is to improve patients' management of their illnesses and improve their quality of life. Results from this study will be used to decide whether to roll out the service across Greater Manchester.

### Why have I been chosen?

As a patient who is taking part in the Community Pharmacy Care Plan service, we are inviting you to take part in the study.

### What would I be asked to do if I took part?

There are two parts to the study.

**Part 1:** The pharmacist will hand you a **self-completion questionnaire** at the final meeting of the Care Plan service. This will ask about your experiences of the service and seek information regarding how satisfied you felt with the service, how acceptable it was to you and whether you managed to achieve the goals that were set. Please return the questionnaire using the FREEPOST address on the questionnaire (you will not need a stamp).

**Part 2:** If you complete the questionnaire then we will ask if you are willing to take part in a short **telephone interview** about your experiences of the Care Plan service. If you are happy to do this then you are asked to provide your contact details on the interview invitation form that should accompany this sheet. The study team may then contact to take part in a short audio recorded interview. Please note that not all patients who complete this form will be contacted as we will select a sample from the responses we receive. If you are not contacted and you wish to discuss your participation, please use the contact details at the end of this sheet.

**What is the duration of the research?**

The questionnaire is likely to take about 15-20 minutes to complete. The interviews are likely to take approximately 20-30 minutes at a time convenient to you.

**Where will the research be conducted?**

Part 1: Questionnaires will be handed out at the final meeting of the care plan service.

Part 2: Interviews will take place over the telephone .

**Will I be paid for participating in the research?**

You will not be paid for completing the questionnaire or taking part in an interview.

**What happens to the information collected?**

Responses to the questionnaires will be anonymised and will be combined with responses from other participants into a database. Interview recordings will be transcribed and anonymised. This information will then be analysed by the researcher to look for any common themes and differences. These findings may be published in a report, journal papers and/or conference presentations.

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

You may benefit from the satisfaction of knowing that you have contributed to the development of Community Pharmacy Care Plan service. It is extremely unlikely that you will experience any dangers, discomfort or inconvenience.

**How is confidentiality maintained?**

Confidentiality will be maintained at all times. This is very important to us. All written transcriptions will be anonymised i.e. all identifying information (individual names or where you work) will be removed. All electronic information will be stored on password protected and firewalled computers. Digital audio files will be destroyed at the end of the project. 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. Therefore anything you say in the questionnaires or the interview will not be reported in a way that can be traced back to you. Pharmacy staff will not be able to see your answers to the questionnaire or be told about what you say in the telephone interview.

**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 complete the questionnaire. If you do not want to take part then do not send back the questionnaire. The questionnaire is anonymous, so once we have received your responses it is not possible to withdraw them

If you decide to take part in the interviews you are still free to withdraw at any time without giving a reason and without detriment to yourself, up until the point where we anonymise the interviews for analysis. 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 Greater Manchester Local Pharmaceutical Committee to provide the service, funded by NHS England and has received ethical approval from the University of Manchester Research Ethics Committee (2016-0479-241).

### Contact for further information

Dr Liz Seston | 0161 275 2420 | [liz.seston@manchester.ac.uk](mailto:liz.seston@manchester.ac.uk)

Dr Ellen Schafheutle | 0161 275 7493 | [ellen.schafheutle@manchester.ac.uk](mailto: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](mailto: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 [2016-0479-241].**

