

PROSPERO International prospective register of systematic reviews

Systematic review on the effects of the physical and social aspects of the community pharmacy environment on pharmacy patients' and staffs' engagement with pharmacy health services

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Review question

- What study designs are used to investigate the physical and social aspects of the community pharmacy environment?
- What are pharmacy patients' and staffs' experiences of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services?
- What barriers and enablers, relating to the community pharmacy environment, do pharmacy patients and staff experience; and possible health, social or professional implications of this?

Searches

Eighteen databases will be searched from their start to 18th August 2018 (host sites given in parentheses): MEDLINE (Ovid), Embase (Ovid), Cumulative Index to Nursing and Allied Health Literature (CINAHL), PsycINFO, Social Science Citation Index (Web of Science), Web of Science Core Collection, Scopus, ScienceDirect, Journal Storage (JSTOR), International Construction Database (ICONDA), Avery Index to Architectural Periodicals, Applied Social Sciences Index and Abstracts (ASSIA), International Bibliography of the Social Sciences, Sociological Abstracts, Social Services Abstracts, Cochrane Central Register of Controlled Trials (CENTRAL), Health Technology Assessment Database and Social Care Online (SCIE). Experts in the fields of pharmacy practice, architecture, design and other related disciplines, as identified in the literature, will also be consulted. The bibliographies and reference lists of all included articles will be searched for further relevant publications.

Searches will be limited to peer-reviewed publications. Only English language publications will be reviewed. Publications will not be excluded based on publication date. If studies identified do not have sufficient data, attempts will be made to contact authors to obtain any relevant information that is missing.

Search strategy

https://www.crd.york.ac.uk/PROSPEROFILES/75031_STRATEGY_20180527.pdf

Types of study to be included

Only publications which report empirical data of any study design will be included, but not reviews or reports.

Condition or domain being studied

Any reported health, social or professional outcomes which capture pharmacy patients' and staffs' experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.

Participants/population

- Pharmacy patients – all ages in any country who are accessing community pharmacy health services.
- All members of the pharmacy health team. These include: pharmacists, pre-registration pharmacists, dispensing staff, accredited checking technicians and medicines counter staff.

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Intervention(s), exposure(s)

A community pharmacy is defined as accessible to all, and not based in a hospital, clinic or online. Pharmacies may be located within rural and/or urban areas, with differing levels of deprivation. Pharmacies may also form part of a multiple chain or be independently owned.

Comparator(s)/control

We will include studies with and without controls.

Context

Included studies will report how spaces within the community pharmacy environment is experienced by pharmacy patients and staff when accessing or delivering pharmacy health services. These spaces can include the pharmacy health counter, dispensary area, consultation room or the pharmacy retail area. The studies may originate from any community pharmacy setting worldwide, encompassing: high; middle; and low income countries.

Main outcome(s)

- To identify pharmacy patients' and staffs' experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.
- To identify environmental factors which may influence pharmacy staffs' and patients' engagement with pharmacy health services; and possible health, social or professional implications of this.

Timing and effect measures

Additional outcome(s)

- To identify study designs used to understand pharmacy patients' and staffs' experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.

Timing and effect measures

Data extraction (selection and coding)

- The initial screening of titles, abstracts and full text will be conducted by RD; with a 20% random sample, at each stage, independently screened by JS and CV.
- Data extraction from full texts of included studies will be conducted by RD, and again 20% of random sample will be checked independently by JS and CV.
- Data extraction will be conducted using established data extraction forms which will be adapted and refined for the purposes of this review.
- Any discrepancies will be resolved through discussion between the RD, JS and CV, and if consensus is not reached then other study authors (GR and RG) will be consulted to review as a team.

Risk of bias (quality) assessment

The quality of each selected study will be assessed by RD, JS and CV (100% of selected studies), independently and in parallel to each other. We will use the Integrated quality Criteria for the Review Of Multiple Study designs (ICROMS), choosing the most appropriate study design criteria for each study. Any potential risk of bias will be reviewed through discussion between RD, JS and CV, and if consensus cannot be reached then other study authors (GR and RG) will be consulted to review as a team.

Strategy for data synthesis

As we will include studies which report empirical data, from both qualitative and quantitative research designs, we will therefore use quantitative or narrative synthesis; depending on the types of studies included for the review.

Analysis of subgroups or subsets

We will conduct sub-group or sub-set analysis if such data is identified.

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None known

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Review_Ongoing

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Subject indexing assigned by CRD

Subject index terms

Humans; Pharmaceutical Services; Pharmacies; Pharmacy

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Details of any existing review of the same topic by the same authors**Stage of review at time of this submission**

Stage	Started	Completed
Preliminary searches	Yes	No
Piloting of the study selection process	No	No
Formal screening of search results against eligibility criteria	No	No
Data extraction	No	No
Risk of bias (quality) assessment	No	No
Data analysis	No	No

Versions

28 June 2018

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