

MACLURE, K., CRAIG, G., BOYTER, A., MACLURE, A., POWER, A., OSPREY, A., MCGREGOR, A. and STEWART, D. 2019
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2019



PHARMACY PRE-REGISTRATION TRAINEES
FIRST PORT OF CALL STUDY

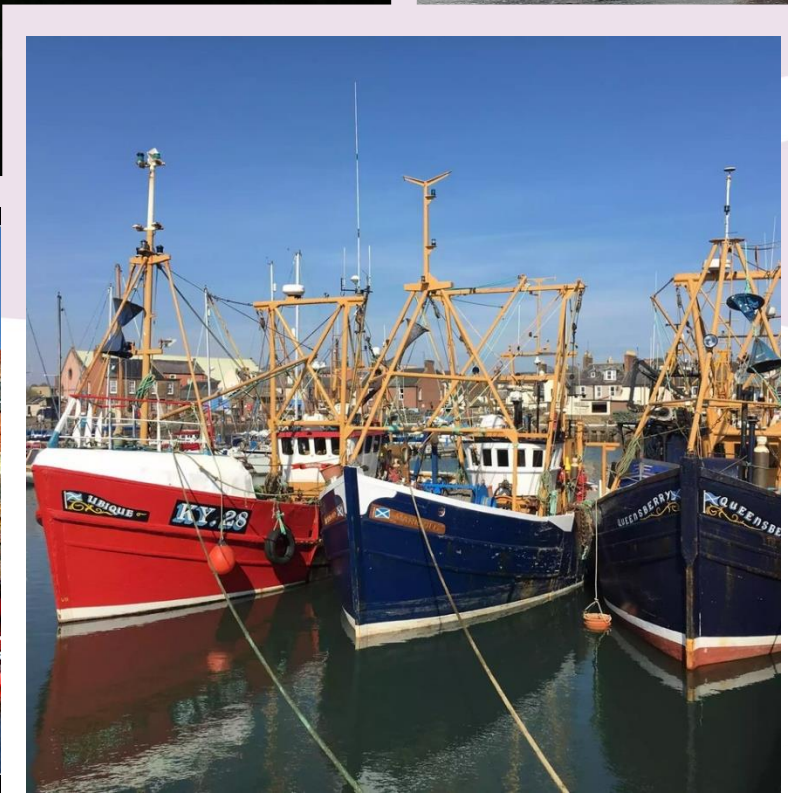
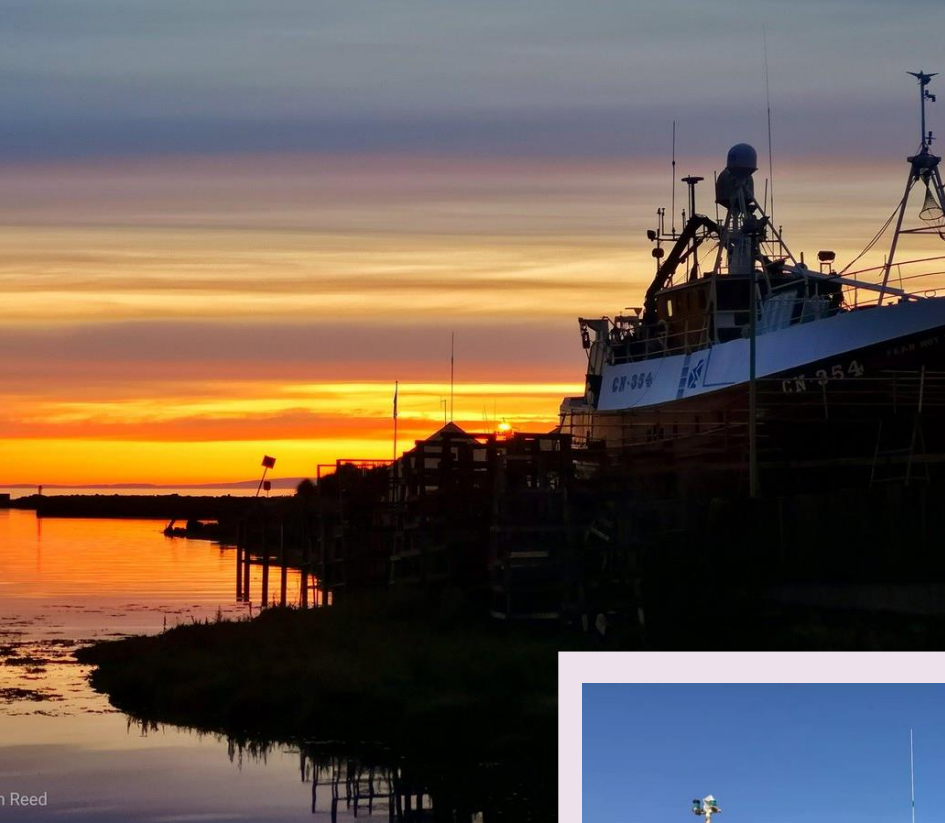
General public awareness and views of community pharmacy services in Scotland: the 'First Port of Call' study

K MacLure¹ G Craig² A Boyter³ A MacLure¹ A Power² A Osprey⁴ A McGregor⁵ D Stewart¹

1 Robert Gordon University, Aberdeen 2 NHS Education for Scotland 3 University of Strathclyde

4 Community Pharmacy Scotland 5 Royal Pharmaceutical Society

✉ k.m.maclure@rgu.ac.uk



First Port of Call: why











PHARMACY PRE-REGISTRATION TRAINEES
FIRST PORT OF CALL STUDY


**ROBERT GORDON
UNIVERSITY ABERDEEN**

Scottish Government
 Pharmacy and Medicines Division
 Directorate for Chief Medical Officer


Healthier Scotland
 Scottish Government

First Port of Call: what



Community pharmacy already plays an important role in the provision of NHS pharmaceutical care, providing highly accessible services for people both in-hours and out-of-hours

We want more people to use their community pharmacy as a FIRST PORT OF CALL

Rose Marie Parr

Chief Pharmaceutical Officer and Deputy Director,
Pharmacy and Medicines Division, Scottish Government

<http://www.gov.scot/Publications/2017/08/4589>

First Port of Call: where

Community pharmacy



Commitment 1:

Increasing access to community pharmacy as the **first port of call** for managing self-limiting illnesses and supporting self-management of stable long term conditions, in-hours and out-of-hours.

ACTIONS

Minor Ailment Service

Chronic Medication Service

Public Health Service

Serial prescribing & dispensing

Independent prescribing & advanced clinical skills

<http://www.gov.scot/Publications/2017/08/4589>

First Port of Call: who



MPharm graduates become pre-registration trainees



First Port of Call: pre-registration trainees



Project data collection

Pre-registration trainees must pass a final exam

Ongoing involvement in research

General Pharmaceutical Council



**ROBERT GORDON
UNIVERSITY ABERDEEN**

First Port of Call: eligibility

Step 1. Eligibility

Read the information sheet carefully – it covers all the steps you need to follow

Ask any questions – we are here to help

Complete the pre-reg online consent form – you only need to complete this once - but it must be done before you start to recruit (taking part in the survey indicates consent from the member of the general public).

Stopping if you decide not to continue, please complete the upload of any data and please do let us know.

First Port of Call: information



RGU: Dr Katie MacLure, Professor Derek Stewart, Andrew MacLure
NES: Gail Craig, Dr Ailsa Power
UoS: Dr Anne Boyter
RCSI: Dr Grainne Cousins
CPS: Adam Osprey
HIS: Sharon Pflieger
RPS: Anna-Marie McGregor

General public awareness and views of community pharmacy services in Scotland: the 'FIRST PORT OF CALL' study

PHARMACY PRE-REGISTRATION TRAINEES

Thank you for considering taking part in the 'FIRST PORT OF CALL' study which has the support of NHS Education for Scotland, Healthcare Improvement Scotland, Community Pharmacy Scotland, the Royal Pharmaceutical Society in Scotland and both of Scotland's Schools of Pharmacy.

If you choose to participate in this project, please be aware that there is **compulsory** training with online study material which should take no more than 30 minutes to complete. The training will cover participant selection, obtaining informed consent, information governance, administering a survey, data management and who to contact if you need help.

The aims of the 'FIRST PORT OF CALL' study are to:

1. explore the Scottish general public's awareness of services currently available in community pharmacy;
2. explore which community pharmacy services the Scottish general public would view as their 'first port of call' for health care support and advice; and
3. formulate recommendations for awareness raising of community pharmacy services based on the Scottish general public's views.

This study has been designed by the abovementioned organisations and reviewed by RGU School of Pharmacy and Life Sciences ethical review panel. After reading the information *overleaf and before starting recruitment* you must complete the online consent form available at:

<https://www.surveymonkey.co.uk/r/PreReqConsent>

'First Port of Call' study Pharmacy Graduate Information sheet version 4, 14 November 2017

To achieve the aims stated above you are required to recruit up to 20 members of the general public face-to-face in the community pharmacy. It is essential that you, and every pre-reg taking part, follow the process outlined below when recruiting people to the study.

- I. Invite people to participate if based on your professional judgement they fit the following description:
- a. Aged ≥ 16 years, please check if in any doubt
 - b. Present within any area of the community pharmacy
 - c. Able to speak and understand English
 - d. No evidence of cognitive impairment

Exclude people who you judge to be in a hurry, unwell or otherwise in distress. Vary the day and the time you recruit. Try to recruit different types of people so different viewpoints are captured in the survey. A mix of gender and age plus where the person is approached within the pharmacy should help. Use your Log Sheet to keep track of recruitment, refusals and withdrawals from the study. Decide whether you will directly enter responses on a secure tablet or laptop in the pharmacy; it must not be a personal device. A paper version of the survey can be printed for completion if a secure device is not available. The study can be accessed at:

<https://www.surveymonkey.co.uk/r/FirstPortofCall>

- II. Inviting participants: explain to the participant the purpose of the study, what it will involve, what will happen with their data, emphasising that participation is voluntary and that they can withdraw at any time:
- a. **If the potential participant gives their consent**, you can proceed with the survey. Ask the questions and enter the responses online as they are given or on a paper copy which you will later enter via the survey link, do so as soon as possible, then securely destroy the paper copy. Enter details on the Log Sheet which will help remind you to vary your recruitment demographics.
 - b. **If the person declines**, record it as a refusal on the Log Sheet. If the person initially agrees but withdraws before the survey is complete, discard their data (close the tab or refresh the browser) and record their withdrawal on the Log Sheet.

On completion of your **set of 20 surveys**, the Log Sheet should be sent to RGU. This can be done by scanning and sending it to k.m.maclure@rgu.ac.uk or by posting it to the address below. If you experience any issues or have any questions, please get in touch by email or **phone 01224 262556**. As a research data collector, you are raising awareness and giving the general public the opportunity to voice their opinion of community pharmacy services in Scotland. On behalf of the research team, thank you for taking part in the 'FIRST PORT OF CALL' study. We hope it will encourage you to take part in future research.

Dr Katie MacLure,
School of Pharmacy and Life Sciences,
Robert Gordon University, Aberdeen AB10 7GJ

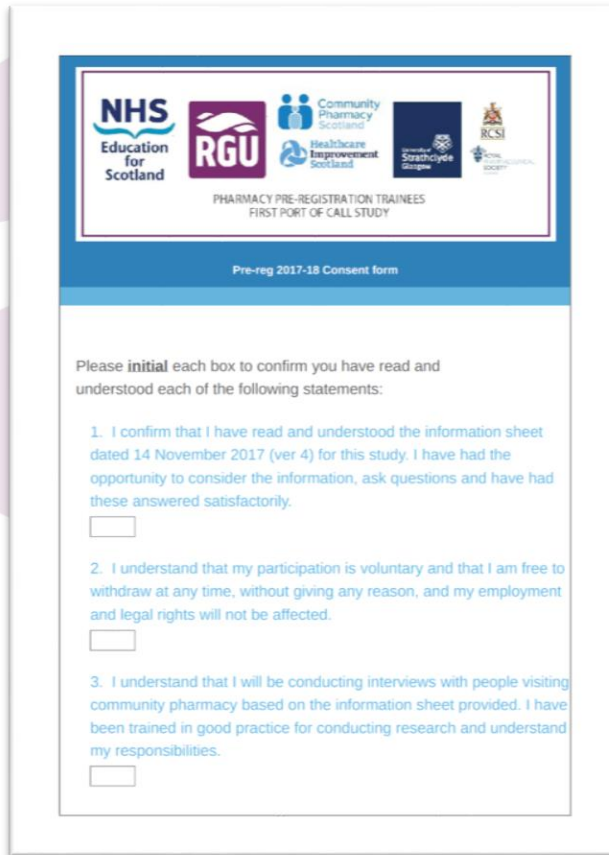
If for any reason you wish to complain about the handling of this research project, please contact Prof Susan Duthie, RGU, by email s.j.duthie@rgu.ac.uk or phone 01224 262815.

'First Port of Call' study Pharmacy Graduate Information sheet version 4, 14 November 2017



First Port of Call: consent

<https://www.surveymonkey.co.uk/r/PreRegConsent>



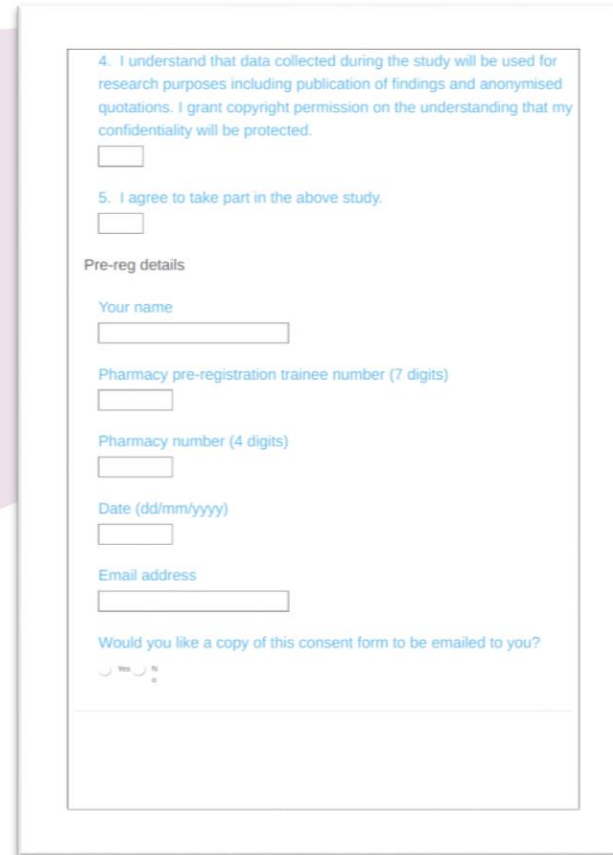
NHS Education for Scotland **RGU** **Community Pharmacy Scotland** **Healthcare Improvement Scotland** **Strathclyde** **RCSI**

PHARMACY PRE-REGISTRATION TRAINEES
FIRST PORT OF CALL STUDY

Pre-reg 2017-18 Consent form

Please **initial** each box to confirm you have read and understood each of the following statements:

1. I confirm that I have read and understood the information sheet dated 14 November 2017 (ver 4) for this study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.
2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason, and my employment and legal rights will not be affected.
3. I understand that I will be conducting interviews with people visiting community pharmacy based on the information sheet provided. I have been trained in good practice for conducting research and understand my responsibilities.



4. I understand that data collected during the study will be used for research purposes including publication of findings and anonymised quotations. I grant copyright permission on the understanding that my confidentiality will be protected.

5. I agree to take part in the above study.

Pre-reg details

Your name

Pharmacy pre-registration trainee number (7 digits)

Pharmacy number (4 digits)

Date (dd/mm/yyyy)

Email address

Would you like a copy of this consent form to be emailed to you?
 Yes No

First Port of Call: preparation

Step 2. Preparation

Online directly (tablet or laptop) – have the survey link open

Paper-based for later upload – printed, on a clipboard with pen and spare to hand

Pilot test – give it a go with pharmacy staff before approaching general public so you are familiar with the questions

First Port of Call: recruitment



RECRUITMENT LOG SHEET for 'First Port of Call' Study

For this study to have the maximum impact it is important that the survey is completed by different types of people, using the pharmacy at different times of day, for different reasons. Please record such details in the table below along with the number of people who have declined to complete the survey.

Pre-reg No.: _____

Pharmacy No.: _____

Add any refusals to the count here

Tally of refusals to complete survey (e.g. +++ ||):

If anyone stops add to the count here

Total refusals

Tally of withdrawn during the survey (e.g. +++ ||):

Total withdrawn

This is the area to record details of each interview

Interview No.	Day	Time	Gender	Approximate age	Area of the pharmacy in which the participant was approached
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Upon completion of the final interview, this sheet should be returned to RGU by scanning and emailing it to k.m.maclure@rgu.ac.uk or by posting it to Dr Katie MaClure, School of Pharmacy and Life Sciences, Robert Gordon University, Aberdeen AB10 7GJ

'First Port of Call' Log Sheet, version 4, 14 November 2017



First Port of Call: pilot

*Test your
resource
requirements*

*Test your
timing*

*Test your
access to
gather and
upload your
data*

*Test your
confidence*

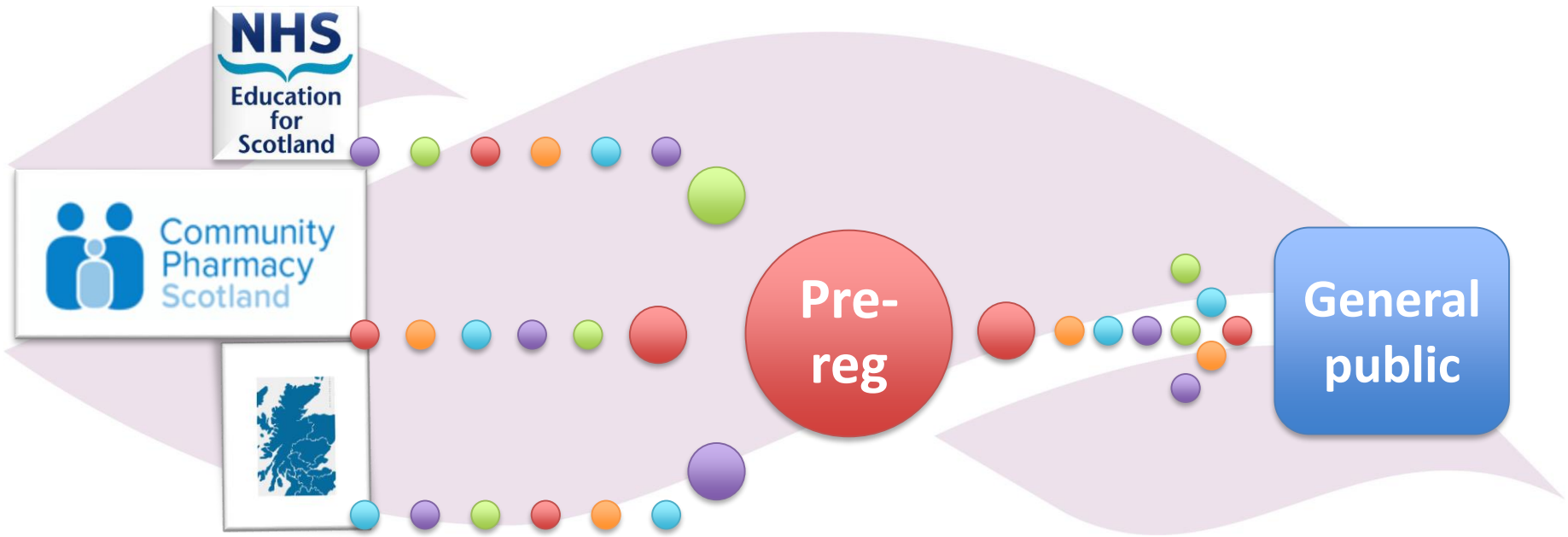
*Test your
environment*



First Port of Call: when



First Port of Call: who



First Port of Call: collect

Step 3. Data collection

Recruit people to take part in the survey (vary day/time/place in community pharmacy/age group)

Record participation and refusals on the recruitment log sheet

Continue until data collected from 20 people

First Port of Call: data collection tool

Print emailed copy or access the online version of the data collection form at:
<https://www.surveymonkey.co.uk/r/FirstPortofCall>

The image displays four overlapping screenshots of a survey form titled 'Pre-reg 2017-18 - First Port of Call'. The screenshots show different sections of the survey:

- Leftmost screenshot:** Contains demographic questions: '7. Would you describe your health as', '8. Age', '9. (don't ask) Gender', and '10. (only ask if not clear) Ethnicity'. It also includes a thank you message and instructions to continue the survey.
- Second screenshot:** Contains question 5: 'Please give your views on the following statements on community pharmacist access to patients' electronic health record'. It features a 5-point Likert scale from 'Strongly disagree' to 'Strongly agree'.
- Third screenshot:** Contains question 3: 'In which circumstances are you likely to view community pharmacist as your first port of call when seeking health advice...'. It lists various scenarios and uses a 5-point Likert scale from 'Very unlikely' to 'Likely'.
- Rightmost screenshot:** Contains question 1: 'What is your main reason for visiting community pharmacy today?' and question 2: 'Which of the following did you already know about community pharmacy and pharmacy staff?'. It includes radio button options and a text input field.

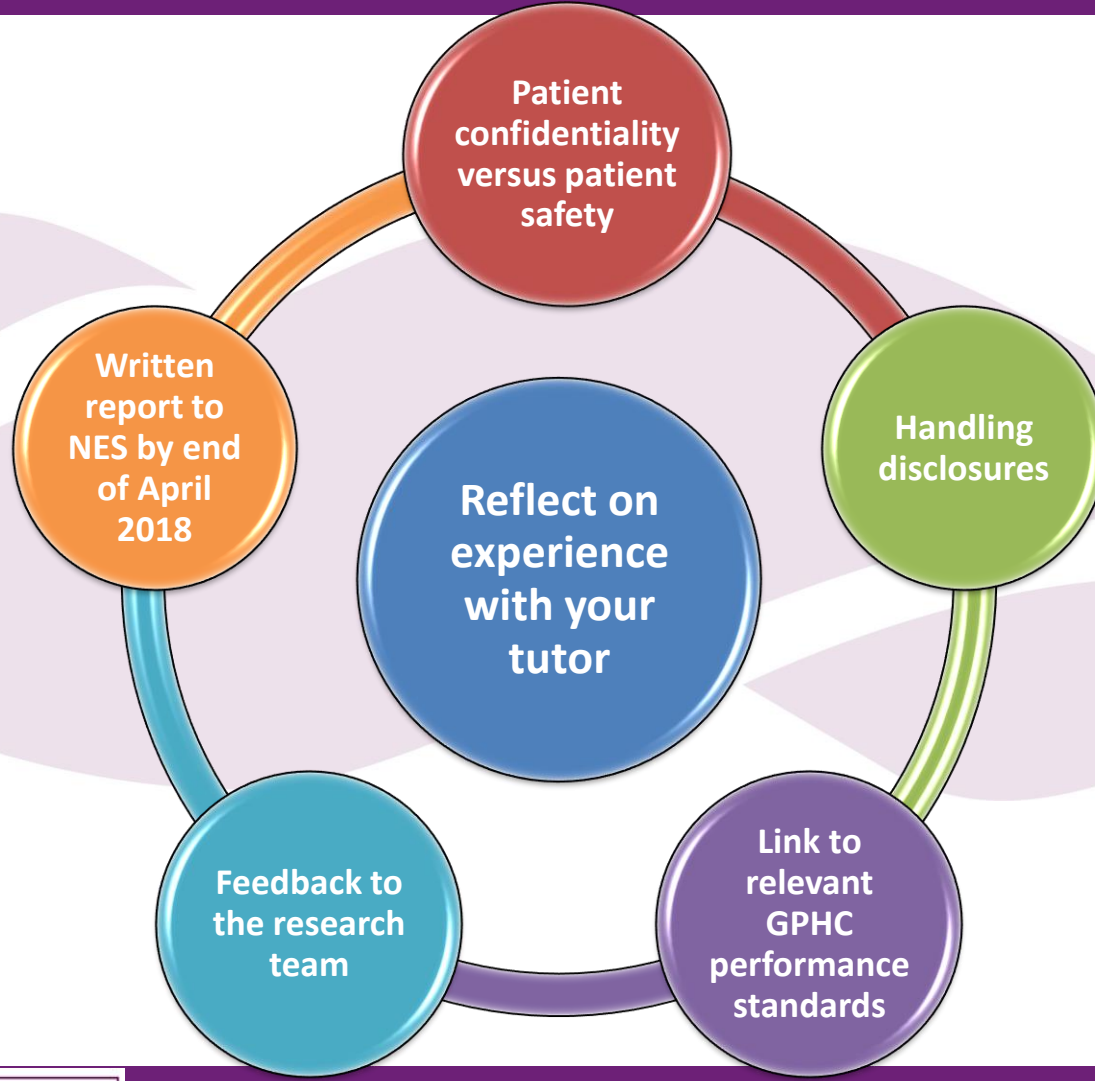
First Port of Call: governance

Step 4. Finally

Scan and send in your recruitment log sheet – contact details are on the form

Shred any paper-based materials – information governance for research as for professional practice

First Port of Call: reflect



First Port of Call: enjoy!



First Port of Call: results

117 pre-regs



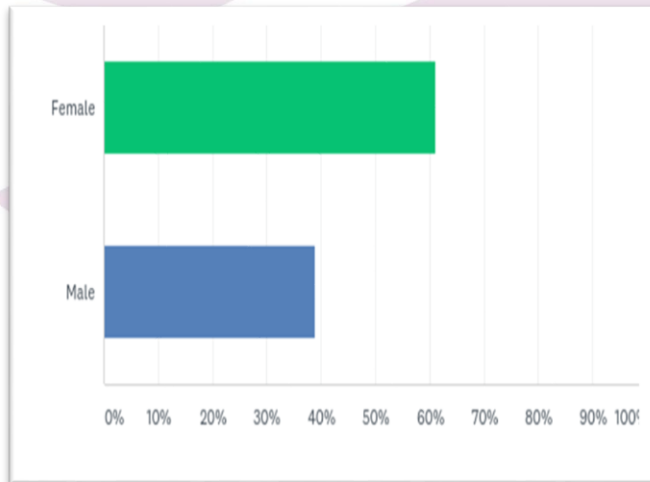
Up to 20 interviews



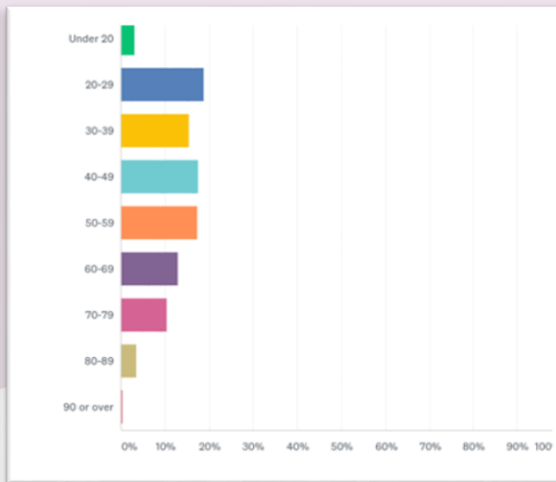
n=2260



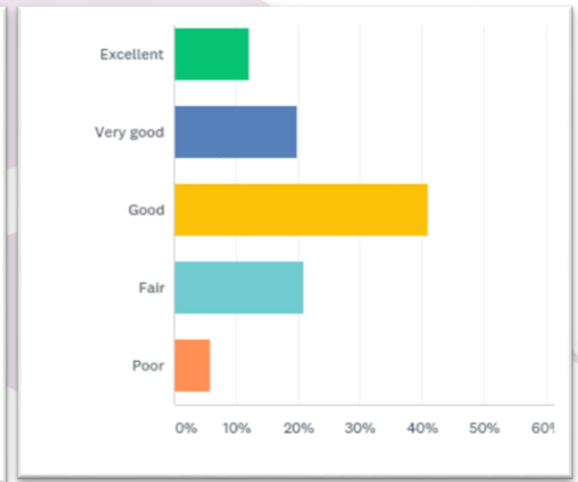
Response rate of 96.5%



Sex

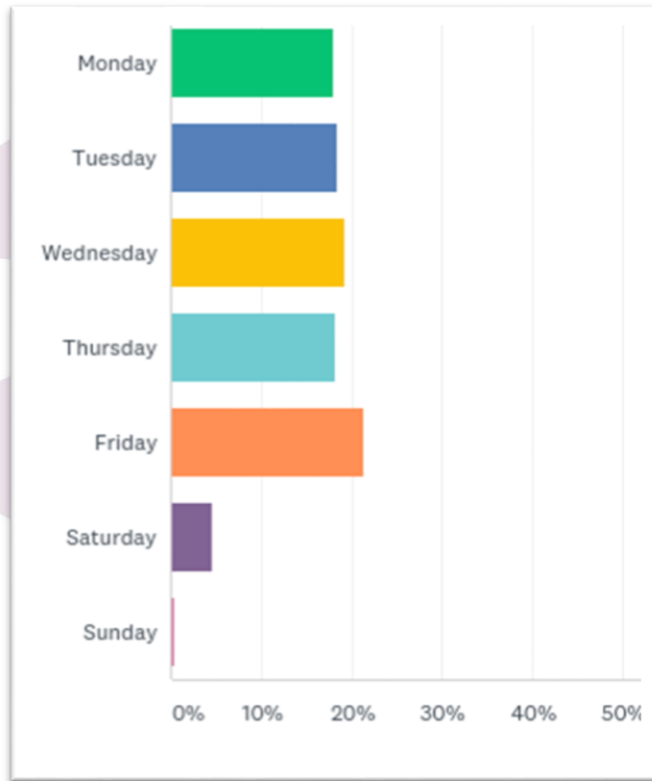


Age bracket



Health status

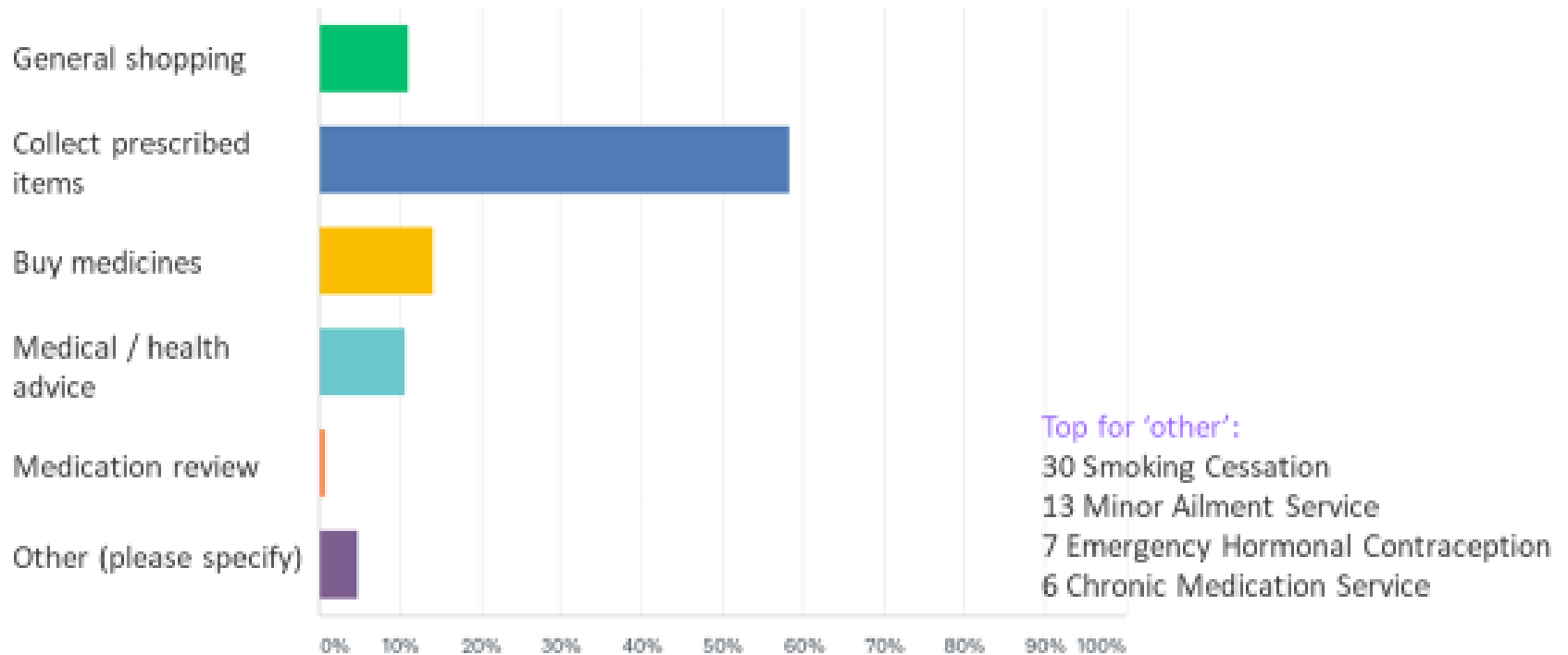
First Port of Call: results



First Port of Call: results

What is your main reason for visiting community pharmacy today?

Answered: 2,200 Skipped: 0



First Port of Call: results - awareness

Which of the following did you already know about community pharmacy and pharmacy staff?

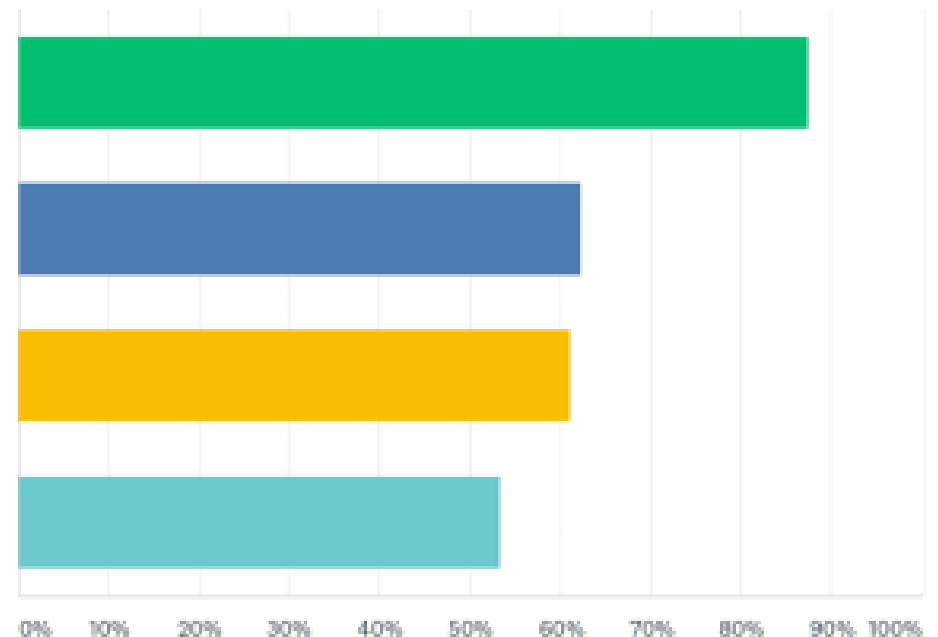
Answered: 2,169 Skipped: 91

Community pharmacies are contracted by the NHS to deliver a range of services

Community pharmacy premises must have a private consultation room

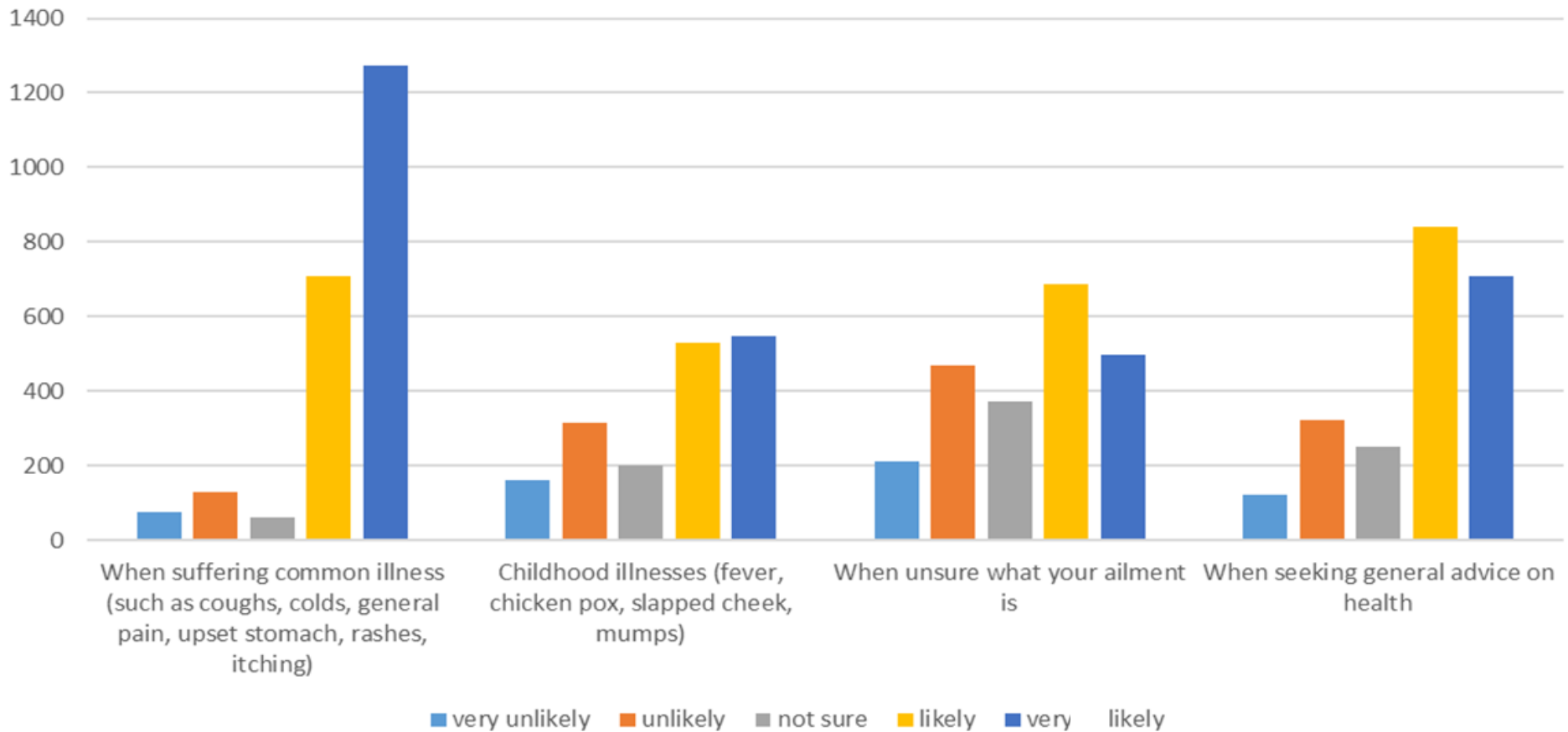
Pharmacists are bound by 'fitness to practise' regulations and professional standards similar to those set for GPs

Pharmacists with an additional qualification can diagnose and prescribe for conditions within their area of competence



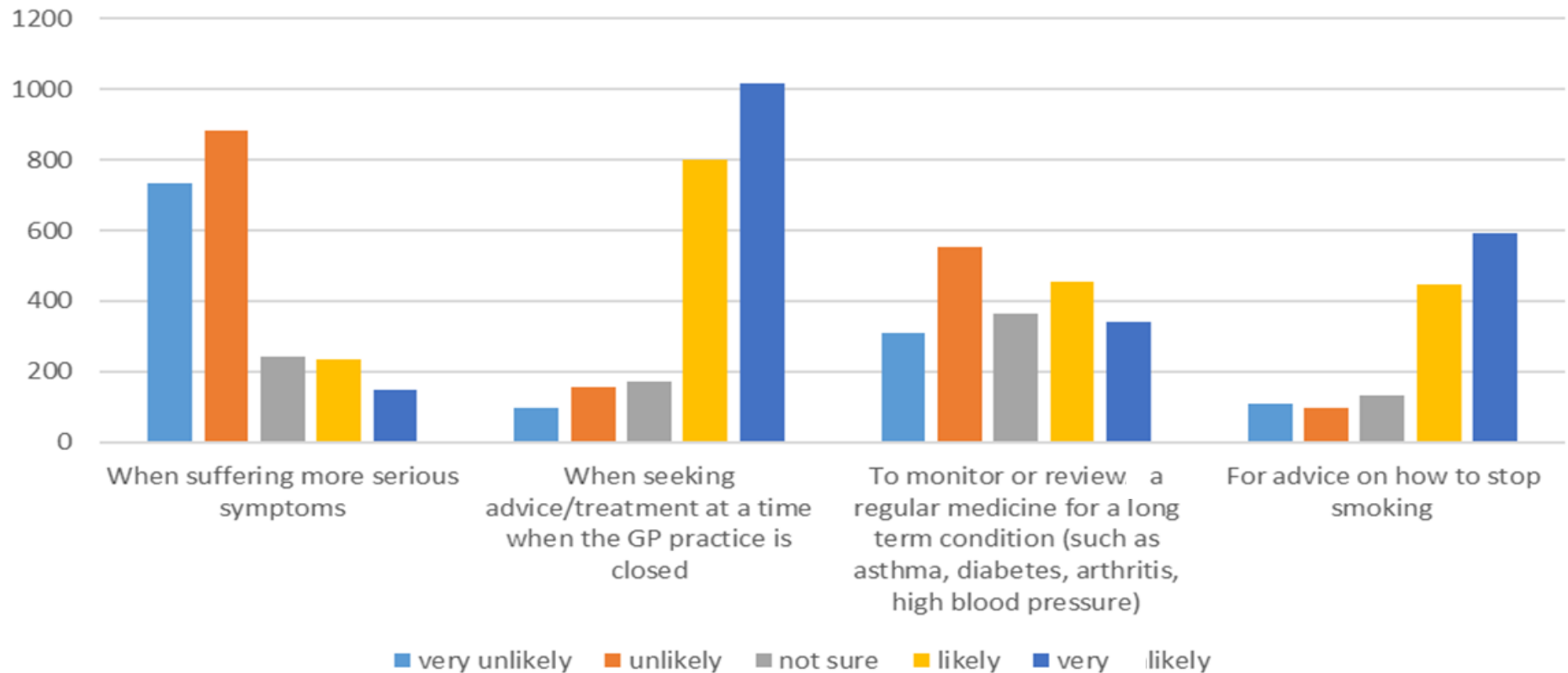
First Port of Call: results — which circumstances

In which non-emergency circumstances are you likely to see community pharmacy as your 'first port of call' when seeking healthcare advice or treatment?



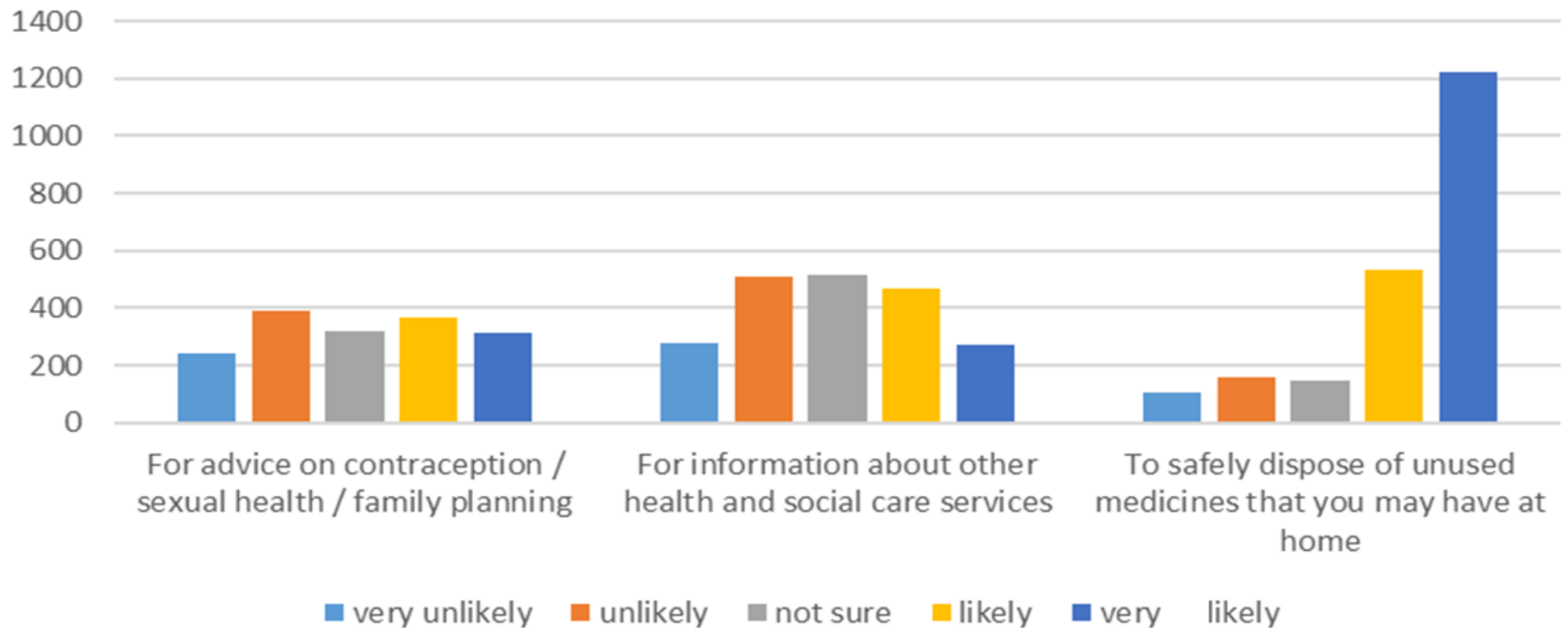
First Port of Call: results — which circumstances

In which non-emergency circumstances are you likely to see community pharmacy as your 'first port of call' when seeking healthcare advice or treatment?



First Port of Call: results — which circumstances

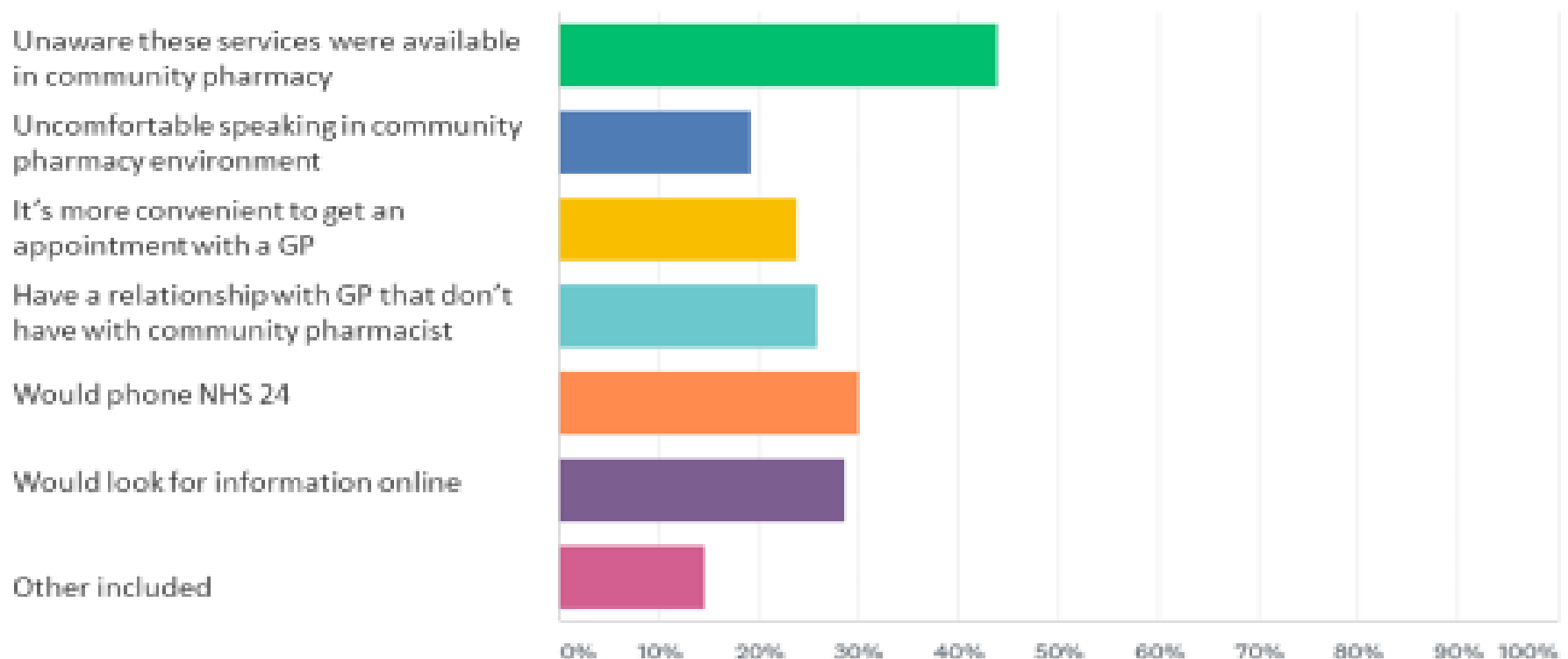
In which non-emergency circumstances are you likely to see community pharmacy as your 'first port of call' when seeking healthcare advice or treatment?



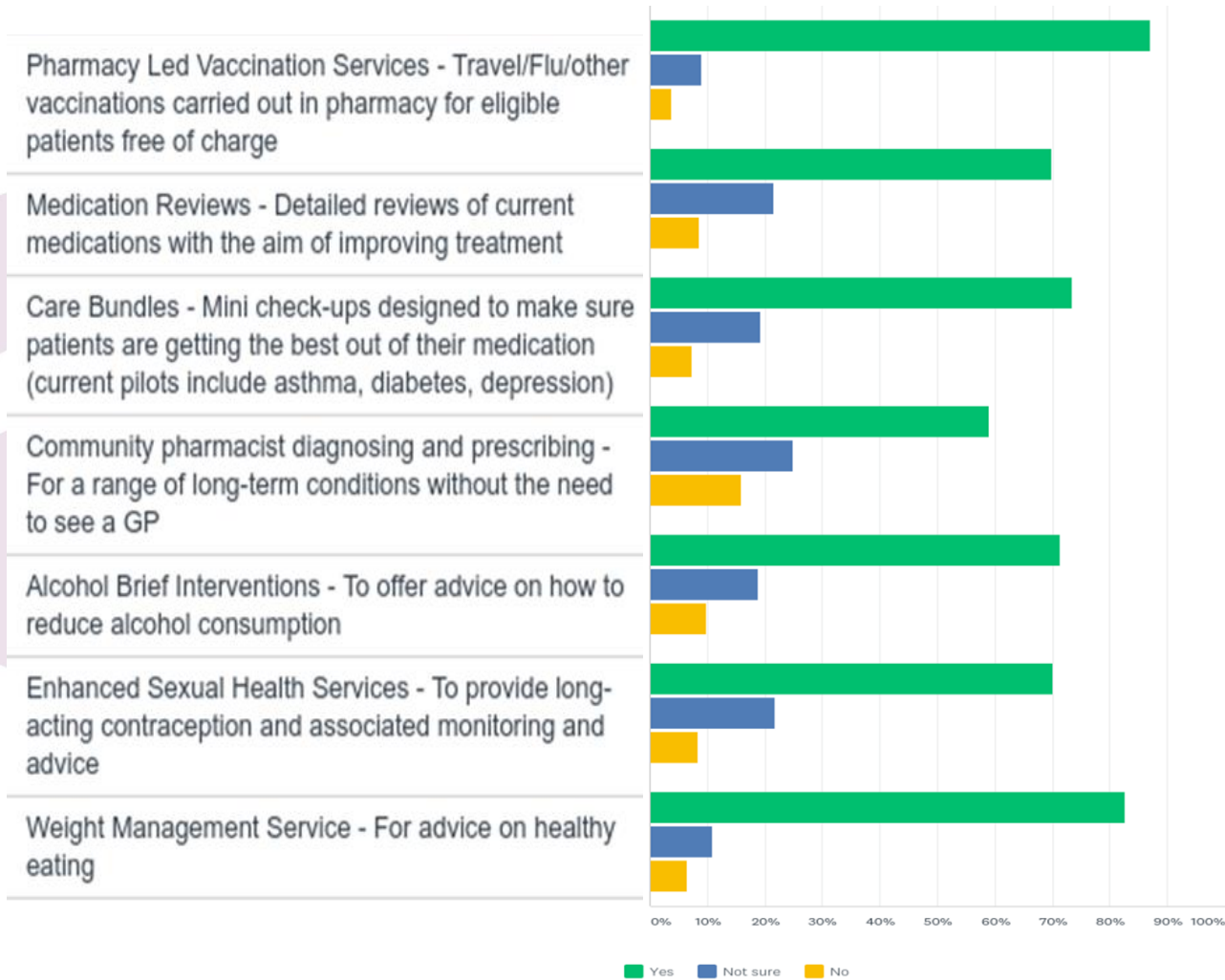
First Port of Call: results — why not

Where you have chosen 'unlikely' or 'very unlikely' in the previous question, what were your reasons for doing so? Choose all that apply.

Answered: 1,986 Skipped: 274



First Port of Call: results — future services



First Port of Call: results

Please give your views on the following statements regarding community pharmacist access to patients' electronic health records. Answers are on a 5-point scale ranging from 'strongly disagree' to 'strongly agree'.

I expect my community pharmacist to have access to read parts of my EHR

Community pharmacists should have access to read and update relevant parts of my EHR

I trust my community pharmacist to protect my confidentiality

I would be concerned that my EHR could be read by other people in the pharmacy

I would feel more confident in the treatment I receive if the community pharmacist had access to my EHR

I would be more likely to view community pharmacy as my first port of call for health issues if the pharmacist had access to my EHR

