



PATIENT INFORMATION LEAFLET

Experiences and opinions on being referred for a minor illness to a community pharmacy by your General Practice

You are invited to take part in an online survey. Before you decide whether to take part, you need to understand why the survey is being done and what participation means for you. Please take the time to read the following information carefully. Talk to others about it if you wish. Please ask us if there is anything that is not clear to you or if you would like more information. Take time to decide whether or not wish part.

What is the study about?

In November 2020, the General Practice Community Pharmacist Consultation Service (GP CPCS) was introduced. This new service allows General Practices to advise patients to speak to a community pharmacist about their health concern(s) or a health concern of someone that they care for. The new service aims to allow patients receive the right care, in the right place, with the right person, at the right time. This is expected to help free up capacity in general practice to focus on those patients who have more complex needs.

You have been advised by your General Practice to speak to a pharmacist about your health concern(s) within the past three months. You are therefore invited by a research team at Warwick Medical School to take part in this survey, in which you are asked to share your experiences on GP CPCS. The findings of this study will help to make recommendations on how the General Practice Community Pharmacist Consultation Service could be further improved.

Do I have to take part in the survey?

No. It is up to you to decide whether to take part. You can also start the survey and then decide to withdraw from the survey by closing the window without submitting your answers. However, please be aware that once you have submitted your responses, you will not be able to withdraw from the survey as your responses are anonymous and we will not be able to identify which responses came from you. You can decide to complete it whenever it is convenient for you.

If I do take part in the survey, what would I have to do?

We ask you to answer the survey questions as honest as possible. If you don't want to answer a specific question, you will always have the choice to skip it.

How long does the survey take me?

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We estimate that the survey should take less than 5 minutes to complete.

Will anyone know that I took part in the survey?

No. This survey is anonymous meaning that we will not ask you for your name or any information that would allow us or others (e.g., your General Practice/community pharmacy) to personally identify you.

The survey includes questions about yourself (your age group, gender, employment status, educational level, first half of your postcode) as this can help us to understand how varied our survey population is. However, you will always have the choice to indicate “Prefer not to say”.

Are there any risks if I take part?

There are no risks.

Are there any benefits if I take part?

There is no direct benefit for you. By taking part in the survey you are contributing to research which may lead to improvements of the referral pathways to community pharmacies.

What will happen with my survey responses?

If you are taking part in the online survey, your anonymous survey responses will be stored on password-protected computers at University of Warwick or on an encrypted password-protected personal computer of the chief investigator.

Your anonymous responses will be analysed together with all other responses and the survey findings be shared with academic audiences (for example through conference presentations/journal publications) and the public (for example in public engagement events).

Who is organising the study?

The study is organised by four researchers at Warwick Medical School, University of Warwick: Dr Julia Gauly (Research Fellow), Dr Helen Atherton (Associate Professor of Primary Care and Digital Health), Prof Jeremy Dale (Professor of Primary Care) and Prof Paramjit Gill (Professor of General Practice).

Who is funding this study?

The study is funded by the NIHR Senior Investigator Award of Professor Paramjit Gill and the NIHR Clinical Research Network.

Has the study received ethical approval?

Yes, it has been approved by the National Health Service Research Ethics Committee (NHS REC) and the Health Research Authority (HRA).

Who should I contact if I want to find out more about the study?

Dr Helen Atherton (H.Atherton@warwick.ac.uk)

Who should I contact if I have any concerns or complaints about the study or the way it has been conducted?

Any complaint about the way you have been dealt with during the study or any possible harm you might have suffered will be addressed. Please address your complaint to the person below, who is a senior University of Warwick official entirely independent of this study:

Head of Research Governance

Research & Impact Services

University House

University of Warwick

Coventry

CV4 8UW

Email: researchgovernance@warwick.ac.uk

Tel: 02476 575733

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter: DPO@warwick.ac.uk.

If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Thank you very much for taking the time to read through this study information.