5-6 May 2011
Health Services Research and Pharmacy Practice Conference 2011
The University of East Anglia, Norwich

Research in Partnership
Bringing together practitioners, academics, industry, patients and the public in health services research

conference programme

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Delegate Information
Internet access is available free of charge in Thomas Paine Study Centre 0.1
The Cloak room can be found in Thomas Paine Study Centre 1.1
Day One
Thursday, 5 May 2011

9.00am  Registration and Coffee

Registration Desk, Thomas Paine Study Centre, Foyer

10.15am  Welcome and Introduction to the Conference

Thomas Paine Study Centre Lecture Theatre

Welcome to HSRPP Conference 2011
Professor David Wright, On behalf of the HSRPP committee

Welcome to the School of Pharmacy
Professor Duncan Craig, Head of School of Pharmacy, UEA

10.35am  Key Note Plenary Presentation One

‘Researching the Role of Pharmacists in Chronic Disease Management’

Ross T Tsuyuki
Professor of Medicine (Cardiology) and Director
EPICORE Centre/COMPRIS

We all know that the role of the pharmacist must change from a product focus towards patient centred care, but we also need high quality evidence for improved outcomes to proceed.

Pharmacy practice research seeks to provide these answers. Yet conducting this research offers its own unique challenges.

In this presentation, Professor Tsuyuki will review some of his experiences in the area of hypertension management by pharmacists, using examples to highlight some of the key success factors and unresolved issues and challenges in pharmacy practice research.

11.30am  Coffee

Please visit the stands in the Foyer
### Oral Papers – Session One

#### Session 1A
**Managing Addiction in Community Pharmacy**  
**Chairs:** Christine Bond & Richard Holland  
**TPSC 1.7**

- **Abstract 4**  
  A cluster randomised controlled trial of enhanced pharmacy services to improve outcomes for patients on methadone maintenance therapy  
  *M Jaffray, C Matheson, CM Bond, AJ Lee, David J McLernon, A Johnstone, B Davidson, L Skea*

- **Abstract 50**  
  Screening and brief interventions for alcohol misuse delivered in the community pharmacy setting: a pilot study  
  *Watson MC, Inch J, Jaffray M, Stewart D*

- **Abstract 67**  
  Respectable ‘Addicts’ – Identity and Over the Counter Medicine Addiction  
  *Cooper, RJ*

#### Session 1B
**Supporting Patient Medicines Taking**  
**Chairs:** Laura Sahm & Penny Vicary  
**TPSC 1.5**

- **Abstract 11**  
  Does diabetes medication adherence alone influence optimum glycaemic control? Results from cross-sectional study on diabetic patients in Malaysia  
  *Al-Qazaz HK, Sulaiman SAS, Hassali MA, Shafie AA, Saleem F, Sandrum S*

- **Abstract 32**  
  Does patients’ perception about the brand of medicines influence medicine use? A qualitative study in the United Arab Emirates (UAE)  
  *Alozaibi N, Anderson C, Boyd M*

- **Abstract 69**  
  Estimating the extent of non-adherence in patients with glaucoma and its association with satisfaction with information recorded  
  *Cate H, Bhattacharya D, Clark A, Fordham R, Holland R, Broadway DC*

#### Session 1C
**Enhancing the Role of the Community Pharmacist**  
**Chairs:** James Desborough & Amander Wellings  
**TPSC 1.6**

- **Abstract 18**  
  What do the general public really think about community pharmacist consultations?  
  *Cowley JG, Gidman W*

- **Abstract 37**  
  An exploration of the views of general practitioners on the role of the community pharmacist  
  *Deslandes R, Frazer H*

- **Abstract 42**  
  How do the public dispose of unused prescribed medication? The views of pharmacy users in two primary care organisations  
  *Coulman SA, Lees S, Fec S, John DN*

#### Session 1D
**Maintaining Professional Competence to Ensure Patient Safety**  
**Chair:** Paul Bissell  
**TPSC 1.4**

- **Abstract 7**  
  Purpose-Action-Results as a behavioural model: telling the story of pharmacy professionals’ continuing professional development  
  *Alexander AM, Denicolo PM, Donyai P*

- **Abstract 49**  
  Perceived communication barriers of internationally trained pharmacists in Great Britain  
  *Ziae Z, Hassell K, Schafheutle EI*

- **Abstract 51**  
  Professional commitment in community: findings from a preliminary investigation  
  *Rashid A, Hassell K, Johnson S*

### Lunch

*Thomas Paine Study Centre, Foyer  
Please visit stands in the Foyer*
## Oral Papers – Session Two

### Session 2A: Defining the Pharmacist’s Role in Prescribing for Older Persons
**Chairs:** Debi Bhattacharya & Helen May

<table>
<thead>
<tr>
<th>Abstract</th>
<th>Title</th>
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</table>
| 5        | Stakeholders’ views on medication risk management and factors affecting the uptake of medication review service among older Australians in retirement villages  
**Lee CY,** George J, Elliott RA, Stewart K |
| 21       | Inappropriate prescribing in Irish nursing home residents  
**O’Sullivan D,** O’Mahony D, Parsons C, Hughes C, Patterson S, Byrne S |
| 41       | Interventions to improve the appropriate polypharmacy for older people: A Cochrane review  
**Patterson SM,** Bradley MC, Kerse N, Cardwell CR, Hughes CM |
| 60       | Prescription patterns for patients admitted from care homes to an acute hospital setting  
**Abu Hamour K,** Hughes Ca, Parsons C, Passmore P |

### Session 2B: Improving Patient Care through Pharmacist Prescribing
**Chairs:** Stephen Byrne & Matthew Small

<table>
<thead>
<tr>
<th>Abstract</th>
<th>Title</th>
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</table>
| 29       | Small step, large leap: exploring pharmacists’ experiences of the transition from supplementary to independent prescribing  
**MacLure K,** Stewart D, Bond CM, Cunningham ITS, Diack HL, George J, McCaig D |
| 44       | Evaluating the role of non-medical prescribers at Whipps Cross University Hospital Trust  
**Shrestha N,** Omisakin E, Clifford S |
| 58       | Abstract 58  
A challenge to medical dominance? The case of supplementary prescribing  
**Bissell P,** Cooper R |
| 65       | Pharmacist-led management of chronic pain in primary care: the PIPPC study  

### Session 2C: Community Pharmacy: Perspectives of Patients & Prescribers
**Chairs:** Beth Allen & Margaret McWilliams

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<tr>
<th>Abstract</th>
<th>Title</th>
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</table>
| 6        | Preferences for managing different types of symptoms - self-care or health professional advice. A discrete choice experiment  
**Lisa Rennie,** Terry Porteous, Mandy Ryan |
| 30       | Assessment of the pharmacy-based minor ailment scheme in the North East of England  
**Winit-Watjana W,** Nazir MA |
| 38       | Retrospective evaluation of pharmacist-led weight management clinics: a feasibility study  
**Sriwisit S,** Boardman H, Avery A |
| 45       | Herbal medicines: the role of the community pharmacist  
**Hughes ML,** Pritchard GE |

### Session 2D: PhD Open Forum & Workshop
**Chair:** David Wright

<table>
<thead>
<tr>
<th>Title</th>
<th>Details</th>
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</table>
| Discussion Paper 1 | Writing discharge summaries: A comparison of doctors and pharmacists  
**K.Motlaq** |
| Discussion Paper 2 | Antimicrobial properties of wound dressings  
**L.E.Freeman-Parry** |
| Workshop | PhD students engaged in cross-disciplinary and/or cross-national research projects  
**Z.Lim** |
### 3.50pm
Coffee

*Please visit stands in the Foyer*

### 4.20pm
Key Note Plenary Presentation Two

*Thomas Pain Study Centre, Lecture Theatre*

**Research in Partnership**

**Research in partnership with patients**
Jacqueline Romero  
Patient & Public Involvement in Research

**Research in partnership with the pharmaceutical industry**
Sam Taylor  
Head of Healthcare Strategy, Pfizer

**Research in partnership with the NHS**
Dr Andoni Toms  
Clinical Director for Norfolk and Suffolk CLRN

**Panel Discussion**

### 5.30pm
Finish

- **5.40pm**  
  Transport arranged from front of TPSC building to City centre and Holiday Inn

- **7.15pm**  
  Transport arranged from behind University Accommodation to Delia Smith’s restaurant

### 7.30pm
Conference Dinner

Delia Smith’s Restaurant, Norwich City Football Club

*Dress: smart casual*
PhD Forum – Discussion Paper One

Writing Discharge Summaries: A Comparison of Doctors and Pharmacists
Al Motlaq, Desborough J, Wright D J - School of Pharmacy, University of East Anglia, Norwich, Norfolk, NR4 7TJ

Introduction
Medication errors are commonly found in discharge prescriptions 1, 2. One approach to addressing this is to use pharmacists to write discharge prescriptions3,4. At Norfolk & Norwich University Hospital pharmacists have been employed to write discharge prescription. The impact of this service modification requires evaluation. The aim of the project is to compare the quality of discharge prescriptions written by doctors to those written by pharmacists. We would like to perform a controlled trial and our original plan is outlined below.

Figure 1    Proposed research Design Flow Chart

Doctors

100 prescriptions written by doctors

Recording all information on the data collection sheet

Medical-Surgical Department

Comparing all information and writing up differences

Pharmacists

100 prescriptions written by pharmacists

Recording all information on the data collection sheet

Finding all medication errors in the discharge prescription and recording them

Data analysis

References
PhD Forum – Discussion Paper Two

Antimicrobial properties of wound dressings
Freeman- Parry L, Sheffield Hallam University, Sheffield, England, S1 1WB

Wound infections are a very common healthcare problem and can lead to significant mortality and morbidity. In recent years, the wound care products market has been inundated with a range of wound dressings claiming to have antimicrobial properties. The four main classes of antimicrobial dressings available in the UK are honey, iodine, silver and biguanides. Numerous in vitro studies have demonstrated the antimicrobial activity of individual chemical agents against certain microorganisms but there are very few randomised controlled trials to confirm the efficacy of these agents when applied to wounds via carrier dressings. The aim of this research is to establish which wound dressings are the most effective against specific microorganisms commonly found in infected wounds.

1. **Antimicrobial susceptibility testing** - White and Cutting (2006) postulated that an important factor in the antimicrobial efficacy of dressings is not related to the form or dose of antimicrobial, but the ability of the carrier dressing to conform to the wound. To test this theory the antimicrobial properties of samples of all the commonly used antimicrobial dressings and their carrier dressings will be determined by susceptibility testing against a range of microbial species including common commensal bacteria, commensal fungi and opportunistic pathogens such as Pseudomonas aeruginosa. A simulated wound model will be created based on the work of Parsons et al. (2005).

2. **Novel wound dressing materials** - A number of different antimicrobial agents will be incorporated into a series of novel biocompatible materials to create a new type of dressing which can deliver a controlled release of the antimicrobial agent over a sustained period of time. The new materials will be subjected to the same susceptibility testing as the commercial dressings to determine their antimicrobial efficacy. Kinetic analysis of antibacterial activity over a period of days will be determined for novel and existing dressings to assess efficacy.

3. **Clinical evaluation of antimicrobial activity of dressings in a defined wound environment** - Having identified the antimicrobial spectrum of activity of the dressings in vitro a clinical study will be developed to compare the efficacy of an antimicrobial agent in combination with its carrier dressing. The study will be undertaken on different wounds infected with a specific organism, Pseudomonas aeruginosa.

The research forum should provide valuable feedback regarding the feasibility of these studies particularly at the clinical evaluation stage.

References
Parsons D, Bowler. PG, Myles V, Jones S “Silver antimicrobial dressings in wound management a comparison of antimicrobial, physical and chemical characteristics”. Wounds. 2005; 17(8): 222-32
Map of UEA Campus
Map of Norwich
## Day Two
**Friday, 6 May 2011**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>9.00am</td>
<td><strong>Registration and Coffee</strong></td>
<td><em>Registration Desk, Thomas Paine Study Centre, Foyer</em></td>
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<tr>
<td>9.20am</td>
<td><strong>Welcome and Introduction to Day Two</strong></td>
<td><em>Thomas Paine Study Centre Lecture Theatre</em></td>
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<tr>
<td>9.30am</td>
<td><strong>Key Note Plenary Presentation Three</strong></td>
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<tr>
<td></td>
<td>‘Challenges and opportunities in developing new researcher-policy maker relationships at national level’</td>
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<tr>
<td></td>
<td>Nicholas Mays</td>
<td>Professor of Health Policy</td>
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<td></td>
<td></td>
<td>Department of Health Services Research &amp; Policy</td>
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<td></td>
<td></td>
<td>London School of Hygiene and Tropical Medicine</td>
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<td></td>
<td>There has been a huge amount of comment and some research into the links between ‘policy’ and ‘evidence’ in public policy, particularly in the health field in the last 15-20 years.</td>
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<td></td>
<td>This presentation describes the goals and approach of a new DH policy research unit to enabling the involvement of researchers at the earliest stages of national health policy initiation, before analysing the main challenges and opportunities facing this venture, and its wider significance.</td>
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<tr>
<td>10.30am</td>
<td><strong>Coffee</strong></td>
<td><em>Please visit the stands in the Foyer</em></td>
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</table>
### Oral Papers – Session Three

#### Session 3A: Early Professional Career Development
**Chairs:** Dai John & Sue Ambler  
**TPSC 1.6**

<table>
<thead>
<tr>
<th>Abstract</th>
<th>Title</th>
<th>Authors</th>
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<tbody>
<tr>
<td>39</td>
<td>The pharmacy registration exam: how it maps onto the examination syllabus and whether it assesses knowledge or understanding</td>
<td>Jee SD, Elvey R, Lewis P, Parmar H, Schafheutle EI, Tully MP, Willis SJ, Hall J</td>
</tr>
<tr>
<td>57</td>
<td>Student attitudes to technology vs tradition in the teaching of pharmacy ethics</td>
<td>Josephs A, Gifford A, Brennan M</td>
</tr>
<tr>
<td>66</td>
<td>Which factors affect first destination career choices for hospital pharmacist pre-registration trainees?</td>
<td>DJ. Wright, M. Christou</td>
</tr>
</tbody>
</table>

#### Session 3B: Medicine Use Reviews: Optimising Patient Benefits
**Chairs:** Debi Bhattacharya & Barbara Staffa  
**TPSC 1.7**

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<thead>
<tr>
<th>Abstract</th>
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<th>Authors</th>
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<tbody>
<tr>
<td>3</td>
<td>An investigation into the provision of medicines use reviews (MURs) by community pharmacists within Brighton and Hove primary care trust</td>
<td>Sherwood J, MacAdam AB</td>
</tr>
<tr>
<td>19</td>
<td>Reasons involved in selecting patients for a medicines use review (MUR): exploring pharmacist and staff choices</td>
<td>Latif A, Boardman H, Pollock K</td>
</tr>
<tr>
<td>20</td>
<td>Impact and consequences of medicines use reviews on workload in community pharmacy</td>
<td>Boardman H, Latif A, Pollock K</td>
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</tbody>
</table>

#### Session 3C: Improving Medicines Management in an Acute Care Setting
**Chairs:** Mary Tully & Brit Cadman  
**TPSC 1.5**

<table>
<thead>
<tr>
<th>Abstract</th>
<th>Title</th>
<th>Authors</th>
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<tbody>
<tr>
<td>2</td>
<td>Effectiveness of electronic discharge and handover system at Basildon &amp; Thurrock University Hospitals NHS Foundation Trust - a service evaluation</td>
<td>Patel K, Wright DJ, Desborough J</td>
</tr>
<tr>
<td>17</td>
<td>Inappropriate prescribing in the elderly on discharge from an acute hospital in the Republic of Ireland: the role of the STOPP/START</td>
<td>Berry R, Barber A Byrne S</td>
</tr>
<tr>
<td>62</td>
<td>Adherence to antimicrobial prescribing guidelines in lower respiratory tract and urinary tract infections in secondary care: a retrospective study</td>
<td>Burnett KM, Huddleston C, Parkes J</td>
</tr>
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</table>

#### Session 3D: Preparing for Pharmacy Revalidation
**Chair:** Jane Sutton  
**TPSC 1.4**

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<thead>
<tr>
<th>Abstract</th>
<th>Title</th>
<th>Authors</th>
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</thead>
<tbody>
<tr>
<td>9</td>
<td>Continuing professional development for pharmacy professionals’ revalidation: results of an experimental study</td>
<td>Donyai P, Denicolo PM, Alexander AM</td>
</tr>
<tr>
<td>26</td>
<td>Revalidation of pharmacy professionals in the pharmaceutical industry: is there a role for appraisals?</td>
<td>Elvey R, Schafheutle EI, Jacobs S, Jee SD, Hassell K, Noyce PR</td>
</tr>
<tr>
<td>27</td>
<td>Revalidation in community pharmacy: is there a role for inspectorate and contract monitoring</td>
<td>Jacobs S, Schafheutle EI, Jee SD, Elvey R, Hassell K, Noyce PR</td>
</tr>
</tbody>
</table>
### Lunch and Poster Session

**Attended poster Session**, Thomas Paine Study Centre 0.1  
*Please visit the posters during the extended lunch period*  
*NB: Poster judging will take place during this session*  
**Lunch, Thomas Paine Study Centre, Foyer**  
*Please visit the stands in the Foyer*

<table>
<thead>
<tr>
<th>Session 4</th>
<th>Attended Posters</th>
</tr>
</thead>
</table>
| Abstract 1 | Nurse Independent Prescribers (NIPs) Views on Recent and Proposed Medicine Switches from Prescription Only Medicines (POM) to Pharmacy (P) Medicines  
Rutter P, Tsang G |
| Abstract 12 | Perception towards disease state management among Pakistani hypertensive patients: Findings from a focus group discussion  
Saleem F, Hassali MA, Shafie AA, Bashir, S |
| Abstract 14 | Competency based assessments from the students’ perspective – are students confident at engaging with this new assessment method?  
Conway A, Glaspole S |
| Abstract 22 | Do the public still trust the Community Pharmacist?  
Cowley JG, Gidman W |
| Abstract 23 | Drug pilferage: is this just about ethics? Exploring a sensitive issue using an ethnographic approach  
Lim Z, Anderson C, McGrath S |
| Abstract 33 | Enhanced Prescription Label Design to improve Patients’ Understanding of their Medication  
Sahm L, Gallwey H, Brennan M, Behan R, Mc Carthy S |
| Abstract 35 | Undergraduate pharmacy students’ views on plagiarism and academic dishonesty  
Parsons C, Shaw CL |
| Abstract 43 | What are the reasons for prescribed medicines waste? A cross-sectional survey of individuals returning prescription medicines to community pharmacies  
John DN, Lees S, Fec, S, Coulman SA |
| Abstract 47 | Integrating policy with the patient perspective: development of a decision-making framework  
Solomon J, Raynor DK, Knapp P, Atkin K |
| Abstract 52 | Comparison of screening tools for calculating risk of cardiovascular disease in an Irish setting  
O’Donovan D Óg, Byrne S, Loughrey M, Browne G, Perry I, Sahm L |
| Abstract 56 | Why do GPs prescribe antibiotics unnecessarily?  
Murphy M, Bradley CB, Byrne S |
| Abstract 59 | Communication of clinical information on health interface: An audit pilot  
Hammad EA, Wright DJ, Bhattacharya D, Wood J |
| Abstract 61 | Systematic review and meta-analysis shows stress is negatively associated with adherence to medication  
| Abstract 63 | A Modelling Analysis of the Cost of a National Minor Ailments Scheme in Community Pharmacies in England  
Sewak NPS, Cairns J |
| Abstract 64 | Are non-medical prescribers (NMPs) cautious about taking prescribing responsibility?  
Maddox C, Tully, M, Hall J |
## Workshops – Session Five

<table>
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<tr>
<th>Session 5A</th>
<th>Writing your First Research Grant</th>
<th>Chairs: Christine Bond &amp; Beth Allen</th>
<th>TPSC 1.7</th>
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<tbody>
<tr>
<td>Workshop 1</td>
<td>This workshop is targeted at those with little experience of designing a research study. It will include: An overview of the research process Basic principles of study design How to manage and analyse data How to estimate resources How to make a successful funding application.</td>
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<tr>
<th>Session 5B</th>
<th>Developing Enterprise &amp; Engagement within Pharmacy Practice Research</th>
<th>Chairs: Theo Raynor</th>
<th>TPSC 1.5</th>
</tr>
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<tbody>
<tr>
<td>Workshop 2</td>
<td>At the end of this session delegates should be able to: Identify opportunities for spinouts relevant to their research; Describe the process they should go forward with in exploring the formation of the company; Be aware of the barriers and how they can be overcome.</td>
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<tr>
<th>Session 5C</th>
<th>Developing International Practice Research Relationships</th>
<th>Chairs: Alexandra Henein-Thomas</th>
<th>TPSC 1.4</th>
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</thead>
<tbody>
<tr>
<td>Workshop 3</td>
<td>This workshop aims to define country differences and similarities affecting pharmacy practice research. It highlights possible challenges encountered when researching in collaboration with pharmacists, who are working in different healthcare systems. It is not just aimed at researchers who are attempting to conduct transnational research, but intended as tool of more clearly defining shared and separate paradigms underpinning current UK based practice and practice research.</td>
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<thead>
<tr>
<th>Session 5D</th>
<th>Preparing a NIHR Research Grant</th>
<th>Chairs: Garry Barton</th>
<th>TPSC 1.6</th>
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<tbody>
<tr>
<td>Workshop 4</td>
<td>Within this workshop we will: Consider and review an early stage RFPB grant application Discuss the different elements within the application Identify where and when Research Design Services support should be sought Identify the role of public and patient involvement within the process</td>
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### 3.00pm  
**Key Note Plenary Presentation Four**

*Thomas Paine Study Centre Lecture Theatre*

‘What have the Romans ever done for us?  
The relationship between academia and the NHS’

Ian Harvey  
Professor of Epidemiology and Public Health  
University of East Anglia

Professor Ian Harvey will examine the sometimes difficult relationship between the Higher Education sector and the NHS, each with its rather different goals and drivers and will examine how research can be embedded firmly into the daily work of the NHS. The National Institute for Health Research (NIHR) is one of the main instruments for achieving this and its work will be examined.

### 3.30pm  
**Conference Summary, Prizes and Handover**

**HSRPP Conference Close**  
Professor David Wright will close the 2011 HSRPP Conference

**HSRPP Conference University of Cork, 2012**  
Dr Stephen Byrne will introduce the HSRPP conference for 2012

### 3.45pm  
**Finish**
Key Note Speakers

Professor Ross Tsuyuki, PharmD
Professor of Medicine, Division of Cardiology, University of Alberta, EPICORE Centre

Professor Tsuyuki is the director of EPICORE (Epidemiology Coordinating and Research centre) at the University of Alberta, Canada. He has performed a number of studies that demonstrate the value of multidisciplinary teams in community-based health care delivery, in particular SCRIP (Study of Cardiovascular Risk Intervention by Pharmacists), the largest randomised trial of pharmacist intervention ever conducted.

Professor Nicholas Mays, PhD
Professor of Health Policy, Department of Health Services Research & Policy, London School of Hygiene and Tropical Medicine

Professor Mays heads the Health Services Research Unit at the London School of Hygiene and Tropical Medicine and has more than 20 years experience in health services research. He is particularly interested in how decisions are taken and why systems change and performed a major review of health service research in pharmacy in 1994.

Professor Ian Harvey, PhD
Professor of Epidemiology and Public Health, University of East Anglia

Professor Harvey is the Dean of the Faculty of Medicine & Health Sciences at the University of East Anglia. Trained in general medicine, Ian took Senior Lecturer positions in the medical schools in Cardiff and Bristol, and moved to a Chair in Epidemiology and Public Health at UEA in 1998.

Ian has been a member of the RAE 2008 subpanel for Epidemiology and Public Health, was for four years Deputy Chair of the MRC’s Health Services and Public Health Research Board, Chair of the regional Research for Patient Benefit Advisory Committee and now sits on the NIHR Efficacy and Mechanism Evaluation (EME) funding committee.
2011 HSRPP Conference organised by:

**National organising committee:**

Beth Allen, PPRT  
Paul Bissell, University of Sheffield  
Christine Bond, IJPP  
Stephen Byrne, University College Cork  
James Desborough, University of East Anglia  
Karen Hassell, University of Manchester  
Dai John, Cardiff University  
Laura Sahm, University College Cork  
Jane Sutton, University of Bath  
Mary Tully, University of Manchester  
David Wright, University of East Anglia

**Local organising committee:**

Debi Bhattacharya, UEA School of Pharmacy  
Brit Cadman, Addenbrookes  
James Desborough, UEA School of Pharmacy  
Jan Flynn, Rosemont  
Judy Henwood, NHS Norfolk  
Richard Holland, UEA School of Medicine  
Nathalie Horncastle, UEA School of Pharmacy  
Frances Johnston, UEA School of Pharmacy  
Jacqueline Romero, PPIRes  
Matthew Small, Norwich & Norfolk University Hospital  
Jackie Sutton, UEA School of Pharmacy  
David Wright, UEA School of Pharmacy
With special thanks to: