Appendix 9: patient interview schedule

What do patients believe quality care is when provided by Emergency Department Pharmacist Practitioners?
Approximate interview schedule for patient interviews

Introduction

I am Daniel Greenwood, a PhD candidate at the University of Manchester investigating the role of pharmacists who work in the emergency department. Thank you for joining my study titled: 'An investigation of emergency department pharmacist practitioners in the United Kingdom'.

Study outline

This research aims to explore what patients think quality care is when provided by pharmacists, e.g. what you think good quality care is and what poor quality care is. The data we collect will be used to determine what is expected of pharmacists who work in the emergency department.

Data collection

1. Can you tell me about your visit to the emergency department?
    - ➔ How did you feel about [answers to question 1]?

2. Overall, how do you feel about how you were cared for throughout your visit? (in general, not specific to the care provided by the pharmacist)
    - ➔ What was good and why?
    - ➔ What was not good and why?

3. Who helped to care for you?
    - ➔ Just to confirm, did a pharmacist help to care for you?
    - ➔ Could you tell me about how the pharmacist worked with other emergency department staff?

4. How did the pharmacist care for you?
    - ➔ What specifically did they do for you?

5. What was it like having a pharmacist do [answers to question 4] for you?
    - ➔ What was good and why?

- ➔ What was not good and why?
- ➔ Do you think all patients should receive this care from a pharmacist?

6. Thinking about what the care you received from the pharmacist:
   - ➔ What would you expect as a consequence of pharmacist care?
   - ➔ What would you *not* expect as a consequence of pharmacist care?
   - ➔ How do you think your care would be affected if a pharmacist was not involved?

7. Is there anything else you would have liked the pharmacist to do for you?
   - ➔ Can you tell me more about why you would have liked the pharmacist to do [answers to question 6] for you?
   - ➔ More specifically, thinking about how a community pharmacist might have supported you in the past, what different would you expect from a hospital pharmacist in the emergency department?

8. How do you feel about pharmacists treating patients in the emergency department?

9. Can you tell me about how you think care provided by a pharmacist differs from care provided by other professionals? e.g. doctors or nurses

Closing

Thank you for your time. As discussed previously, your data will be analysed by myself and used to determine what is expected of pharmacists who work in the emergency department.

Regardless of whether participants did or did not show signs of distress throughout the interview, they will be advised to visit their General Practitioner should they become distressed, upset or anxious following the interview.