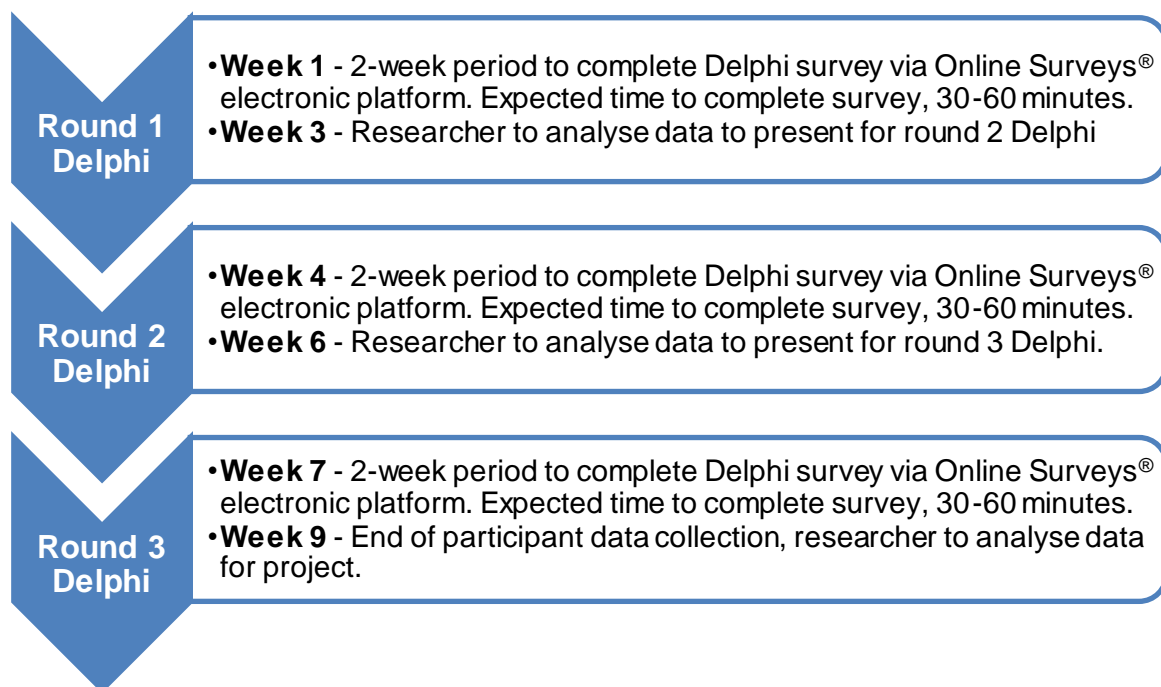


Defining the role of a 'clinical' pharmacy technician in England – sharing practice across healthcare settings.

Topic Areas & Delphi Process Guide for Participants

You have been invited to participate in a Delphi Process which consists of three rounds of questions via the electronic Online Surveys® platform. The Delphi process will be facilitated by an MSc student and supervised by an experienced researcher. The Delphi process will be organised online (using a specific tool for this purpose) to help reduce time commitment for participants and maximise participation.

The responses to the Delphi survey will be reviewed by the facilitator after rounds one and two and presented back to participants with an opportunity to modify previous responses. Before the Delphi process begins, the researcher will provide materials regarding the purpose of the study and the reasons for undertaking it. The researcher will also answer any questions you might have about being involved. You will be asked whether you would still like to participate at the beginning of each Delphi round.



The findings from this process will be used to help define the criteria for the role of a 'clinical' pharmacy technician. The findings of the study will help us to apply this to the role in a Primary Care Network (PCN) environment in England.

There will be a combination of statements and questions requiring qualitative and quantitative responses. The quantitative responses will require you to rate your level

of agreement or importance you associate with the role of a 'clinical' pharmacy technician to presented questions or statements. A 7-point Likert scale will be used to rate your level of agreement or importance with each statement or question. You will have the opportunity to comment on each question/statement regarding your rating.

In the first round you will have the opportunity to add criteria or topics that you believe are associated with the role of a 'clinical' pharmacy technician, but which were not evident in the first round. These criteria/topics will be presented in round two of the Delphi process, all other questions/statements will remain the same for each Delphi round.

There will be 3 main areas of discussion. Some examples of questions that may be asked are shown below.

Your understanding of the role of a 'clinical' pharmacy technician

What do you think the role entails, how did you learn about this? How does the role 'fit' in your organisation? What level of supervision does the role require? Does the environment or tasks undertaken determine the addition of 'clinical' to a pharmacy technician's title?

Your experience of the 'clinical' pharmacy technician role

Are you undertaking the role? Have you trained pharmacy technicians to undertake tasks of a 'clinical' pharmacy technician? What have been the benefits? What have been the challenges?

The tasks a 'clinical' pharmacy technician would be expected to undertake

Share and comment upon the core tasks for this role, for example, medicines reconciliation, medication review, authorisation of medication supply, face-to-face patient consultations

Are there any other points you would like to make?

The findings from this process will be used to help define the role of a 'clinical' pharmacy technician and the findings of the study will help us to apply this to the role in a Primary Care Network (PCN) environment in England.

We hope that this gives some idea as to the nature of the questions that will be asked during the Delphi process. If you have any questions, please do not hesitate to contact the Lead Researcher: K.A.Street@bath.ac.uk

Thank you for your time