

## **PARTICIPANT INFORMATION SHEET**

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

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This information sheet forms part of the process of informed consent. It should give you the basic idea of what the research is about and what your participation will involve. Please read this information sheet carefully and ask one of the researchers named above if you are not clear about any details of the project.

#### **1. What is the purpose of the project?**

Across all healthcare sectors in England the role of the pharmacy technician has been critical in supporting pharmacists to better utilise their clinical skills. Examples of this are accuracy checking and medicines management skills, including medicines reconciliation and prioritisation of patients for pharmacist review.

There is experience of pharmacy technicians in extended roles within the secondary care sector and the NHS Long-Term Plan (NHSE, 2019) introduces the 'extended roles' of pharmacy technicians to the Primary Care Networks (PCN).

Bruce Warner, Deputy Chief Pharmaceutical Officer, presented 'the future role of clinical pharmacy technicians in PCNs' (NHSE&I, 2019). The Health Education England (HEE) Advancing Pharmacy Education and Training (APET) review identified the need for the NHS to 'actively support the development of pharmacy technicians beyond early career training towards higher levels of practice and advanced clinical pharmacy technician status, in all sectors' (HEE, 2019)

The title 'clinical pharmacy technician' is not protected and there is no reliable definition of the knowledge, skills and behaviours that creates this role.

The purpose of this project is to identify and agree criteria that defines a clinical pharmacy technician (CPT) and apply this to the PCN environment. Expert opinion with experience of the extended role across all sectors e.g. secondary and community hospital environments will achieve this outcome.

## **2. Why have I been selected to take part? [or Who can be a participant?]**

Participants are eligible to take part who have personal or professional experience of the role of a registered pharmacy technician in England. This may include, but not restricted to, GPhC registrants, General Practitioner with experience of working with a pharmacy technician in practice, academics/education and training personnel responsible for pharmacy technician pre- and post-registration training, senior pharmacy managers responsible for clinical services. Participants from a range of healthcare sectors are invited to take part.

## **3. Do I have to take part?**

It is completely up to you to decide if you would like to participate. If you agree to take part, please keep this information and you will then be asked to sign a virtual consent form for participation in the whole study. The consent form will be a word document may be signed electronically and returned to the lead researcher via email. You will be reminded of the consent criteria at the start of each new cycle of the Delphi process (3 times) but will not be required to renew your consent. If at any time you decide you no longer wish to take part in this project you are free to withdraw, without giving a reason.

## **4. What will I be asked to do?**

If you decide to participate in the study a member of the research team will contact you to explain the process in further detail. You will be invited to take part in a Delphi process. The purpose of this process is to develop consensus amongst a wider group of stakeholders regarding the topics related to the role of a clinical pharmacy technician.

The Delphi process is a survey that will be completed via the electronic platform, Online Surveys® with three rounds being undertaken over a period of eight weeks. A literature review will generate topics to form the basis of the first Delphi round. Participants will be asked to rate the importance of each topic, using a 7-point Likert scale, as a priority for the role of a clinical pharmacy technician across all sectors. A Likert scale enables the participant to tick a position indicating their level of agreement with a given statement. A 7-point Likert scale enables the participant to choose a neutral position or respond in a positive or negative way e.g. 1 = 'strongly disagree', 4 = 'neither agree nor disagree', 7 = 'strongly agree'.

A comments box for each statement will be available for relevant explanations on participant rating.

During the first round, participants can also add new topics to the existing list if they consider them to be priorities for the role of a clinical pharmacy technician. After each round the researcher will analyse agreement for each topic and anonymised results from each round will be fed back to all panel members for the subsequent rounds. For rounds two and three participants will be able to amend original judgements based upon the anonymised cohort data presented.

The list of topics and criteria identified from the Delphi survey will be presented to relevant partners for consideration and inclusion, as part of educational framework development.

Participant demographic data will be collected including gender, age, HEE region i.e. South East, South West, Midlands and east, East of England, London, Midlands, North east and Yorkshire, North west, profession, role and type of healthcare sector.

**5. What are the exclusion criteria? (are there reasons why I should not take part)?**

If you have no personal or professional experience of the pharmacy technician role you would not be appropriate to take part in this study.

**6. What are the possible benefits of taking part?**

The anticipated outcome will be agreed criteria from key stakeholders as to what defines a CPT that can be applied to the PCN environment in England. This will benefit the pharmacy community in supporting quality and standardisation of the clinical pharmacy technician role in England.

**7. What are the possible disadvantages and risks of taking part?**

A possible disadvantage of taking part is the personal time commitment in responding to the Delphi survey. It is expected that the amount of time to complete each survey will be between 30-minutes and 1-hour, a period of 2-weeks will be given to complete each round. The maximum amount of time per participant is estimated to be 3-hours over a period of 8-weeks. Although additional topics from round one might be added to round two, all questions presented will be the same for all three rounds, therefore the material will be familiar for rounds two and three.

There are no anticipated risks in taking part. If the survey asks a question that you do not want to answer for any reason, you can choose not to answer. All data will be anonymised.

**8. Will my participation involve any discomfort or embarrassment?**

We do not expect you to feel any discomfort or embarrassment if you take part in the project. If, however you do feel uncomfortable during the Delphi process, you can choose not to answer or withdraw.

**9. Who will have access to the information that I provide?**

Only the research team will have access to information that you provide. All records will be treated as confidential. Data presented during the Delphi process will be anonymous.

**10. What will happen to the data collected and results of the project?**

All research data collected during the project including personal, identifiable data will be treated as confidential and kept in a password protected file on the University of

Bath's secure server (X: drive). Once data analysis has been completed all personal data will be destroyed. The storage of data will be done in accordance with GDPR. The final anonymised data-set collected in this project will be stored securely for 10 years and then destroyed. Your name or other identifying information will not be disclosed in any presentation or publication of the research.

After the project has finished, we will also provide participants with a summary of the project results if they would like that. This summary will not include any identifiable information and will show the overall findings of the project.

Once this project is completed, other researchers at the University of Bath may conduct related research projects which would benefit from the use of the data that you have provided. Further use of anonymised will only occur with your consent and the University of Bath's approval where data will continue to be stored in accordance with GDPR. So again, your name or other identifying information will not be disclosed in any presentation or publication of the research.

### **11. Who has reviewed the project?**

This project has been given a favourable opinion by the University of Bath, Research Ethics Approval Committee for Health (REACH) [reference: EP 19/20 011].

### **12. How can I withdraw from the project?**

If you wish to stop participating before completing all parts of the project you can inform one of the above identified researchers in person or by email or telephone. You can withdraw from the project at any time without providing a reason for doing so and without any repercussions.

Due to the complexities of collecting data for peer consensus-building using the Delphi technique, it will not be possible to withdraw your data once you have participated in each cycle of the Delphi and the data has been incorporated into the analysis.

If for any reason you wish to withdraw your data, please contact an identified researcher within one day of your participation (e.g. before the collected data has been analysed as part of the Delphi process). After this date it may not be possible to withdraw your data as some results may have been anonymised and analysed as part of the research. Your individual results will not be identifiable in any way in any presentation or publication.

### **13. Will expenses be paid for participation in the project?**

There are no fees for people participating in this research project. By hosting the Delphi process online project costs will be kept to a minimum; there will be no travel expenses incurred by participants.

### **14. University of Bath privacy notice**

The University of Bath privacy notice can be found here: <https://www.bath.ac.uk/corporate-information/university-of-bath-privacy-notice-for-research-participants/>.

## **15. What happens if there is a problem?**

If you have a concern about any aspect of the project you should ask to speak to the researchers who will do their best to answer any questions. If they are unable to resolve your concern or you wish to make a complaint regarding the project, please contact the Chair of the Research Ethics Approval Committee for Health:

Professor James Betts  
Email: [j.betts@bath.ac.uk](mailto:j.betts@bath.ac.uk)  
Tel: +44 (0)1225 383448

## **16. If I require further information who should I contact and how?**

Thank you for expressing an interest in participating in this project. Please do not hesitate to get in touch with us if you would like some more information.

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