

## **Pharmacy Readiness for ExPAnDed Roles & Enhanced care (PREPARE):**

### **Perspectives from Stakeholders and Pharmacy Professionals**

#### ***Participant Information Sheet***

You are being invited to take part in a research study exploring the readiness of the Pharmacy professional workforce to deliver a range of clinical health services. The focus of this study is on community pharmacy and impending changes under the NHS 10 Year Health Plan. We are therefore interviewing community pharmacy employers and contractors as the key stakeholders involved in implementing policy change and supporting the workforce. Before you decide whether to take part, it is important for you to understand why the research is being conducted and what it will involve. Please take time to read the following information carefully before deciding whether to take part and discuss it with others if you wish. Please ask if there is anything that is not clear or if you would like more information. Thank you for taking the time to read this.

#### **About the research**

##### **➤ Who will conduct the research?**

The research team are as follows:

***Ellen Schafheutle, Sarah Willis, James Higginson, Jolanta Shields, Lillianna Thomas, Tia Lata-Burston***, Centre for Pharmacy Postgraduate Education (CPPE): Research and Evaluation, Centre for Pharmacy Workforce Studies ([CPWS](#)), The University of Manchester, M13 9PT.

##### **➤ What is the purpose of the research?**

The purpose of this study is to explore how community pharmacy employers and contractors feel about pharmacy becoming an increasingly clinical profession, and how confident and prepared they think the sector and its workforce are for this.

This study will involve exploring your views on the education and training/development needs of pharmacy staff, your organisation's readiness for these changes, and how you plan to implement these changes. We are also interested in the types of support or upskilling that may be needed and any barriers that might make this transition difficult for your staff. Your insights will help identify how to better support community pharmacy teams during this development period.

➤ **Am I suitable to take part?**

You have been invited to take part because you have a professional role within England relevant to community pharmacy and the community pharmacy workforce.

➤ **Will the outcomes of the research be published?**

The findings of this study will be published in project reports which may be made publicly available on CPPE's website as well as through peer-reviewed journal articles. We may also share research findings through presentations at seminars and conferences, and via articles on websites. You will not be identifiable in any reports or research findings that are published and/or presented.

➤ **Who has reviewed the research project?**

The project has been reviewed and approved by The University of Manchester Proportionate Research Ethics Committee (2025-24298-43818).

➤ **Who is funding the research project?**

This project is funded by NHS England under its commission to CPPE to better understand the workforce, learning and support needs of the pharmacy profession and plan policy and their commission of learning and support accordingly.

## **What would my involvement be?**

➤ **What would I be asked to do if I took part?**

If you are interested in taking part, we first ask that you reply directly to the email invitation received from the CPPE:R&E Team so they have your contact details. A member of the CPPE:R&E Team will then contact you via email to confirm that you want to take part and – if you do – you will be asked to attend one telephone or online (via Teams) interview, according to your preference, at a date and time that suits you.

We expect interviews to last no longer than an hour. They will be conducted by one or more members of the research team. If you are willing to take part, we will ask you to complete our electronic consent form ahead of the interview.

Should you feel uncomfortable or upset at any point throughout the interview, please speak with your interviewer in the first instance.

➤ **Will I be compensated for taking part?**

Once you have completed an interview, we will offer a £50 Amazon/Love2Shop e-voucher in recognition of your contribution to the study.

➤ **What happens if I do not want to take part or if I change my mind?**

**It is up to you to decide whether or not to take part.** If you do decide to take part you will be given this information sheet to keep and will be asked to give your consent, by completing our consent form or recording your verbal consent before the interview.

If you decide to take part you are still free to withdraw at any time without giving a reason and without detriment to yourself. However, it will not be possible to remove your data from the project once it has been anonymised as we will not be able to identify your specific data. This does not affect your data protection rights. If you decide not to take part you do not need to do anything further.

Audio recording is essential to participation in this study. We can stop or pause the recording of your interview at any time.

## **Data Protection and Confidentiality**

➤ **What information will you collect about me?**

In order to participate in this research project, we will need to collect information that could identify you, called “personal identifiable information.” Specifically, we will need to collect:

- Name
- Contact details (email address or possibly telephone number)

We will collect these details to contact participants to arrange the interview. These details will be collected and stored securely on the UoM Research Data Storage Service. They will be deleted upon the point of anonymisation of transcripts.

➤ **Under what legal basis are you collecting this information?**

We are collecting and storing this personal identifiable information in accordance with UK data protection law which protect your rights. These state that we must have a legal basis (specific

reason) for collecting your data. For this study, the specific reason is that it is “a public interest task” and “a process necessary for research purposes”.

➤ **What are my rights in relation to the information you will collect about me?**

You have a number of rights under data protection law regarding your personal information. For example, you can request a copy of the information we hold about you.

If you would like to know more about your different rights or the way we use your personal information to ensure we follow the law, please consult our [Privacy Notice for Research](#).

➤ **Will my participation in the study be confidential and my personal identifiable information be protected?**

In accordance with data protection law, The University of Manchester is the Data Controller for this project. This means that we are responsible for making sure your personal information is kept secure, confidential and used only in the way you have been told it will be used. All researchers are trained with this in mind, and your data will be looked after in the following way:

Your participation in this research will be recorded in MS Teams, and your personal data will be processed by Microsoft. This may mean that your personal data is transferred to a country outside of the European Economic Area, some of which have not yet been determined by the United Kingdom to have an adequate level of data protection. Appropriate legal mechanisms to ensure these transfers are compliant with the Data Protection Act 2018 and the UK General Data Protection Regulation are in place. The recordings will be removed from the above third-party platform and stored on University of Manchester managed file storage as soon as possible following the completion of data collection.

Interviews will be conducted on MS Teams with the camera on, with participant consent. This is to provide a better experience (in terms of rapport and visual cues) for both the interviewer and interviewee. However, interviewees will have the option to switch their camera off if they are more comfortable with this. Video or audio-only recordings will be transcribed verbatim by university approved transcription firm 1<sup>st</sup> Class Transcription Ltd. Your name and any other identifying information will be removed and replaced with a random ID code. Only the transcript (with all identifying information removed) will be retained by research team.

Your anonymised data collected in this study may be used in other studies conducted by CPPE Research and Evaluation or the CPWS. The study team will store your anonymised data for 5 years after the end of the study on encrypted and secure University storage systems.

Your signed consent form or separate audio-recorded consent file, depending on your preference, will be retained securely and electronically by the research team for 5 years. It may only be shared with The University of Manchester for the purposes of research auditing. Individuals from The University of Manchester or regulatory authorities may need to look at the study information during

an audit or monitoring visit to make sure the study is being carried out as planned. If you agree to participate, your identifiable data (i.e. consent form) will be included in the checks (the individuals carrying out the check will see that it belongs to you). Anyone who does look at the data will have a duty to keep it confidential. Consent forms will be retained as essential documents but contact details will be deleted as soon as they are no longer required.

So that we can provide the Love2Shop/Amazon e-voucher as a thank you for your time, your full name and email address will be shared with our Finance department who will send the voucher to you, should you wish to be compensated for your time. Your full name and email address will be securely retained by Finance for a period of up to 7 years for audit purposes only and then destroyed. It will not be used by them for any other purpose.

### **Potential disclosures**

Some of our researchers have conducted pharmacy practice research for many years, therefore it is possible you may have a pre-existing professional relationship outside of this study. Should you know your assigned interviewer, please let us know and we will arrange for someone else to complete your interview with you.

Your participation in the study will be kept confidential to the research team. All published and unpublished reports will disguise the identity of individuals and findings will be reported anonymously without identifying names of individuals or organisations. Disclosures are unlikely within this study, however, should you in your interview reveal information which indicates possible professional malpractice and/or concerns for patient safety, your interviewer will be obliged to follow University procedures to break confidentiality and share their concerns with the principal investigator of this research, as well as any relevant governance and/or regulatory authorities (such as General Pharmaceutical Council).

### **What if I have a complaint?**

#### **➤ Contact details for complaints**

If you have a complaint that you wish to direct to members of the research team, please contact:

***Professor Ellen Schafheutle, Principal Investigator, STOPFORD BUILDING, OXFORD ROAD, MANCHESTER, M13 9PT, [ellen.schafheutle@manchester.ac.uk](mailto:ellen.schafheutle@manchester.ac.uk)***

**If you wish to make a formal complaint to someone independent of the research team or if you are not satisfied with the response you have gained from the researchers in the first instance, then please contact**

The Research Ethics Manager, Research Office, Christie Building, The University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: [research.complaints@manchester.ac.uk](mailto:research.complaints@manchester.ac.uk) or by telephoning 0161 306 8089.

If you wish to contact us about your data protection rights, please email [dataprotection@manchester.ac.uk](mailto:dataprotection@manchester.ac.uk) or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.

You also have a right to complain to the [Information Commissioner's Office about complaints relating to your personal identifiable information](#) Tel 0303 123 1113

## **Contact Details**

If you have any queries about the study or if you are interested in taking part, then please contact the researcher(s)

**Lillianna Thomas, Research Assistant, STOPFORD BUILDING, OXFORD ROAD, MANCHESTER, M13 9PT, [lillianna.thomas@manchester.ac.uk](mailto:lillianna.thomas@manchester.ac.uk)**

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