



PLUS: Pharmacy referral for Lung cancer Symptoms

Interview schedule (Health Care Professionals)

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Interview:

1. We will start by going all the way back to the start – how did you feel about being approached to take part in this study?
 - a. What were your first feelings about the new service?
 - b. Was there anything that you were nervous about or made you feel unsure?
 - c. How did you feel about patients being referred through this service?
 - d. Do you think that there is a need for this service? Why? Why not?
2. What did you think about the information and training provided to you?
 - a. How can we improve this information and training?
3. How many people did you talk to about their symptoms?
 - a. How did you feel about identifying patients?
 - i. Do you think you have a clear understanding of the eligibility criteria?
 - ii. Do you think the patients you spoke to had a clear understanding of the eligibility criteria?
 - b. How did you feel about having those discussions?
 - c. How did patients react to being approached for this study/service?
 - d. When patients found out that it was part of a research study did their opinions change at all?
 - e. How did you feel taking consent?
 - f. Was there anything that put people off talking to you?
 - g. Why do you think people came to talk to you?
 - h. Do you find lots of people come to the pharmacy to talk to you about lung or other symptoms in general?
 - i. Why do you think they do that?
4. Can you remember roughly how many people did you refer on for an x-ray?
 - a. How did you feel about doing this?
 - b. Were patients ever shocked by being referred, or anything you discussed with them?
 - i. How did you handle that situation?
 - ii. What concerns did patients discuss about chest x-ray for lung cancer?
 - iii. Was radiation a concern?
 - c. Did you feel comfortable having these discussions?
5. How do you think the referral pathway ran? Were there any barriers or hiccups?
 - a. Is there anything we could do to improve the service for yourself or the patients?
 - b. Was there anything that you felt worked particularly well?



- c. What are your views on the feedback and communication received between all those involved in the referral pathway?
 - i. For example, do you think communication between the pharmacies, GP practices and secondary care teams was achieved?
 - ii. Do you feel that a lack of communication delayed the process?
 - iii. Was the feedback from other healthcare professionals helpful?
- d. Were there clear procedures in place to ensure everyone understood and knew their role and involvement?
- e. Did you find the different services involved to be engaging and supportive of this pathway?
 - i. For example, were the GPs accepting of this?
 - ii. Did the pharmacists back this new process?
 - iii. How did the secondary care team help to control the process?
- f. How did you find this new process to fit in with your existing role?
6. Can you tell me how you think this method might influence the referral pathways already in place?
 - a. For example, do you think this process will have an influence on the GP, pharmacy and secondary care services?
7. Would you recommend this service as an alternative to a GP referral?
 - a. If no – why do you think the GP referral is better?
 - b. What do you think we can do to make this service better?
8. If the results of this study suggest that the service is feasible and acceptable to the patients and health care practitioners we would look to run a community awareness campaign advising patients to visit the pharmacy if they have lung cancer symptoms that concern them – what are your initial thoughts on that?
 - a. Do you think an awareness campaign would have this effect?
 - b. Do you think the community would respond positively to it?
 - c. How and where do you think would be the best place to engage patients?
 - d. If we could do one thing to get people to come and talk to you about their symptoms what do you think it would be?
 - e. Are there any messages or information that we can tell them that you think will help get them through the door?
 - f. At the moment, there has not been a community awareness campaign, do you think the pharmacy has the infrastructure to be able to cope if more patients who are eligible do start to come in?
 - g. Do you think such a pathway would be sustainable for all those involved?
9. I know we have spoken about a lot today - so thank you for your time. Is there anything you would like to say or talk about that we haven't already covered?