



## PLUS: Pharmacy referral for Lung cancer Symptoms

### Interview schedule (Patients)

1. So, can you talk me through the symptoms you were having when you first decided to go and talk to someone?
  - a. What was it about these symptoms that made you go and talk to someone?
  - b. Had you experienced them before?
  - c. How long did you have the symptoms before you went to talk to someone?
  - d. Did anyone mention to you to go and talk to someone? Or did you just decide yourself?
  - e. Did you talk to any of your family or friends about the symptoms?
  - f. Some people think it's important go and see someone about their symptoms, and others don't, can you tell me about what you think?
2. Can you tell me why you decided to go to the pharmacy?
  - a. Did you consider going anywhere else i.e. your GP?
  - b. Did you speak to anyone else at all?
  - c. Why do you think you chose to go to the pharmacy over the doctor?
  - d. Do you go to the pharmacy a lot?
    - i. Have you spoken to the pharmacist about any illnesses or symptoms of any kind at all?
3. How did you feel about talking to your pharmacist about your lung symptoms?
  - a. If you can remember, and you are happy to tell me, can you tell me a little bit about what you spoke about?
  - b. Can you remember the kind of questions your pharmacist asked you?
  - c. Did your pharmacist give you any advice?
    - i. Did you find this advice useful?
    - ii. How did it feel to have your pharmacists to ask you questions about your lung health?
  - d. What did the pharmacist say to you about your smoking?
    - i. Did they give you any advice or refer you to any services that could help you?
    - ii. Did they talk to about your symptoms and smoking?
    - iii. How did you feel about them talk to you about this?
    - iv. If we were to continue this service in future, how would your friends and family feel about the pharmacist talking to them about their smoking?
    - v. Can you think of anyone else who might be more appropriate to talk to people about their smoking?
4. So your pharmacist referred you for a chest X-ray, how did you feel about that?
  - a. Did the pharmacist explain to you why you were referred?
  - b. How long did you wait for your chest X-ray?
  - c. Was it easy for you to get to the hospital for your X-ray?



- d. Have you had the results?
      - e. What did you think about getting your results over the phone/by letter?
    5. Overall, how did you feel about your experience?
      - a. Was there anything that made you feel unhappy or unsure at all?
      - b. Is there anything that you think worked particularly well?
      - c. Is there anything you think that we could improve or change to make it better for people in the future?
        - i. Is there anything you think we could do to make people feel more supported during the process in the future?
      - d. How do you feel about other people being referred like this through a pharmacy?
      - e. What do you think your friends and family would think of using this service?
      - f. How do you think people would feel about going to their pharmacist rather than their GP?
      - g. Following your experience, would you suggest it to anyone else?
      - h. Would you like to see this service continue?
        - i. Do you think there is anything that would put people off this service?
        - j. How can we make this service better?
    6. If this service works well for people and the pharmacists we would like to develop a campaign in the future so people are more aware that they can go to their pharmacist and ask them about lung symptoms. Do you think this is a good idea?
      - a. Do you have any ideas on how we might tell people about this service in the future?
      - b. From your experience, do you think there is anything that will help persuade people to go and talk to their pharmacist?
      - c. Are there any places where you think it is important for us to have information?
      - d. What type of information do you pay attention to? (TV adverts, posters, radio adverts, leaflets, GP surgery, community centres)
      - e. If we could do one thing to get more people to go and talk to their pharmacist what do you think it would be?
    7. 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?