



Pharmacy Referral Pilot Evaluation – Telephone Interview

Patient Information Sheet

What is this study about?

The NHS is piloting a service which allows Pharmacists to refer patients with symptoms that could be cancer, to their GP, or for an appointment with a specialist doctor at the hospital. Most people referred do not have cancer, but it is important to rule this out quickly. We are hoping that this new service will allow us to catch cancers early in more people.

The Strategy Unit is part of the Midlands and Lancashire (ML). We are an NHS team that supports improvements in health and care services. We have been asked by NHS England to evaluate this pilot service.

We want to speak to people like you, who have had a consultation with a pharmacist. The things you tell us will help us to improve our service for you and others.

What would taking part in the evaluation mean for me?

If you are happy to take part in the evaluation, and agree to your contact details being shared with us, we will get in touch to arrange a short interview with you.

In the interview we will ask you how you felt about talking to a pharmacist about your symptoms. We will ask whether there was anything about the consultation that could have been better for you, how you felt about the advice that the pharmacist gave you, and how you felt about the way you were treated.

Do I have to take part in the evaluation interview?

You do not have to take part in the evaluation interview if you do not want to. If you do not take part in the interview it will not affect your access to this or any other service in the future. If you are happy to speak to us, we can use what you tell us to improve our service for you and others.

If you are happy to take part, the interview will take between 20 and 30 minutes. The interview will be over the phone at a time that works for you. The interview will be with a trained interviewer.



How will the information I provide in the interview be used?

Your contact details and anything else that you tell us in the interview will be used only for this project and will not be shared with anyone else.

Before the interview starts the interviewer will check that you understand why we are doing the evaluation interview and that you are happy to continue. We will ask for your permission to record the interview, or to take detailed notes if you don't want the interview to be recorded. Recordings will be anonymised and then transcribed by a transcription service. The information you provide will only be accessed by staff working on the evaluation. All information will be held securely according to Data Protection legislation.

Everything you say will be anonymised for reporting. The findings will be shared as a report to support the delivery of this service. We may use quotes from you in the report, but these quotes will not be linked to you or your name.

More information about how your data will be used can be found in the pilot's evaluation privacy notice here: <https://www.england.nhs.uk/contact-us/privacy-notice/how-we-use-your-information/our-services/cancer-programme-pilots-evaluation/>

What if I change my mind?

You are free to withdraw from the interview at any time without giving a reason. Withdrawing from the interview will not affect your care, or your access to this or any other service in the future.

However, if you decide to withdraw from this process after any reports have been published, it will not be possible to remove your anonymised comments at that point.

If you want to withdraw at any point, please contact Abeda or Sam at the email addresses below.



For further information

If you have any questions or if you have decided that you want to withdraw from the interview, please contact:

Abeda Mulla | Project Director | abeda.mulla@nhs.net or

Sam Callanan | Project Manager | sam.callanan@nhs.net

This information sheet is about how we will use your personal data for the purposes of the telephone interview, your personal data collected as part of the evaluation will be anonymized and not shared with any other person or organisation.

Thank you for your anticipated participation