

Online resource 2: Topic List Pharmacy Assistants

Barriers and Facilitators for Evidence-Based Self-Care Counselling in Community Pharmacy

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Questions	Prompts
What do you understand by the term 'self-care'?	
What do you consider to be the professional role of the pharmacy assistant in self-care according to the self-care guidelines? <i>(Professional role, Environmental context, Knowledge, Skills)</i>	Professional role of the pharmacist in self-care advice according to the self-care guidelines Attitude of assistant towards self-care advice from druggists. Difference between self-care advice from pharmacy and from druggist Referral to GPs according to the self-care guidelines
What do you consider to be the importance of self-care advice according to the self-care guidelines compared to pharmaceutical care with regard to prescription medicines (e.g. dispensing process, medication review)? <i>(Professional role, Environmental context, Social influences, Goals, Intentions)</i>	Who delivers self-care advice according to the self-care guidelines at the counter Priority of self-care advice according to the self-care guidelines
How is the self-care process organised in pharmacy? <i>(Professional role, Intentions, Knowledge, Skills, Memory, attention and decision processes, Behavioural regulation)</i>	Task allocation
What kind of self-care requests do consumers and patients make in your pharmacy (e.g. product-, condition- or symptom-based)? <i>(Beliefs about capabilities, Skills, Knowledge, Beliefs about consequences, Intentions, Social influences, Professional role)</i>	Team agreement on how to handle these questions Types of consumers visiting pharmacy for self-care advice Self-confidence
What barriers do you experience when advising on self-care according to the self-care guidelines? <i>(Knowledge, Skills, Beliefs about capabilities, Intentions, Beliefs about consequences, Environmental context and resources)</i>	Hurried customers Privacy sensitive minor ailment Other customers listening in Intense work pressure Staff shortages Training

	<p>Dealing with barriers</p> <p>Factors that encourage attention to self-care</p> <p>Use and review of supporting materials</p>
<p>Self-care guidelines include lifestyle advice. What is your opinion on that?</p> <p><i>(Knowledge, Skills, Professional role, Beliefs about capabilities, Beliefs about consequences, Intentions, Goals, Memory, attention and decision processes, Social influences, Environmental context and resources, Behavioural regulation)</i></p>	<p>Dealing with lifestyle advice for minor ailments</p> <p>Team agreements</p>
<p>What skills do you need to provide self-care advice according to the self-care guidelines?</p> <p><i>(Knowledge, Skills, Professional role, Beliefs about capabilities, Goals, Memory, attention and decision processes, Behavioural regulation)</i></p>	<p>Conversation skills</p> <p>Decision making</p> <p>Asking follow-up questions</p> <p>Ready knowledge, plus ready knowledge of colleagues</p> <p>Basis of ready knowledge</p> <p>Training during education</p> <p>Updating of knowledge</p> <p>Training of self-care knowledge and skills</p> <p>Assessment of self-care knowledge and skills</p>
<p>What do you do when experiencing problems providing self-care advice according to the self-care guidelines?</p> <p><i>(Social influences, Professional role, Skills)</i></p>	<p>Consultation of colleague, when?</p> <p>Consultation of the pharmacist, when?</p> <p>Agreements within the team about when to consult the pharmacist</p>
<p>How do you feel after providing a customer with self-care advice according to the self-care guidelines?</p> <p><i>(Optimism, Emotion, Beliefs about consequences)</i></p>	<p>Explanation</p>
<p>Are there any self-care topics that we missed and that you would like to discuss?</p>	