

### Supplementary File 1: Interview Topic Guide

**Behaviour of interest:** Gathering information during consultations for Pharmacy medicine requests.

**Research question:** What are the key determinants to eliciting information during consultations for Pharmacy medicines?

Domain	Interview Questions
<b>Knowledge</b>	What guidelines are you aware of for managing consultations for Pharmacy medicine requests? If guidelines are named: What do those guidelines recommend? – for symptom-based consultations; for product requests How do you use the guidelines?
<b>Skills</b>	What skills are required to elicit information during Pharmacy medicine request? How do you go about obtaining information from a customer who asks about symptoms they are experiencing? How do you go about obtaining information from a customer who asks for a specific Pharmacy medicine by product name?
<b>Social/professional role and identity</b>	How do you think that customers coming in for Pharmacy medicines see you? Is there anything about your training/experience that influences the way you manage Pharmacy medicine requests? Do you see your role differently when a customer asks for a specific Pharmacy medicine rather than describing a set of symptoms to you?
<b>Beliefs about capabilities</b>	What problems/difficulties do you encounter eliciting information during Pharmacy medicine consultations? What would help you overcome these difficulties? How confident are you asking customers for information during Pharmacy medicine requests?
<b>Beliefs about consequences</b>	What are the benefits of gathering information during Pharmacy medicine requests? What are the potential problems of not gathering exchanging information during Pharmacy medicine requests? (harms avoided, benefits to customer, pharmacy, NHS, financial, long/short term)
<b>Motivation and goals</b>	How important do you feel seeking information is in the work of the pharmacy during Pharmacy medicine consultations? How important do you feel seeking information to the customer during Pharmacy medicine requests?
<b>Intentions</b>	How do you intend to seek information from customers during Pharmacy medicine requests? Do your intentions differ when a customer approaches with a specific Pharmacy medicine request rather than a description of their symptoms? If so, how?
<b>Reinforcement</b>	Are there any incentives to elicit information from customers during Pharmacy medicine requests? If so, what are those incentives? Do they work? If not, what would be a suitable incentive?

<b>Optimism</b>	Do you believe that eliciting information during Pharmacy medicine requests can be improved? Are you confident that you give your patient the best service possible/Are you happy/content with the service you deliver?
<b>Memory, attention and decision processes</b>	What prompts you to think about guidelines/recommendations when eliciting information during Pharmacy medicine requests? In what situations might it be difficult to elicit information from a customer during Pharmacy medicine requests? For MCAs: What prompts you to involve the pharmacist when eliciting information during a Pharmacy medicine request? For MCAs: What makes it easy for you to involve the pharmacist when eliciting information during a Pharmacy medicine request?
<b>Environmental context and resources</b>	What factors within the pharmacy influence how you seek information from a customer who requests a Pharmacy medicine? What aspects of the pharmacy environment (lack of privacy, locations of products...) that help or hinder gathering information during Pharmacy medicine requests?
<b>Social influences</b>	Would you say that the way you elicit information during Pharmacy medicine requests is influenced by your colleagues? For MCAs: specify other counter staff/pharmacist How does that influence the way that you gather information during Pharmacy medicine requests? Do customers have views on the management of Pharmacy medicine requests? Do these differ according to whether they presented with symptoms or asked for a specific medicine? How do these views affect you?
<b>Emotion</b>	What feelings surround/are linked with eliciting information during Pharmacy medicine requests for you? Do these feelings lead to worry or work stress?
<b>Behavioural regulation</b>	If you were thinking about changing the way you elicit information during Pharmacy medicine requests how could you do this? What could you do to increase information seeking with customers asking for specific Pharmacy medicines? Are there procedures or ways of working that might encourage you to seek information from customers requesting Pharmacy medicines?

*Participants will also be given the opportunity to add any further thoughts on barriers or enablers for eliciting information during Pharmacy medicine requests if they wish to do so.*

*Summary post-interview – general points about place and time, environments, atmosphere, interviewee's tone of voice etc*