

**APPENDIX 1 Semi-structured interview guide**

1. Thank you for agreeing to participate in this study. Before beginning could I ask you to confirm that you have read and understood the research project information and that you agree to participate in this study? Do you have any further questions about this study? Thank you.
2. Tell me a little bit about yourself, for example your level of education or your age (if you feel comfortable with that) (do not guide or ask probing personal questions).
3. Tell me a little bit about your health (may guide or ask gentle clarifying questions as needed but no probing questions).
4. Tell me about your experience with medications. Have you had any problems getting the drugs you need? Accessing prescription medications prescribed by doctors or other professionals? What about non-prescription medications – things you buy over the counter – to help you?
5. As you know, this study is looking at what people like you think about their pharmacists. Could you describe for me some of your general interactions with pharmacists you have had over the years? What do you know about these pharmacists in terms of what it takes to do the job, what it takes to become and stay a pharmacist in Ontario?
6. Now, I'd like you to think about the current pharmacist you most frequently see [If patient regularly or frequently sees multiple pharmacists or multiple pharmacies can continue but keep data for each separate]. How would you describe that person?
7. Can you provide me with some examples of times that you have initiated a conversation, asked a question or wanted to find something out from that pharmacist? What was your experience like? How did you judge the quality of service you received?
8. Now could you provide me with some examples of times that the pharmacist initiated a conversation, asked you a question or what to find out something from you? What was that experience like? How did you judge the quality of service you received?

9. Overall, what do you think about your pharmacist(s) specifically? And pharmacists in general? How much faith or trust do you put into what they say and do? Can you explain further?
10. How would you compare the faith or trust you put in pharmacist compared to other health care professionals, for example your family doctor? Can you explain further?
11. What advice would you give your pharmacist to improve the quality of service they provide and to enhance the impact or influence they have on people like you?
12. Is there anything else you'd like to add or discuss?
13. Thank you for your willingness to participate in this study. We appreciate you taking the time to be involved.
14. Please sign for receipt of gift card.

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