



Australian Government

Department of Health and Ageing



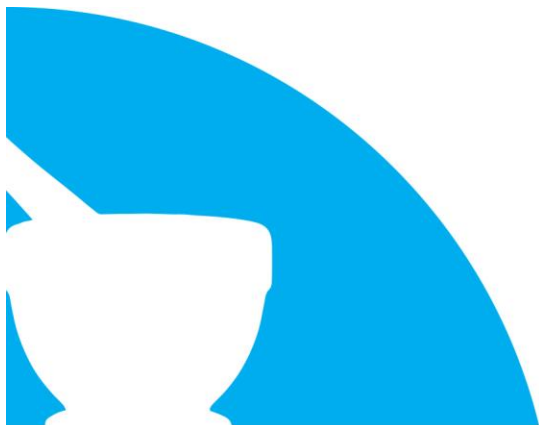
Community  
Pharmacy Agreement



The Pharmacy  
Guild of Australia

# ***Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management***

## **Appendices**



*Research & Development*

**FULL FINAL REPORT**

*The Research & Development (R&D) Programme is funded by the Australian Government Department of Health as part of the Fifth Community Pharmacy Agreement.*

# Contents

<b>Appendix 1 .....</b>	<b>4</b>
<b>Advisory Panel &amp; Reference Group Members.....</b>	<b>4</b>
<b>Appendix 2 .....</b>	<b>6</b>
<b>Project Information.....</b>	<b>6</b>
Appendix 2.1 – Project Fact Sheet.....	6
Appendix 2.2 – Consumer & Carer Participation Flyer .....	8
Appendix 2.3 – Stage One Stakeholder Information Sheet.....	9
Appendix 2.4 – Eligibility Criteria for Consumers & Carers.....	12
Appendix 2.5 – Stage Two Consumer & Carer Information Sheet.....	14
Appendix 2.6 – Stage Three Consumer & Carer Recruitment Newspaper Advertisement.....	17
Appendix 2.7 – Stage Three Consumer & Carer Recruitment Flyer.....	18
Appendix 2.8 – Stage Three Consumer & Carer Recruitment Media Examples.....	19
Appendix 2.9 – Stage Three Consumer & Carer Information Sheet.....	21
Appendix 2.10 – Expression of Interest Form for Health Professionals.....	23
Appendix 2.11 – Stage Two Health Professional Information Sheet.....	25
Appendix 2.12 – Stage Three Health Professional Recruitment Example.....	28
Appendix 2.13 – Stage Three Health Professional Recruitment Newsletter Examples .....	29
Appendix 2.14 – Stage Three Health Professional Recruitment Flyer.....	32
Appendix 2.15 – Stage Three Health Professional Information Sheet.....	33
<b>Appendix 3 .....</b>	<b>35</b>
<b>Stage 1 Literature Review and Stakeholder Consultation .....</b>	<b>35</b>
Appendix 3.1 – Concept Analysis of Treatment Burden.....	35
Appendix 3.2 – Systematic Review of Patient Centred Care.....	49
Appendix 3.3 – Treatment Burden for Chronic Disease.....	98
Appendix 3.4 – Expectations of Community Pharmacy Support for People with Chronic Health Conditions.....	118
Appendix 3.5 – Organisational Philosophy on Patient Centred Care and Related Initiatives or Programs.....	132
Appendix 3.6 – Could pharmacies be the missing link between Consumer Health Organisations and health consumers?.....	155
Appendix 3.7 – Interview Guide for Stakeholder Consultations.....	161
<b>Appendix 4 .....</b>	<b>164</b>
<b>Stage 2 Interviews.....</b>	<b>164</b>
Appendix 4.1 – Interview Guide for Consumers & Carers .....	164
Appendix 4.2 – How consumers manage their chronic conditions.....	166
Appendix 4.3 – How pharmacists or pharmacy staff currently assist consumers and carers and what they could do to further support them .....	181
Appendix 4.4 – The impact (i.e. burden) of having a chronic condition on consumers and carers.....	204
Appendix 4.5 – How consumers manage their chronic conditions.....	215
Appendix 4.6 – Consumer and carer views of community pharmacy.....	232
Appendix 4.7 – Chronic conditions, financial burden, and pharmaceutical pricing: Insights from Australian consumers.....	241
<b>Appendix 5 .....</b>	<b>262</b>
<b>Stage 2 Nominal Groups .....</b>	<b>262</b>
Appendix 5.1 – Nominal group methodology.....	262
Appendix 5.2 – Consumer and carer ideal pharmacy service .....	292

Appendix 5.3 – Consumers and carers versus pharmacy staff nominal groups.....	321
Appendix 5.4 – Facilitator Information Sheet on Nominal Group Process.....	352
Appendix 5.5 – Facilitator Run Sheet on Nominal Group Process.....	356
Appendix 5.6 – Letter about the Nominal Group Process for Consumer & Carers.....	357
Appendix 5.7 – Participant Nominal Group Worksheets.....	358
Appendix 5.8 – Nominal Group Themes for Ideal Pharmacy.....	362
Appendix 5.9 – Consumer, Carer and Health Professional Priorities for Ideal Pharmacy.....	364
<b>Appendix 6.0 .....</b>	<b>367</b>
<b>Stage 3 Elicitation of preferences from consumers, carers and health professionals about the delivery of pharmacy services .....</b>	<b>367</b>
Appendix 6.1 – Discrete choice experiment.....	367
Appendix 6.2 – Consumer, Carer and Health Professional Survey (Version 1).....	387
Appendix 6.3 –Survey Information Letter for Consumer and Carer Participants .....	419
Appendix 6.4 – Survey Information Letter for Health Professional/Worker Participants .....	420
Appendix 6.5 – Geographical Distribution of Stage Three Participants .....	421
Appendix 6.6 – Consumer and Carer Survey Participants and National Health Survey Respondent Characteristics .....	422
Appendix 6.7 – Medication Use Reported by Consumer Participants.....	423
Appendix 6.8 – Prediction of Treatment Burden (multiple linear regression) .....	424
Appendix 6.9 – Ideal Community Pharmacy Services .....	425

## Appendix 1

### Advisory Panel & Reference Group Members

#### **Advisory Panel Members**

Ingrid Struzina, Department of Health

Toni Riley, The Pharmacy Guild of Australia

Gilbert Yeates, Pharmaceutical Society of Australia

Dr Anne-Marie Feyer, The George Institute of Global Health

Deon Schoombie, Australian Self-Medication Industry

Alison Marcus, Consumers Health Forum

#### **Reference Group Members:**

Alf Davis, Team Leader and Social Worker, Kummara Indigenous Family Care, Brisbane

Christopher Freeman, Consultant Pharmacist, Director Charming Institute, Brisbane

Peter Forday, Corporate and Community Consultant, Brisbane

Elise Gorman, Program Coordinator, Population Health, General Practice Queensland

Nurse Practitioner member, (name withheld)

Satish Maganlal, Pharmacist and Community Pharmacy owner, Brisbane

Rosemary Mohammed, Practice Nurse and member Australian Practice Nurses Association

Michelle Phillips, Workforce Consultant, Health and Community Services Workforce Council, Brisbane

Paul Storey, Director, Stakeholder Liaison and Strategic Communication, Pharmaceutical Benefits Scheme, Canberra

*\*Members who participated and who withdrew during the lifetime of the Project include: Judy Davidson (Carer Representative), Ray Moynahan (Consumer Advocate)*

## Chronic Illness Project

A/Prof Amanda Wheeler, Dr Fiona Kelly, Dr Michelle King,  
Dr Jennifer Whitty & Prof Elizabeth Kendall

### Reference Group Terms of Reference

#### 1. Introduction

The Project Reference Group will work closely with the Project team throughout the research, combining the expertise of the Project team with the practical knowledge, experience and support of non-researcher members. The specific role of the Project Reference Group will be to assist the Project team in ensuring that the theoretical, practical and operational aspects of the project are managed in a timely manner and the information gained from the research is as reliable and useful as possible and presented so it is easily understood. Reference Group members will predominantly be based in Queensland with some representation from the two other jurisdictions.

#### 2. Functions of the Reference Group

Project Reference Group members will be required to:

- provide guidance around practicalities of the proposed research design in local settings;
- provide guidance on the communication strategy over the Project lifetime;
- provide direction in identifying documentation for review;
- assist with identifying interview participants (key stakeholders and consumers and carers);
- advise on how best to engage with research participants;
- providing guidance and assistance to engage with health consumers and carer organisations and groups in community settings;
- provide expertise and acting as local champions to support recruitment and retention of consumers, carers and health professionals throughout the project;
- providing guidance on consent processes for research participants;
- liaison with their representative professional and consumer and carer networks, collaboratives and groups at a national, state-wide and local level;
- ensuring information, summaries and reports are easily understood for people with or without health or professional backgrounds;
- assisting with preparation of media releases and identifying appropriate media outlets; and
- ensure the research remains focussed on and useful to the Funder's needs.

#### 3. Format and frequency of meetings

It is proposed that the Project Reference Group will meet a minimum of twice per year (either face-to-face or by teleconference) throughout the research period. Meetings are expected to be of two hours duration and there will be some reading and documentation provided for feedback outside of the regular meetings.

#### 4. Expenses

Members will be reimbursed for any meeting related expenses (parking) and refreshments provided. Members who work in a private capacity will be reimbursed for their time (\$100/meeting).





## Appendix 2

### Project Information

#### Appendix 2.1 – Project Fact Sheet



#### **Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management**

##### **Project Background**

With chronic illness on the rise in Australia, now is the time for health professionals to have greater insight about the impact that chronic illness(s) have on consumers, family members or their carers, to ensure that their health care needs are met. As pharmacies are frequently visited by most people who have, or are at risk of a chronic illness, pharmacies are critical stakeholders in improving the care of these consumers. However, there is little information as to how people might prefer to interact with their pharmacies as they seek to manage their health more effectively.

##### **Project Objective**

To fully explore the perspective of health consumers about the burden of chronic illness and multiple treatment regimes, their desire in terms of patient centred care and the related role of community pharmacy. This project will form the basis of recommendations for models of care for community pharmacy to assist people with chronic disease and complex treatment regimes to better manage their illness.

##### **Method**

The project will be conducted in three stages over three years, starting with interviews from key consumer and professional organisations to identify their perspective of:

- patient centred care, treatment burden and the role of community pharmacy in assisting consumers to self-manage their illness(s)
- the health care priorities and needs for the consumers that they represent or support
- recruitment strategies for consumer engagement

The second and third stage will involve consumers and health professionals in five key areas across 3 states: Logan-Beaudesert, Mt Isa and North West region (QLD), Northern Rivers region (NSW) and the greater Perth area (WA). A minimum of 108 interviews and 16 focus groups with health consumers, their family members or carers will ask for their personal accounts on their:

- chronic illness, its treatment burden and impact on them and their family
- interactions with health providers, particularly community pharmacy services
- health care priorities and perceptions of what patient centred care should be in the pharmacy
- expectations of community pharmacy in assisting them to self-manage their illness(s)

Six focus groups will also be conducted with various health professionals (e.g. pharmacists, GP's, physiotherapists, diabetes educators) across the three states. This will explore their views on patient centred care, treatment burden and patient health care priorities to reveal any disparities with the views of the consumer. This information will provide insight into how current expectations are or are not met and will form the basis of recommendations for models of care for community pharmacies to assist consumers with chronic illness(s) and complex treatment regimes.

The final stage of the project is to survey a minimum of 600 health consumers and 200 health professionals to:

- quantify consumer preferences and the potential impact of selected pharmacy models of care
- statistically measure the burden of chronic illness
- compare the preferences of consumers and health professionals around what they expect would be important aspects of service delivery for consumers

The integration of findings from all three stages will be used to develop a meaningful set of recommendations that inform the development of model(s) of care for community pharmacy.

If you would like to take part or find out more information, please  
Freecall **1800 600 687** or visit [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au)

*This project is funded by the Australian Government Department of Health as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. Ethics approval has been obtained from the Griffith University Human Research Ethics Committee (PHM/12/11/HREC).*

The researchers involved are: Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Michelle King and Dr Fiona Kelly (Griffith University) and A/Prof Jennifer Whitty (University of Queensland).

Stages of chronic illness project			
<p><b>Stage One:</b> Literature review &amp; stakeholder interviews.</p>	<p><b>Stage Two:</b> Semi-structured interviews with consumers and carers (n≥108)  Focus groups with consumers (16 groups including diverse minority groups) and health professionals (6 groups)  <i>To explore perspectives on the burden of chronic disease, consumer healthcare priorities and perceptions of what patient centred care should be in community pharmacy.</i></p>	<p><b>Stage Three:</b> Survey of consumers (n=600) and health professionals (n=200)  <i>To develop measurement tools based on data collected in Stage 2 to statistically measure the burden of chronic illness and the potential impact of selected pharmacy models of care.</i></p>	<p><i>Data will form the basis of recommendations for models of care for community pharmacists to work with health consumers with chronic conditions and complex treatment regimes.</i></p>





## Appendix 2.2 – Consumer & Carer Participation Flyer



### Dealing with an ongoing health condition? **Have your say**

**If you or a family member have an ongoing health condition then we are interested in hearing about your experiences.**

Researchers from Griffith University are conducting a research project that will investigate your perspective on the impact that ongoing health (chronic and long term) conditions have on you or your family member(s), and the support that community pharmacy can provide with managing these condition(s). We are looking for adults who have a newly diagnosed or existing health condition, or who care for others who have an ongoing health condition, to help us understand their experiences and the health services that they think could assist them with managing treatment. If you live in the following areas, we would like to hear from you: Logan-Beaudesert and Mt Isa/North West regions (QLD), Northern Rivers region (NSW) and the greater Perth area (WA).

**Why is this study important?**

Each year more people are being diagnosed with ongoing health conditions like asthma or diabetes. We need to know more about how people with these conditions (and their family) experience them to make sure that their healthcare needs are met.



**What will I have to do?**

Give a short face-to-face interview, attend a focus (discussion) group and/or complete a telephone survey. We will ask what your conditions are like for you, your experiences of healthcare and what you want from health providers like pharmacists. The project will be conducted in stages over the next three years (2011-2014).

**What are the benefits?**

If you choose to take part, the information you provide will help us understand better how people manage their ongoing health conditions and what health care providers such as pharmacists can do to assist them. You will be provided with a small gift to compensate you for your time. We will keep your personal information confidential and any information reported or published by researchers will not have your name in it.



**Who is behind this project?**

This project is funded by the Australian Government Department of Health as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. Ethics approval has been obtained from the Griffith University Human Research Ethics Committee (PHM/12/11/HREC).

If you would like to take part or find out more information, please  
Freecall 1800 600 687 or  
visit [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au)

**Know more. Do more.**

A Top 10 Australian Research University\*

\*Based on fields of research at the 4-digit level in the Excellence in Research for Australia 2010 National Report.



## Appendix 2.3 – Stage One Stakeholder Information Sheet



Date

### School of Human Services

Logan Campus, Griffith University

University Drive

Meadowbrook QLD 4131

Australia

Telephone +61 (0)7 3382 1201

Facsimile +61 (0)7 3382 1210

[www.griffith.edu.au](http://www.griffith.edu.au)

### Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management.

Dear Participant

Griffith University is undertaking a study that will form the basis of recommendations for models of care for community pharmacies to assist patients with ongoing health (chronic and long term) conditions and complex treatment regimens to manage their illness. This project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. **The researchers involved in this project are:** Assoc Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Jennifer Whitty, Dr Michelle King (Griffith University) and Dr Fiona Kelly (University of Auckland). The team members who will be conducting the interviews are Dr Adem Sav (Senior Research Assistant) and Sara McMillan (Pharmacy lecturer and PhD candidate).

We are seeking your consent to take part in this study as a key stakeholder in this area. In particular, we are interested in learning about your organisation's perspective of patient-centred care, treatment burden and health care priorities for the consumers with ongoing health conditions that you represent or support or both, and the role of community pharmacy in this. We would also like to identify strategies to recruit or conduct research with health consumers and ask for your organisation's support in promoting the study to your members or consumers.

#### What is involved?

1. We would like to invite two representatives from your organisation to participate in an interview (60 minutes). The information obtained will assist the project team to develop further questions for consumer interviews, ensuring that the project fully explores the perspectives of consumers and their experiences and expectations of community pharmacy in managing their ongoing health condition. Participants will be offered a small gift as a token of appreciation for their time.

2. We also seek your organisation's support to identify consumers that have an ongoing health condition and their family members and carers, and ask if they would like to participate in the project. Your organisation will be provided with an information sheet to give to those consumers who may be interested in participating or to your members who may be interested in recruiting consumers.

#### Do I have to participate?

No. Participation in any research project is voluntary. If you and your organisation do not wish to take part there is no obligation to do so. If you and your organisation decide to take part and later change their mind, participants are free to withdraw from the project at any stage and the information will not be included.

**Are there any benefits to me?**

The results of this project will potentially improve or assist the way that consumers with ongoing health (chronic and long term) conditions are managed in the community pharmacy. This project seeks your support to ensure that your member's views and needs are represented, and we make appropriate recommendations to improve their health care.

**Are there any risks involved?**

We do not anticipate that there would be any risks to participants as a result of participation in the project. Although the interview will be recorded, information obtained will be de-identified for analysis and only the research team will have access to this information. The personal information obtained from the expression of interest form will be used for follow-up purposes only and, as with all information, this will be stored securely at Griffith University, Logan Campus. Information you provide for this study will be retained for a period of five years post publication and then destroyed.

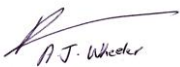
**Ethical Clearance**

This project has received Griffith University Human Research Ethics Committee approval (GU Ref No: PHM/10/11/HREC). Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If you have any concerns or complaints about the ethical conduct of this research project you should contact the Manager, Research Ethics on (07) 3735 5585 or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)

If you would like to take part in the study, please complete and return the attached expression of interest form. If you have any further questions please contact Sara McMillan or Amanda Wheeler, the project leader (Freecall 1800 600 687) or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au)

Thank you for your time.

Yours sincerely,



Amanda Wheeler  
BSc,BPharm,PGDip(PsychPharm),  
PGCert(PubHealth), PhD



Sara McMillan  
BPharm Grad Cert HigherEd MPS

## EXPRESSION OF INTEREST FORM

### Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management.

Our organisation would like to take part in an interview:

**Please circle yes or no:**                      **Y   /   N**

Our organisation would like to assist in recruiting health care consumers:

**Please circle yes or no:**                      **Y   /   N**

I hereby give permission for my name to be added to a database of key stakeholders that will be used to contact me regarding participation in the project. Only the research team will have access to this information.

Name: \_\_\_\_\_

Organisation Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

#### Privacy statement

*The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 5585.*

**Please complete and return the attached expression of interest form to:** Chronic Illness Project, School of Human Services, Logan Campus, Griffith University, University Drive, Meadowbrook QLD 4131 Australia; or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au); or fax +61 (0)7 3382 1210

## Appendix 2.4 – Eligibility Criteria for Consumers & Carers



### Chronic Illness Project Expression of Interest Form Consumer and Carer Participants

Please note, to register for this project you must live or access medical and pharmacy services in the **Perth and surrounding areas.**

1. First Name \_\_\_\_\_ Family Name \_\_\_\_\_
2. Please circle your gender : Male / Female
3. What is your cultural background? Tick all that apply.  
☐ Australian (Caucasian)    ☐ New Zealand or Pacific Islander    ☐ Middle eastern  
☐ Aboriginal    ☐ Asian    ☐ Torres Strait Islander  
☐ European    ☐ African    ☐ British  
☐ Other: \_\_\_\_\_
4. Email address \_\_\_\_\_
6. Street Address \_\_\_\_\_  
Suburb \_\_\_\_\_ Postcode \_\_\_\_\_  
Phone number \_\_\_\_\_ Mobile \_\_\_\_\_
7. What year were you born? \_\_\_\_\_
8. Please tick the box that applies to you:  
☐ I have one or more long term health condition  
☐ I care for someone with a long term health condition  
☐ Both
9. What long-term health condition impacts most on your life or the person you are caring for?  
\_\_\_\_\_
10. Do you have someone to assist you manage your condition?    ☐ Yes    ☐ No  
☐ Family member    ☐ Home help (eg Blue Care)    ☐ Other \_\_\_\_\_



11. Please tick the boxes below that apply to you, or the person you are caring for:

- ☐ I have had a long term health conditions for more than six months
  - ☐ I have been recently diagnosed with a long term health condition within the last six months
  - ☐ I have recently started to use pharmacy services, for example health screening, home medicine reviews, Webster packing, home delivery
  - ☐ I take 5 or more regular medicines
  - ☐ I take more than 12 doses of medicine each day
  - ☐ I have experienced difficulties with or significant changes to my medicine routine in the last 3 months
  - ☐ I use medical services (Drs, GPs and specialists) at least 12 times per year
  - ☐ I have qualified for cheaper prescription medicines (such as the PBS safety net threshold) this year or last year
  - ☐ I am Aboriginal or a Torres Strait Islander person and qualify for the Closing the Gap PBS co-payment
-

## Appendix 2.5 – Stage Two Consumer & Carer Information Sheet



### School of Human Services

Logan Campus, Griffith University

University Drive

Meadowbrook QLD 4131

Australia

Telephone +61 (0)7 3382 1201

Facsimile +61 (0)7 3382 1210

[www.griffith.edu.au](http://www.griffith.edu.au)

Date

### **Chronic Illness – A Consumer Perspective. Research project PHM/10/11/HREC**

Dear Consumer,

My name is Sara McMillan and I am a PhD student involved in a study that will form the basis of recommendations for models of care for community pharmacies to assist patients with ongoing (chronic) medical conditions manage their illness and its treatment. This project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. **The researchers involved in this project are:** Assoc Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Jennifer Whitty, Dr Michelle King (Griffith University) and Dr Fiona Kelly (University of Auckland).

I am seeking your consent to take part in a study on the role of pharmacy in assisting consumers to manage their medical conditions. In particular, we are interested in learning about your experiences and perspective of chronic illness and the health services that you think could assist you with managing treatment.

#### **Who are we looking for?**

All health consumers that have an ongoing (chronic) medical illness and their family members or carers. Once you have expressed an interest in the project, the research team will contact you with some questions to determine your eligibility for participation.

#### **What is involved?**

If you choose to participate, you may be invited to take part in three different stages of the project. Based on your availability and time commitments, this could include an interview (45 minutes), focus group (1 hour) and survey (45 minutes). Questions will ask you about your experience of chronic illness and its treatment and what you need or want from community pharmacy and other health services to help you manage your chronic illness. This could include questions on how community pharmacy can help you to manage your medicines or to self-manage your chronic illness. If you are a carer, the project team would like to hear your perspective on assisting you and your family member or patient. Some questions may be of a personal nature but you will be free to skip questions if you feel uncomfortable answering.

You do not need to participate in all stages of the study; however, as a token of appreciation for your time, participants will be offered ColesMyer vouchers to the value of \$150 for participating in all three stages of the study (interview, focus group and survey), \$80 for participating in two stages, \$30 for the interview or \$50 for the survey only. These vouchers cannot be redeemed for cash.

**Do I have to participate?**

No. Participation in any research project is voluntary. If you do not wish to take part you are not obliged to. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage and your information will not be included. Your decision not to take part will not affect your relationship with your health professional or health service.

**Are there any benefits to me?**

The results of this study will potentially improve our understanding of the consumer perspective of managing chronic illness and assist the way that health consumers with chronic illness are managed in the community pharmacy.

**Are there any risks involved?**

We do not anticipate there will be any risks to you as a result of your participation in the project. Although the interviews and focus groups will be recorded, the information obtained from all aspects of the study will be de-identified for analysis and only the research team will have access to this information. The personal information obtained from the expression of interest forms will be used for follow-up purposes only and, as with all information, this will be stored securely at Griffith University, Logan Campus. The study includes a survey that will be administered by a third party research company on behalf of Griffith University. We may provide your name and contact details to the company undertaking the survey to enable them to invite you to participate in the survey. If we do so, your details will only be provided for the purpose of undertaking this research study. Information you provide for this study will be retained for a period of five years post publication and then destroyed.

**Ethical Clearance**

This project has received Griffith University Human Research Ethics Committee approval (GU Ref No: PHM/10/11/HREC). Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If you have any concerns or complaints about the ethical conduct of this research project you should contact the Manager, Research Ethics on (07) 3735 5585 or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)

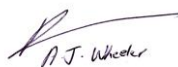
If you would like to take part in the study, please complete and return the attached expression of interest form. Please note that as this project is being undertaken over a three year period (2011-2014), it may be some months before a researcher contacts you. If you have any further questions please contact myself or Amanda Wheeler, the project leader (Freecall 1800 600 687) or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au)

Thank you for your time.

Yours sincerely,



Sara McMillan  
BPharm Grad Cert HigherEd  
MPS



Amanda Wheeler (Project Leader)  
BSc,BPharm,PGDip(PsychPharm),  
PGCert(PubHealth), PhD

## EXPRESSION OF INTEREST FORM

I would like to take part as a participant in the Chronic Illness – A consumer perspective research project (PHM/10/11/HREC):

**Please circle yes or no:**                      **Y   /   N**

I hereby give permission for my name to be added to a database of Health Consumers that will be used by Griffith University or by a research company acting on behalf of Griffith University to contact me regarding my participation (as indicated above):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

### Privacy statement

*The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/privacy-plan> or telephone (07) 3735 5585.*



## Appendix 2.6 – Stage Three Consumer & Carer Recruitment Newspaper Advertisement



### ***Does your pharmacy provide the support you need?***

**If you're dealing with an ongoing health condition or caring for someone who does, we'd like to hear from you.**

The Griffith Health Institute is researching the support given by local community pharmacies, in **Mt Isa and the North West area**, for people with ongoing health conditions. This is part of a nationwide project designed to assist in the planning of future pharmacy services.

Participants must be at least 18 years old and be:

- Living with an ongoing health condition, or
- Caring for a person with an ongoing health condition.

The study involves completing a 30-minute phone survey with participants reimbursed for their time.

To register visit [chronicillnessproject.com.au](http://chronicillnessproject.com.au) or call **1800 600 687** (free of charge).

*The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.*

*This project has received ethics approval from both Griffith Human Research Ethics Committee (Protocol: PHM/12/11/HREC) and Metro South Health Hospital and Health Service (HREC/13/QPAH/605).*

## Appendix 2.7 – Stage Three Consumer & Carer Recruitment Flyer



### If you're dealing with an ongoing health condition or caring for someone who does, we'd like to hear from you.

The Griffith Health Institute is researching the support given by local community pharmacies, in **Mt Isa** and the **North West area**, for people with ongoing health conditions. This is part of a nationwide project designed to assist in the planning of future pharmacy services.

Participants must be at least 18 years old and be:

- Living with an ongoing health condition, or
- Caring for a person with an ongoing health condition.

The study involves completing a 30 minute phone survey with participants reimbursed for their time.

To register visit [chronicillnessproject.com.au](http://chronicillnessproject.com.au) or call **1 800 600 687** (free of charge).

The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.

*This project has received ethics approval from both Griffith Human Research Ethics Committee (GU Ref No: PHM/12/11/HREC) and Metro South Health Hospital and Health Service HREC number HREC/13/QPAH/605.*



**Know more. Do more.**



## Appendix 2.8 – Stage Three Consumer & Carer Recruitment Media Examples

dailyexaminer.com.au

The Daily Examiner

Tuesday, September 24, 2013 | PAGE 5

### Local news

# Richard got there on a wing and a spanner

Georgia Ryan  
georgiar@dailyexaminer.com.au

37927: A compilation of numbers that to most means no more than exactly that.

But to Richard Szlicht, the numbers painted in yellow down the side of his aeroplane mean a whole lot more.

"It is Andy Dufresne's prison number (from *The Shawshank Redemption*)," Mr Szlicht said.

"To me it's a symbol to show that you can turn your life around."

And while Mr Szlicht has not been imprisoned for something he did not commit, nor are he and Morgan Freeman the best of mates, it's an attitude he takes with him through life.

What better way to spread the word than have it painted on the side of his aircraft - one that took three years and a whole lot of blood, sweat and tears to build.

As Andy Dufresne battled to get through nearly two decades in Shawshank State Prison, this Grafton plane-builder battled to get his VQ3 Savannah SPOL (short take off and landing) plane built without packing in his tools and giving up.

"When I first opened the kit, I couldn't believe I had

**"I will just sit in my hangar, having a sandwich or a coffee and I just look at my completed plane"**

done it to myself," he said.

"The instructions had a photo, a drawing and an explanation of each step, but each varied from the other. The plans kept drifting from bad English to Italian."

Mr Szlicht built three aircraft in the past 10 years, but it was Savannah that proved the biggest challenge. "Two or three times I seriously thought about giving up; but I didn't want to be one of those guys," he said.

Inside the 5-metre-long box were sheets of metal, 15,000 rivets and a whole lot of work ahead.

"Once I got over the daunting box, it was a series of little jobs," Mr Szlicht said.

"I would spend days up inside the plane, building compartments that I got to know people by their shoes because that's all I could see



LONG WAY TO THE TOP: Richard Szlicht says building a plane has its rewards - but it's not for the uncommitted. PHOTO: GEORGIA RYAN

from it there."

Working full-time and trying to build a plane meant Mr Szlicht's days were jam-packed.

"I would do it on weekends, sometimes all day and at the end of the day I wouldn't have made two hours progress," he said.

While battling his own frustration, Mr Szlicht said it was the voices of others that were sometimes just as testing.

"Everyone tries to offer their advice and criticise what you're doing and then they go home and tell their wives they helped you build

it!" Mr Szlicht said.

He said although he would not build another plane, the rewards from tackling such a task were one of a kind.

"You don't just commit yourself to flight; it's the whole process," he said. "Anyone can do it, but be prepared that it can be overwhelming and incredibly time consuming."

"But sometimes, I will just sit in my hangar, having a sandwich or a coffee and I just look at my completed plane and it's a real thrill that comes with it. I built that for me."

"You almost have to stop your fingers fumbling because it's such a huge exhilaration knowing that the hard part is behind you."

If you're thinking of getting into the plane-building industry as an investment, Mr Szlicht said forget it. "Savannah" probably cost me \$50,000 to build, but it wouldn't be worth two thirds of that to sell," he said.

So if planes are your thing and you'd like to build one of your own, brace yourself for a tough ride, but get ready for the benefits that will follow.

### IN BRIEF

#### Ulmara ferry

THE Ulmara Ferry will be out of service tomorrow from 9.30am to 3.30pm.

If you have any inquiries, phone the ferry driver on 0437 836 067 or emergencies only 6644 3224.

#### Art exhibition

THE 45th Jacaranda Art Exhibition and Youth Art Exhibition will be held on October 26-November 2.

The Grafton Community Centre on Duke St will be open daily from 10am-5pm.

Entries close for all sections on Tuesday, October 8.

Bitty items are available from the Art Club Centre.

The official opening is October 27 from 6-8pm at the Grafton Community Centre.

For further inquiries, phone 6649 5009.

#### Bee keeping

THE next meeting of the Northern Rivers Amateur Beekeeping Association is on September 29 at 855 Scheffer Rd, Clivess, from 10am.

The day's activity will be queenless. Bring suitable protective gear. Phone 6688 6128 for more information.

## Illness study

### Chronic patients, carers wanted

A STUDY into the role of community pharmacies by the Griffith Health Institute is unearthing the true effects of chronic illness in the Northern Rivers area.

If you have a chronic illness or care for someone who has one and you are living in the Northern Rivers area, the project team would like to hear from you.

Eligible participants will be asked to do a 30-minute phone survey and will be reimbursed with a \$50 supermarket voucher for their time.

This 24-year study finishes next year and is exploring the experiences of people living with a chronic condition (eg diabetes, asthma) and their unpaid carers, specifically focusing on how community pharmacy can help them.

The study is led by Amanda Wheeler and her team at Griffith University's Logan campus.

"Many of the carers we interviewed also experience chronic conditions themselves, and so they maintained a double role; one that was about managing their own health and the other around taking care of a person with a chronic condition," said Professor Wheeler.

"We were surprised to find the narrow view people had of the pharmacists' role and also their limited experiences with community pharmacy."

"The relationship between a community pharmacist and a person with a chronic condition can be crucial, and as pharmacists are the health professionals that people see most, we need to know how we can improve this service. Community pharmacists are well-placed to provide

**"Many of the carers we interviewed also experience chronic conditions themselves"**

some of this much-needed ongoing support and assist people to self-manage their chronic condition(s)."

The researchers were particularly interested in the Northern Rivers region as it included communities where lack of specialist services sometimes required travelling 3-4 hours each way to get treatment.

For participants with no access to private transport and who experienced mobility issues, accessing travel arrangements was an ongoing challenge. And for participants in paid employment, this type of travel was unsustainable. "Each year more people are being diagnosed with a chronic health condition(s), and we have found people in and around the Northern Rivers are experiencing difficulty accessing treatment, particularly for those having to travel to the Gold Coast or Brisbane to access services, for some without any access to personal transport and limited access to public transport, which for some was further compounded by their limited mobility."

You can register on 1800 600 687 (free call) or at [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au).

## Local insurance for everyone

- Business including Trades
- Householders
- Landlords
- Commercial & Hobby Farms
- Private & commercial Motor

Including pay by the month at no extra cost

Elders Insurance  
23 Prince Street  
Grafton  
026642 2333

**Elders**  
Insurance







## Appendix 2.9 – Stage Three Consumer & Carer Information Sheet



### School of Human Services

Logan Campus, Griffith University

University Drive

Meadowbrook QLD 4131

Australia

Telephone +61 (0)7 3382 1241

**Toll Free: 1800 600 687**

Facsimile +61 (0)7 3382 1041

### Chronic Illness – A Consumer Perspective.

#### Research project PHM/12/11/HREC

Dear Consumer/Carer,

Griffith university is currently undertaking a study that will form the basis of recommendations for models of care for community pharmacies to assist patients with ongoing health (chronic and long term) conditions manage their health condition and its treatment. The project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. **The project is led by researchers from Griffith University including:** Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Jennifer Whitty, Dr Michelle King and Dr Fiona Kelly. The team also comprises: Dr Adem Sav (Senior Research Assistant) and Sara McMillan (Pharmacy lecturer and PhD candidate), Beth Hunter (Project Manager) and Claire Campbell (Consumer Researcher).

We are seeking your consent to take part in a study on the role of pharmacy in assisting consumers to manage their medical conditions. In particular, we are interested in learning about your experiences and perspective of your ongoing health condition and the health services that you think could assist you with managing treatment.

#### Who are we looking for?

All health consumers that have an ongoing health condition and their family members or carers. Once you have expressed an interest in the project, the research team will contact you with some questions to determine your eligibility for participation.

#### What is involved?

If you choose to participate, you may be invited to take part in the final stage of the project a phone survey (estimated duration 25-30 minutes) which will be occurring later in 2013. Questions will ask you about your experience of an ongoing health condition and its treatment and what you need or want from community pharmacy and other health services to help you manage your health condition. This could include questions on how community pharmacy can help you to manage your medicines or to self-manage your ongoing health condition. If you are a carer, the project team would like to hear your perspective on assisting you and your family member or patient. Some questions may be of a personal nature but you will be free to skip questions if you feel uncomfortable answering.

Eligible participants who participate in the phone survey will be offered Coles voucher to the value of \$50 as a token of appreciation for your time. This voucher cannot be redeemed for cash.

### **Do I have to participate?**

No. Participation in any research project is voluntary. If you do not wish to take part you are not obliged to. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage and your information will not be included. Your decision not to take part will not affect your relationship with your health professional or health service.

### **Are there any benefits to me?**

The results of this study will potentially improve our understanding of the consumer perspective of managing ongoing health conditions and assist the way that they are managed in the community pharmacy.

### **Are there any risks involved?**

We do not anticipate there will be any risks to you as a result of your participation in the project. The information obtained from all aspects of the study will be de-identified for analysis and only the research team will have access to this information. The personal information obtained from the expression of interest forms will be used for follow-up purposes only and, as with all information, this will be stored securely at Griffith University, Logan Campus. The study includes a survey that will be administered by a third party research company on behalf of Griffith University. We may provide your name and contact details to the company undertaking the survey to enable them to invite you to participate in the survey. If we do so, your details will only be provided for the purpose of undertaking this research study. Information you provide for this study will be retained for a period of five years post publication and then destroyed.

### **Ethical Clearance**

This project has received Griffith University Human Research Ethics Committee approval (GU Ref No: PHM/12/11/HREC). For Queensland participants, the project has also received approval from Metro South Human Research Ethics Committee HREC/13/QPAH/605.

Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If you have any concerns or complaints about the ethical conduct of this research project you should contact the Manager, Research Ethics on (07) 3735 5585 or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)

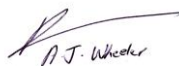
If you would like to take part in the study, please complete and return the expression of interest form on the Chronic Illness Project's website [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au) If you have any further questions please contact myself or Amanda Wheeler, the project leader (Freecall 1800 600 687) or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au)

Thank you for your time.

Yours sincerely,



Beth Hunter  
Project Manager



Amanda Wheeler (Project Leader)  
BSc, BPharm, PGDip(PsychPharm),  
PGCert(PubHealth), PhD

### **Privacy statement**

*The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 5585.*

## Appendix 2.10 – Expression of Interest Form for Health Professionals

ID: \_\_\_\_\_

### Chronic Illness Project – Eligibility Contact for Health Care Professionals

Please complete the below demographic information to the best of your ability prior to the focus group interview

<p>1. Name: _____ Male / Female Year of birth: _____</p> <p>Preferred postal address: _____ Suburb: _____ P/code: _____</p> <p>Name of Workplace: _____ Suburb where you work: _____ P/code: _____</p> <p>Email: _____ Ph: (H) _____ (W) _____</p>		
<p>2. Do you or does someone you are caring for have one or more long term conditions? Yes / No</p> <p><input type="checkbox"/> I have one or more long term health condition</p> <p><input type="checkbox"/> I am a carer/support person for someone with one/more long term condition(s)</p> <p><input type="checkbox"/> Both</p>		
<p>3. What is your <b>current health professional role</b>?</p> <p><input type="checkbox"/> Generalist medical practitioner</p> <p><input type="checkbox"/> Specialist medical practitioner</p> <p><input type="checkbox"/> Registered pharmacist</p> <p><input type="checkbox"/> Pharmacy assistant / technician</p> <p><input type="checkbox"/> Dental practitioner</p> <p><input type="checkbox"/> Nurse/midwife</p> <p><input type="checkbox"/> Nurse practitioner</p> <p><input type="checkbox"/> Allied health professional</p> <p><input type="checkbox"/> Alternative health practitioner</p> <p><input type="checkbox"/> Other _____</p>	<p>4. In which country did you <b>first receive your professional training</b> in this role?</p> <p><input type="checkbox"/> Australia</p> <p><input type="checkbox"/> New Zealand</p> <p><input type="checkbox"/> Other _____</p>	<p>5. In which <b>sector(s)</b> do you work in? (Please tick all that apply)</p> <p><input type="checkbox"/> Health policy and administration</p> <p><input type="checkbox"/> Non-profit organisation</p> <p><input type="checkbox"/> Education and training</p> <p><input type="checkbox"/> Hospital</p> <p><input type="checkbox"/> Rural and remote health</p> <p><input type="checkbox"/> Primary health</p> <p><input type="checkbox"/> Other _____</p>
<p>6. How many years have you been working in your professional role?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 6 – 10 years</p> <p><input type="checkbox"/> 11 -15 years</p> <p><input type="checkbox"/> 16-20 years</p> <p><input type="checkbox"/> 21-25 years</p> <p><input type="checkbox"/> 26 - 30 years</p> <p><input type="checkbox"/> 31 years or longer</p>	<p>7. How many <b>hours do you work on average each week</b> in your health professional role?</p> <p>Total hours _____</p>	<p>8. What is your <b>cultural background</b>?</p> <p><input type="checkbox"/> Australian (Caucasian)</p> <p><input type="checkbox"/> Aboriginal</p> <p><input type="checkbox"/> Torres Strait Islander</p> <p><input type="checkbox"/> New Zealand or Pacific Islander</p> <p><input type="checkbox"/> Middle eastern</p> <p><input type="checkbox"/> European</p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Other: _____</p>

9. Would you like to **participate in a short (10-15 minutes) telephone assisted** survey about this project towards the end of this year? (\$30 reimbursement for participants time in the form of gift vouchers will be provided) **Y / N**
10. **Where do you mainly work (please circle)** : In a hospital / in the community / other \_\_\_\_\_
11. How did you **hear about the project**? \_\_\_\_\_



## Appendix 2.11 – Stage Two Health Professional Information Sheet



### School of Human Services

Logan Campus, Griffith University

University Drive

Meadowbrook QLD 4131

Australia

Telephone +61 (0)7 3382 1201

Facsimile +61 (0)7 3382 1210

[www.griffith.edu.au](http://www.griffith.edu.au)

Date

### **Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management.**

Dear Health Care Professional

My name is Sara McMillan and I am a PhD student involved in a study that will form the basis of recommendations for models of care for community pharmacies to assist patients with chronic conditions and complex treatment regimens to manage their illness. This project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. **The researchers involved in this project are:** Assoc Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Jennifer Whitty, Dr Michelle King (Griffith University) and Dr Fiona Kelly (University of Auckland).

I am seeking your consent to take part in a study on the role of pharmacy in chronic illness management. In particular, we are interested in learning about your perspective of patient-centred care, treatment burden and health care priorities for consumers with chronic illness and also seek your support in recruiting suitable health consumers.

#### **What is involved?**

1. We would like to invite you to participate in a focus group (1 hour) or survey (45 minutes) or both, to identify what services you think health consumers would like community pharmacies to provide to support the management of their chronic illness(s). As a token of appreciation for your time, you will be offered ColesMyer vouchers to the value of \$50 for participation in a focus group, and \$30 for participation in the survey. These vouchers cannot be redeemed for cash. You will also be given a certificate of participation as evidence for your continuing education or research portfolio.
2. We also seek your support and the support of your work colleagues and staff to identify consumers with a chronic illness, or family members or carers who support people with chronic illness, and ask if they would like to participate in the project. You will be provided with a consumer information sheet to give to those who may be interested in participating.

#### **Do I have to participate?**

No. Participation in any research project is voluntary. If you do not wish to take part you are not obliged to. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage and your information will not be included.

### **Are there any benefits to me?**

This project seeks the support of all health care professionals to improve the services provided in community pharmacy, as part of the health care team. The results of this study will potentially improve or assist the way that health consumers with chronic illness(s) are managed in the community pharmacy.

### **Are there any risks involved?**

We do not anticipate that there would be any risks to you as a result of your participation in the project. Although the focus group will be recorded, information obtained from all aspects of the project will be de-identified for analysis and only the research team will have access to this information. The personal information obtained from the expression of interest form will be used for follow-up purposes only and, as with all information, this will be stored securely at Griffith University, Logan Campus. The study includes a survey that will be administered by a third party research company on behalf of Griffith University. We may provide your name and contact details to the company undertaking the survey to enable the company to invite you to participate in the survey. If we do so, your details will only be provided for the purpose of undertaking this research study. Information you provide for this study will be retained for a period of five years post publication and then destroyed.

### **Ethical Clearance**

This project has received Griffith Human Research Ethics Committee approval (GU Ref No: PHM/10/11/HREC). Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If you have any concerns or complaints about the ethical conduct of this research project you should contact the Manager, Research Ethics on (07) 3735 5585 or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)

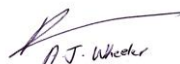
If you would like to take part in the study, please complete and return the attached expression of interest form. If you have any further questions please contact myself or Amanda Wheeler, the project leader (Freecall 1800 600 687) or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au)

Thank you for your time.

Yours sincerely,



Sara McMillan  
BPharm Grad Cert HigherEd MPS



Amanda Wheeler (Project Leader  
BSc, BPharm, PGDip(PsychPharm),  
PGCert(PubHealth), PhD

## EXPRESSION OF INTEREST FORM

I would like to take part as a participant in the Chronic Illness project (PHM/10/11/HREC):

**Please circle yes or no:**                      **Y   /   N**

I would like to assist in recruiting health care consumers:

**Please circle yes or no:**                      **Y   /   N**

I hereby give permission for my name to be added to a database of Health Care Professionals that will be used by Griffith University or by a research company acting on behalf of Griffith University to contact me regarding my participation (as indicated above):

Name: \_\_\_\_\_

Organisation Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

### Privacy statement

*The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 5585.*

## Appendix 2.12 – Stage Three Health Professional Recruitment Example



**Do you help people manage their chronic conditions?**

**Do you work in Logan-Beaudesert area?**

We are looking for health professionals including pharmacists and pharmacy assistants, GPs, allied health professionals and community health workers to assist researchers in a study conducted by the Griffith Health Institute.

This study aims to fully explore the perspective of health consumers about the burden of chronic illness and multiple treatment regimes, their desire in terms of patient centred care and the related role of community pharmacy. Your participation will form the basis of recommendations for models of care for community pharmacy to assist people with chronic disease and complex treatment regimes to better manage their illness.

The study involves completing a 20 minute phone survey with reimbursement offered for your time.

To register visit [chronicillnessproject.com.au](http://chronicillnessproject.com.au) or call 1800 600 687.

*The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.*

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For further information about the 5CPA Research and Development Program visit [5cpa.com.au/research](http://5cpa.com.au/research)

*This project has received ethics approval from both Griffith Human Research Ethics Committee (Protocol: PHM/12/11/HREC) and Metro South Health Hospital and Health Service (HREC/13/QPAH/605).*



## Appendix 2.13 – Stage Three Health Professional Recruitment Newsletter Examples



### Do you help people manage their chronic conditions?

#### Do you work in Mt Isa and the North West area?

We are looking for health professionals including GPs, pharmacists and pharmacy assistants, allied health professionals and community health workers to assist researchers in a study conducted by the Griffith Health Institute.

This study aims to fully explore the perspective of health consumers about the burden of chronic illness and multiple treatment regimes, their desire in terms of patient centred care and the related role of community pharmacy. Your participation will form the basis of recommendations for models of care for community pharmacy to assist people with chronic disease and complex treatment regimes to better manage their illness.

The study involves completing a 20-25 minute phone survey with reimbursement offered for your time.

To register visit [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au) or call 1800 600 687.

*The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.*

### Andrology Aust – Male Health Education DVD

Andrology Australia's Male Health Education DVD has been accredited by the RACGP with 4 Category 2 QI&CPD points and the ACRRM with 2 core PDP points.

The DVD provides health professionals with the knowledge and skills to initiate dialogue and engage with Aboriginal and Torres Strait Islander males about the potentially tricky topic of male reproductive health. To request a copy, email [info@andrologyaustralia.org](mailto:info@andrologyaustralia.org)



## Does your pharmacy provide the support you need?



**If you're dealing with an ongoing health condition or caring for someone who does, we'd like to hear from you.**

The Griffith Health Institute is researching the support given by local community pharmacies, in Mt Isa and the North West area, for people with ongoing health conditions. This is part of a nationwide project designed to assist in the planning of future pharmacy services.

**Participants must be at least 16 years old and be:**

- Living with an ongoing health condition, or
- Caring for a person with an ongoing health condition.

The study involves completing a 30 minute phone survey with participants reimbursed for their time.

To register visit [chronicillnessproject.com.au](http://chronicillnessproject.com.au) or call 1800 600 687 (free of charge).

*The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.*

## Mindful Eating, Psychosocial Risk factors and Coronary Heart Disease.

A review of evidence by the Heart Foundation shows that psychosocial risk factors and depression are

**The Triennium ends  
31st December 2013**



**Have you accumulated all of your points?**

ThinkGP offers FREE and accessible online training.

- Make a difference, conduct a clinical audit
- Complete your Mental Health Skills Training
- Active Learning Modules – Category 1
- One hour modules – Category 2

Log on to [www.thinkgp.com.au](http://www.thinkgp.com.au) to participate in these FREE interactive activities – accredited providers with both RACGP and ACRRM.

## Have your say – become a member of CNWQML

Join us in our vision for healthier communities in Queensland's rural and remote regions, as we drive primary health care improvements and ensure services are better tailored to meet local community needs.

Applications for membership are invited from individuals



# News and Issues

bulletin@nsw.guild.org.au

## Recall Action Notification

### **Type of Product**

Medicine

### **TGA Recall Reference**

RC-2013-RN-00710-1

### **Product Name/Description**

Febridol Paracetamol 500mg, 100 tablet bottle  
Batch Number: ACN2134  
ARTG Number: 98138

### **Recall Level**

Consumer

### **Recall Classification**

Class I

### **Recall**

Commencement Date: 18/07/2013

### **Responsible Entity**

Ascent Pharma Pty Ltd

### **Reason / Issue**

Ascent Pharmaceuticals is recalling batch ACN2134 Febridol Paracetamol 500 mg (which is an analgesic used to treat aches, pains and feverish conditions) because of the possibility of a peach coloured triangle shaped tablet in some bottles of this batch.

### **Recall Action**

Recall

### **Recall Instructions**

Ascent Pharmaceuticals is advising consumers not to take any tablets from the affected batch (Batch ACN2134). Consumers are to return the product to the pharmacy where they purchased the Febridol Paracetamol 500 mg, 100 tablets bottle for a full refund.

### **Contact Information**

1800 678 302 - Ascent Pharmaceuticals Customer Care

## Attention: Pharmacies in Northern Rivers Area

### **Have your say about future pharmacy services**

With the rise of chronic illness in Australia, researchers from the Griffith Health Institute at Griffith University are seeking to better understand the impact that these conditions have on people living with them and on those who care for them. More specifically, as community pharmacies play such a critical role in improving the care of these health consumers, we want to better understand how people might prefer to interact with their pharmacies. We also want to hear from pharmacists regarding consumer preferences as they seek to manage their health more effectively. To date in the Northern Rivers area of NSW, we have spoken with over 100 people living with ongoing health conditions, carers and health professionals and in this final stage of the project we would like to hear from another 150 participants. At the project's conclusion, recommendations for new model(s) of care for community pharmacy will be developed.

### **What we are doing:**

We will be conducting a phone survey in October and November 2013

### **Participant categories:**

Pharmacists, allied health professionals, GPs. We are also looking to recruit people 16 years and over who have at least one chronic condition, or carers.

### **Funder:**

The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.

### **Reimbursement:**

Participants will be offered a Coles Group and Myers voucher.

### **Registration:**

Via the website ([www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au)) or call us on 1800 600 687 (free call).

## Appendix 2.14 – Stage Three Health Professional Recruitment Flyer



### Do you work in Logan-Beaudesert area?

We are looking for health professionals including GPs, pharmacists and pharmacy assistants, allied health professionals and community health workers to assist researchers in a study conducted by the Griffith Health Institute.

This study aims to fully explore the perspective of health consumers about the burden of chronic illness and multiple treatment regimes, their desire in terms of patient centred care and the related role of community pharmacy. Your participation will form the basis of recommendations for models of care for community pharmacy to assist people with chronic disease and complex treatment regimes to better manage their illness.

The study involves completing a 20-25 minute phone survey with reimbursement offered for your time.

To register visit **[chronicillnessproject.com.au](http://chronicillnessproject.com.au)** or call **1800 600 687**.

The Chronic Illness Project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia.

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For further information about the 5CPA Research and Development Program visit **[5cpa.com.au/research](http://5cpa.com.au/research)**

*This project has received ethics approval from both Griffith Human Research Ethics Committee (Protocol: PHM/12/11/HREC) and Metro South Health Hospital and Health Service (HREC/13/QPAH/605).*

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## Appendix 2.15 – Stage Three Health Professional Information Sheet



### School of Human Services

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Toll free: 1800 600 687

Facsimile +61 (0)7 3382 1041

[www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au)

### **Chronic Illness – The Health Care Professionals Perspective. Research project PHM/12/11/HREC**

Exploring the health consumers' perspective on the burden of chronic illness and the role of community pharmacy in chronic illness management.

Dear Health Care Professional

Griffith University is undertaking a study that will form the basis of recommendations for models of care for community pharmacies to assist patients with chronic conditions and complex treatment regimens to manage their illness. This project is funded by the Australian Government Department of Health and Ageing as part of the Fifth Community Pharmacy Agreement Research and Development Program managed by The Pharmacy Guild of Australia. **The researchers involved in this project are:** Prof Amanda Wheeler, Prof Elizabeth Kendall, Dr Jennifer Whitty, Dr Michelle King (Griffith University) and Dr Fiona Kelly (University of Auckland). The team also comprises: Dr Adem Sav (Senior Research Assistant), Sara McMillan (Pharmacy lecturer and PhD candidate), Beth Hunter (Project Manager) and Claire Campbell (Consumer Researcher).

We are seeking your consent to take part in a study on the role of pharmacy in chronic illness management. In particular, we are interested in learning about your perspective of patient-centred care, treatment burden and health care priorities for consumers with chronic illness and also seek your support in recruiting suitable health consumers.

#### **What is involved?**

1. We would like to invite you to participate in a telephone survey (20-25 minutes), to identify what services you think health consumers would like community pharmacies to provide to support the management of their chronic illness(s). As a token of appreciation for your time, you will be offered a Coles voucher to the value of \$30 for participation in the survey. This voucher cannot be redeemed for cash. You will also be given a certificate of participation as evidence for your continuing education or research portfolio.

2. We also seek your support and the support of your work colleagues and staff to identify consumers with a chronic illness, or family members or carers who support people with chronic illness, and ask if they would like to participate in the project. You will be provided with a consumer information sheet to give to those who may be interested in participating.

#### **Do I have to participate?**

No. Participation in any research project is voluntary. If you do not wish to take part you are not obliged to. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage and your information will not be included.

### Are there any benefits to me?

This project seeks the support of all health care professionals to improve the services provided in community pharmacy, as part of the health care team. The results of this study will potentially improve or assist the way that health consumers with chronic illness(s) are managed in the community pharmacy.

### Are there any risks involved?

We do not anticipate that there would be any risks to you as a result of your participation in the project. Information obtained from all aspects of the project will be de-identified for analysis and only the research team will have access to this information. The personal information obtained from the expression of interest form will be used for follow-up purposes only and, as with all information, this will be stored securely at Griffith University, Logan Campus. The study includes a survey that will be administered by a third party research company on behalf of Griffith University. We may provide your name and contact details to the company undertaking the survey to enable the company to invite you to participate in the survey. If we do so, your details will only be provided for the purpose of undertaking this research study. Information you provide for this study will be retained for a period of five years post publication and then destroyed.


### Ethical Clearance

This project has received approval from Griffith Human Research Ethics Committee (GU Ref No: PHM/12/11/HREC). For Queensland participants, the project has also received approval from Metro South Human Research Ethics Committee HREC/13/QPAH/605. Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If you have any concerns or complaints about the ethical conduct of this research project you should contact the Manager, Research Ethics on (07) 3735 5585 or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)

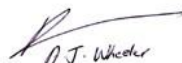
If you would like to take part in the study, please complete and return the expression of interest form on the Chronic Illness Project's website [www.chronicillnessproject.com.au](http://www.chronicillnessproject.com.au). If you have any further questions please contact Beth Hunter (Project Manager) or Amanda Wheeler, the project leader (Freecall 1800 600 687) or email [chronicillness@griffith.edu.au](mailto:chronicillness@griffith.edu.au)

Thank you for your time.

Yours sincerely,



Beth Hunter  
Project Manager  
PGCert(PubHealth), PhD



Amanda Wheeler (Project Leader  
BSc,BPharm, PGDip(PsychPharm),

**Privacy statement** *The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 5585.*