

Supplementary file 3: Comments from two free-text questions on stakeholder questionnaire about the new pharmacy emergency department (ED) service at Morriston Hospital

Two supplementary questions allowed respondents to provide comments about the new service e.g. anything particularly good or bad, or ways in which the service could be improved.

13. Please outline any positive or negative experiences of working with the pharmacy team in ED.

Consultant comments (n=7/11):

- *“Our pharmacy colleagues are knowledgeable and frequently help with complex drug-related issues and obtaining patient drug information. I do believe they help minimising drug errors significantly. Also reduce work load for doctors by assisting us with medication-related issues whilst the doctor is dealing with other aspects of patient care”*
- *“Less errors, easier decision making on post-take ward round”*
- *POSITIVE. Scott and Dan have been a huge help in ED. In fact, on one of my PTWR, I have had several useful discussions which then led to several discussions and teaching opportunities for the juniors present”*
- *“It has been a positive experience all around and an educational one too. “*
- *“All aspects have been positive”*
- *“Very helpful”*
- *“Very helpful and useful information gained in a short time”*

Registrar comments (n=7/8):

- *“I learn something useful every time I work with them on PTWR”*
- *“Hugely valuable service. Critical to patient care”*
- *“Very helpful and reliable. Better experience in getting patient drug history who are confused and demented”*
- *“Critically important in reducing drug errors/interactions early in admissions”*
- *“The pharmacy team are brilliant at getting drug histories. I am a medical registrar and sometimes it is difficult to get them from patients who are admitted unwell. Also due to bed situation, medical patients are spending a lot of time in ED and it is very helpful having the pharmacy team there”*
- *“Helps to resolve problems quickly that build up overnight from the take that would otherwise be delayed”*
- *“Important to get medications right from the beginning of the admission. In Morriston, an ED-based team makes the most sense. Having them around in the department is very useful”*

Junior doctor comments (n=14/16):

- *“Always approachable, incredibly helpful and educationally excellent”*

- *“Very approachable and knowledgeable. A great help when clerking or post-taking”*
- *“It has always been beneficial to have pharmacy team in ED”*
- *“Very useful, great advice service. Would be good to have OOH”*
- *“Very approachable and helpful to all teams and helping good safe prescribing”*
- *“I have found it very useful to have the pharmacists in the department and have often been waiting for them on arrival after nights!”*
- *“It is very helpful to have pharmacist on PTWR”*
- *“I think all the pharmacy team members are helpful and approachable”*
- *“Help with drug interactions and contacting GP/relatives when patients unable to give drug history”*
- *“Very useful member of team, especially for post-taking...”*
- *“All positive. They provide up to date information and are valuable team members”*
- *“Presence of pharmacist in ED will be helpful because many times I found it difficult to prescribe correct medications for patients”*
- *“Really useful especially as often patients do not know their medication”*
- *“Reliable drug history. Nil negative”*

14. Please provide any other feedback you consider appropriate.

Consultant comments (n=3/11):

- *“Excellent initiative to improve patient care and reduce prescribing errors”*
- *“Scott and Dan have been a GREAT addition to the PTWR and streamlines the process. It’s good to have them highlight any potential interactions – and hence implications to patient care”*
- *“In my view, the service should be supported”*

Registrar comments (n=4/8):

- *“Fantastic service and helpful on PTWR. Please keep it up”*
- *“I would be very disappointed and concerned if this role was reduced/removed”*
- *“I hope the service continues. It would be great if senior pharmacists rotated around all hospital wards to refresh/enhance learning”*
- *“The pharmacy team help make the medical take more efficient and therefore safer”*

Junior doctor comments (n=3/16):

- *“Great service”*
- *“Needs to be kept. Love team”*
- *“Continue providing pharmacy team service in ED”*