Five informal observations in community pharmacy
Different types of pharmacies

Four nominal group discussions
Group 1 Eight community pharmacists (employed and locum)
Group 2 Six community pharmacy support staff
Group 3 Four hospital pharmacists
Group 4 Four hospital pharmacy support staff

Interviews with six superintendents
Different types of pharmacies: supermarkets, large and smaller multiples

"Which pharmacy activities do you think can and cannot be safely performed by support staff when a pharmacist is absent (but contactable to advise and intervene), assuming staff are adequately trained/competent? — Discussion audio recored

Questionnaire survey
General Pharmaceutical Council registered in England:
1,500 pharmacists 1,500 pharmacy technicians
43.2% (n=546) 57.3% (n=774) response (use)

Sections: Thoughts on supervision, 22 medicines and service activities, perceived level of risk to patient safety and whether services can be performed during pharmacist absence. Views on support staff roles, competence and accountability

Figure 1: A diagrammatic representation of the study stages and processes