**Focus Group Discussion Guide – Dementia MedsChecks**

***Improving medication management amongst home-dwelling people living with dementia through a community pharmacy-based service: a pilot study***

**Welcome**

Good [morning/afternoon/evening] and welcome to our focus group discussion. My name is Andrew Stafford and I will be facilitating the discussion.

Thanks for agreeing to be part of this focus group. We appreciate your willingness to participate.

Firstly, on behalf of Curtin University and my research team of Dr Tin Fei Sim, Pr. Anne-Marie Hill, Jason Burton and Holly Radford, I would like to thank you for attending.

The purpose of this discussion will be to gather your experience with the training and delivery of the Dementia MedsCheck service to people living with dementia and/or their carer.

Your feedback is valuable and will enable us to understand how we could refine and improve the pilot training package for future roll out.

**Guidelines**

1. There are no right or wrong answers. Every person's experiences and opinions are important. We want to hear a wide range of opinions. I ask everyone to please respect other’s opinions even if they differ from your own.
2. Although we will be mainly talking, feel free to also use the “Chat” function to share your thoughts.
3. The discussion should take approximately 60 to 90 minutes and will be audio-recorded to ensure that all key points are accurately documented.
4. Any identifying information (for example the names of individuals) that you use during our discussion will be removed from the interview transcripts.
5. All information provided within this focus group must be kept confidential.
6. If you wish to end the discussion before I have asked all the questions or if you wish to withdraw from the study, you are free to do so at any time.

**Self- Introductions**

*Dr Andrew Stafford*

*Dr Tin Fei Sim*

*Holly Radford*

*Attendees*

**Focus Group Discussion Guide**

***Training***

To start this discussion today, I would like to ask some questions on the training.

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| **Discussion** | **Probes** |
| 1. How do you think the training has influenced or affected your ***knowledge*** and ***understanding*** about dementia, and ability to identify and assist people with suspected or diagnosed dementia.  | * Why do you feel your knowledge/understanding is indifferent/increased after the training?
* What do you think improved or didn’t improve regarding your knowledge and understanding about dementia?
* What do you think improved or didn’t improve regarding your knowledge and understanding about assisting people experiencing dementia?
* Please explain further by providing an example.
 |
| 2. How do you think the training has influenced or affected your ***confidence*** in how you may identify and assist people with suspected or diagnosed dementia. | * Why do you feel less/indifferent/more confident after the training?
* What do you think improved or didn’t improve regarding your confidence?
* Please explain further by providing an example.
 |
| 3. How do you think the training has influenced or affected your ***attitude*** towards how you may identify and assist people with suspected or diagnosed dementia. | * Why do you feel indifferent/more influenced in your attitude after the training?
* What do you think improved or didn’t improve regarding your attitude?
* Please explain further by providing an example.
 |
| 4. Do you think that the *format* of the training including the 3-hour Dementia Friendly Pharmacy course and 2-hour case study assessment was suitable? Why/Why not?  | * What do you think about the timing/length of the training?
* What were the enablers to your learning?
* What were the barriers to your learning?
* How do you think that the format could be improved?
 |
| 5. Can you tell me about your experience with accessing this training via an *online delivery mode*? | * Did you experience any barriers to using this delivery mode? Why/why not?
* What do you think enabled/facilitated your learning using this delivery mode?
* Do you have any suggestions to improve this delivery mode?
* Are there any changes to the delivery mode that you would like to see? Please explain.
 |
| 6. Do you think that the *structure* of the learning content was suitable? Why/why not? | * What do you think about the topics that were covered in the content?
	+ Do you think there was too much content, just enough or content missing?
	+ Do you think that the case studies were a true simulation of what you experience in the pharmacy environment? Why/why not?
* Do you think that the completion of the DTA training prior to the case study scenarios was suitable? Why/why not?
* Can you tell me about your experience with the case study scenarios – was there any enablers/facilitators or barriers to your learning?
* How do you think that the structure of the training could be improved?
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**Value of Service**

I would now like to hear your overall opinion of Dementia MedsChecks

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| **Discussion** | **Probes** |
| 1. What is your *overall opinion* of Dementia MedsChecks
 | * Do you think that Dementia MedsChecks should be a service offered by pharmacists within the pharmacy environment? Why/why not?
* What benefits do you see the service having for patients and/or their carer?
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**Provision of Service**

Now we would like to hear of your experiencing providing the service to participants.

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| **Discussion** | **Probes** |
| 1. How confident were you in providing Dementia MedsChecks?
 | * Did you feel the training provided you with enough skills and knowledge to identify and support PLWD and/or their carer?
* Did you feel that additional support is required in order to deliver the service?
 |
| 1. Based on your experience within this trial, please describe your thoughts on the patients’ *acceptability* of Dementia MedsChecks?
 | * Were participants willing to take up the service? Why/why not?
* Was there any resistance from the patient when asking the screening questions? If yes, please share your experience.
 |
| 1. Please describe your experience with including the *carer* as part of the Dementia MedsCheck process.
 | * If present, what was the overall attitude and experience of the carer within the process?
* If present, what involvement did the carer expect as part of the decision making?
* Do you think that the involvement of the carer is an important part of the model?
 |
| 1. What is your opinion of the *timeline* of the Dementia MedsChecks service?
 | * Do you think that the frequency of service is sufficient in monitoring the needs of a person living with dementia and or/carer? Why/why?
* From your experience, did you find that the timeframe for service delivery needs to be reviewed? Why/why not?
 |
| 1. How *suitable* do you find the provision of Dementia MedsChecks within your existing workflow?
 | * What barriers did you encounter providing the service?
* Do you think the Dementia MedsCheck patient journey process is sufficient in meeting patient needs?
* What barriers could you potentially see going forward for providing the service?
 |
| 1. How effective do you feel the materials that *promoted* the Dementia MedsCheck service were?
 | * Do you think the flyer effectively communicates to the target audience?
* Do you have any other opinion on the best way to promote the service to suitable recipients?
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| 1. Please tell me about your experiences with *communication* of the service to the patients GP
 | * Did you receive any feedback from the GP regarding the report sent?
* What barriers did you encounter in communicating the needs of the patient?
 |
| 1. Do you think the current format for *referral to support services* is suitable?
 | * Do you have any recommendations to the form created?
* If utilised, what benefits did you experience in referring the patient to support services or other HCPs?
* If utilised, what barriers did you experience in referring the patient to support services or other HCPs?
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| 10. Are there any final comments about this pilot that you would like to make?  |

**Conclusion**

That concludes our discussion for today. There were some interesting insights, and we really appreciate your willingness to speak openly and honestly to provide us with feedback about the pilot program.

Thank you kindly for your time, we will be in touch very soon to offer you each a token of our appreciation for your time and participation.