

## Online resource 1: Topic List Community Pharmacists

Barriers and Facilitators for Evidence-Based Self-Care Counselling in Community Pharmacy, a qualitative study

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Questions	Prompts
<b>What do you understand by the term 'self-care'?</b> <i>(Intentions, goals)</i>	
<b>What do you consider to be the professional role of the pharmacist in self-care advice according to the self-care guidelines?</b> <i>(Professional role, Environmental context, Knowledge, Skills)</i>	Professional role of pharmacy assistant in self-care advice according to the self-care guidelines Attitude of pharmacist towards self-care advice from druggists. Difference between self-care advice from pharmacy and from druggist Attitude of GPs towards self-care advice from pharmacy according to the self-care guidelines
<b>What do you consider to be the importance of self-care advice according to the self-care guidelines compared to pharmaceutical care with regard to prescription medicines (e.g. dispensing process, medication review)?</b> <i>(Professional role, Environmental context, Goals, Reinforcement, Intentions)</i>	Who delivers self-care advice according to the self-care guidelines Priority of self-care advice according to the self-care guidelines
<b>How is the self-care process organised in pharmacy?</b> <i>(Professional role, Intentions, Knowledge, Skills, Memory, attention and decision processes, Behavioural regulation)</i>	Task allocation
<b>What kind of self-care requests do consumers and patients make at your pharmacy (e.g. product-, condition- or symptom-based)?</b> <i>(Beliefs about capabilities, Skills, Knowledge, Beliefs about consequences, Intentions, Social influences, Professional role)</i>	Team agreement on how to handle these questions Types of consumers visiting pharmacy for self-care advice
<b>What barriers do you meet when advising on self-care according to the self-care guidelines?</b> <i>(Knowledge, Skills, Beliefs about capabilities, Intentions, Beliefs about consequences, Reinforcement, Environmental context and resources, Behavioural regulation)</i>	Hurried customers Privacy sensitive minor ailment Other customers listening in Intense work pressure Staff shortages Training

Financial barriers  
Remuneration

Dealing with barriers  
Factors that encourage attention to self-care  
Use and review of supporting materials

**Self-care guidelines include lifestyle advice. What is your opinion on that?**

*(Knowledge, Skills, Professional role, Beliefs about capabilities, Beliefs about consequences, Reinforcement, Intentions, Goals, Memory, attention and decision processes, Environmental context and resources, Behavioural regulation)*

Dealing with lifestyle advice for minor ailments

**What skills does one need to provide self-care advice according to the self-care guidelines?**

*(Knowledge, Skills, Professional role, Beliefs about capabilities, Goals, Memory, attention and decision processes, Behavioural regulation)*

Conversation skills  
Decision-making  
Asking follow-up questions

Ready knowledge, also of the team  
Basis of ready knowledge  
Training during education  
Updating of knowledge  
Training of self-care knowledge and skills  
Assessment of self-care knowledge and skills

**What are benefits of an appropriate self-care advice according to the self-care guidelines for you, the pharmacy team, the GP and the customers?**

*(Optimism, Beliefs about consequences, Professional role, Reinforcement, Goals, Environmental context, Emotion)*

Cost/benefit ratio

**How do you feel after providing a customer with a self-care advice according to the self-care guidelines?**

*(Optimism, Emotion, Beliefs about consequences)*

Explanation

**Is there any self-care topic that we missed and that you would like to discuss?**