

Citation

Ranjita Dhital, Suphaphit Sakulwach, Glenn Robert, Carolina Vasilikou, Jacqueline Sin. Systematic review on the effects of the physical and social aspects of community pharmacy spaces on service users and staff. PROSPERO 2018 CRD42018075031 Available from:

https://www.crd.york.ac.uk/prospero/display_record.php?ID=CRD42018075031

Review question

- What study designs are used to investigate the physical and social aspects of the community pharmacy environment?
- What are pharmacy patients' and staff experiences of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services?
- What barriers and enablers, relating to the community pharmacy environment, do pharmacy patients and staff experience; and possible health, social or professional implications of this?

Searches

Ten databases will be searched from their start to 31st March 2020 (host sites given in parentheses):

- PubMed
- PsycINFO (via Ovid)
- Web of Science
- Scopus
- ScienceDirect
- Journal Storage (JSTOR)
- International Bibliography of the Social Sciences (IBSS)
- Cochrane Central Register of Controlled Trials (CENTRAL)
- Health Technology Assessment Database (HTA)
- Social Care Online (SCIE)

Experts in the fields of pharmacy practice, architecture, design and other related disciplines, as identified in the literature, will also be consulted. The bibliographies and reference lists of all included articles will be searched for further relevant publications.

Searches will be limited to peer-reviewed publications. Only English language publications will be reviewed. Publications will not be excluded based on publication date. If studies identified do not have sufficient data, attempts will be made to contact authors to obtain any relevant information that is missing.

Search strategy

https://www.crd.york.ac.uk/PROSPEROFILES/75031_STRATEGY_20180527.pdf

Types of study to be included

Only publications which report empirical data of any study design will be included, but not reviews or reports.

Condition or domain being studied

Any reported health, social or professional outcomes which capture pharmacy patients' and staff experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.

Participants/population

- Pharmacy patients – all ages in any country who are accessing community pharmacy health services.
- All members of the pharmacy health team. These include: pharmacists, pre-registration pharmacists, dispensing staff, accredited checking technicians and medicines counter staff.

Intervention(s), exposure(s)

A community pharmacy is defined as accessible to all, and not based in a hospital, clinic or online. Pharmacies may be located within rural and/or urban areas, with differing levels of deprivation. Pharmacies may also form part of a multiple chain or be independently owned.

Comparator(s)/control

We will include studies with and without controls.

Context

Included studies will report how spaces within the community pharmacy environment is experienced by pharmacy patients and staff when accessing or delivering pharmacy health services. These spaces can include the pharmacy health counter, dispensary area, consultation room or the pharmacy retail area. The studies may originate from any community pharmacy setting worldwide, encompassing: high; middle; and low income countries.

Main outcome(s)

- To identify pharmacy patients' and staff experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.
- To identify environmental factors which may influence pharmacy patients' and staff engagement with pharmacy health services; and possible health, social or professional implications of this.

Measures of effect

Additional outcome(s)

- To identify study designs used to understand pharmacy patients' and staff experience of the physical and social aspects of the community pharmacy environment when accessing or delivering pharmacy health services.

Measures of effect

Data extraction (selection and coding)

- The initial screening of titles, abstracts and full text will be conducted by SS; with a 5% random sample of all items independently screened by RD. In addition, RD will independently review a 20% random sample of the excluded full text papers, to address the possibility of missing potentially relevant studies.
- Data extraction from full texts of included studies will be conducted by SS, and again 20% of random sample will be checked independently by RD and discussed with JS.
- Data extraction will be conducted using established data extraction forms which will be adapted and refined for the purposes of this review.
- Any discrepancies will be resolved through discussion between RD, JS and SS, and if consensus is not reached then other study authors (GR and CV) will be consulted to review as a team.

Risk of bias (quality) assessment

The quality of each selected study will be assessed by SS (100% of selected studies). RD will independently assess 10% random sample of the included studies. We will use the Integrated quality Criteria for the Review Of Multiple Study designs (ICROMS), choosing the most appropriate study design criteria for each study. Any potential risk of bias will be reviewed through discussion between SS, RD and JS, and if consensus cannot be reached then other study authors (GR and CV) will be consulted to review as a team.

Strategy for data synthesis

As we will include studies which report empirical data, from both qualitative and quantitative research designs, we will therefore use quantitative or narrative synthesis; depending on the types of studies included for the review.

Analysis of subgroups or subsets

We will conduct sub-group or sub-set analysis if such data is identified.

Contact details for further information

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Organisational affiliation of the review

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Review team members and their organisational affiliations

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Type and method of review

Systematic review

Anticipated or actual start date

01 September 2019

Anticipated completion date

30 June 2021

Funding sources/sponsors

Pharmacy Research UK Leverhulme Fellowship awarded to Dr Ranjita Dhital

Grant number(s)

State the funder, grant or award number and the date of award

Grant number: PRUK-2018-LH-5-R awarded on Dec 2018

Conflicts of interest

None known

Language

English

Country

England

Stage of review

Review Completed not published

Subject index terms status

Subject indexing assigned by CRD

Subject index terms

Humans; Pharmaceutical Services; Pharmacies; Pharmacy

Date of registration in PROSPERO

28 June 2018

Date of first submission

24 March 2018

Details of any existing review of the same topic by the same authors

Stage of review at time of this submission

Stage	Started	Completed
Preliminary searches	Yes	Yes
Piloting of the study selection process	Yes	Yes
Formal screening of search results against eligibility criteria	Yes	Yes
Data extraction	Yes	Yes
Risk of bias (quality) assessment	Yes	Yes
Data analysis	Yes	Yes

Revision note

- New author details for SS has been included, and other author details updated- Minor updates relating to percentage of items screened by RD, that SS conducted the main searches, data extraction, quality assessment and synthesis is now included

The record owner confirms that the information they have supplied for this submission is accurate and complete and they understand that deliberate provision of inaccurate information or omission of data may be construed as scientific misconduct.

The record owner confirms that they will update the status of the review when it is completed and will add publication details in due course.

Versions

28 June 2018

05 October 2021