







STUDY PROTOCOL

PHARM-LC: What role can Community Pharmacy play in supporting people with long Covid? Protocol for a mixed methods study [version 1; peer review: awaiting peer review]

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V1 First published: 21 Oct 2024, 4:65
<https://doi.org/10.3310/nihropenes.13741.1>

Latest published: 21 Oct 2024, 4:65
<https://doi.org/10.3310/nihropenes.13741.1>

Open Peer Review

Approval Status *AWAITING PEER REVIEW*

Any reports and responses or comments on the article can be found at the end of the article.

Abstract

Background

Long Covid is a debilitating multifaceted condition, that is more prevalent in those from deprived areas, females and those with another disorder or disability. Those that live with Long Covid currently must endure a lack of services, support and have also reported being 'gaslit' by health care professionals. Primary care services such as GP surgeries are under immense pressure and have limited resources to offer those that live with Long Covid. Community pharmacy could be a localised solution for those that need support and advice for Long Covid as they have already proven to be a reliable source during the COVID-19 pandemic. This study aims to address gaps in research to explore the possible role that community pharmacy teams can play in supporting those living with Long Covid.

Protocol

A two-phase multi-method study using semi-structured interviews and co-design will be utilised. For phase one: two population groups; those with lived experience of Long Covid and community pharmacy team members will be interviewed to understand their current experiences of community pharmacy supporting those living with Long covid, as well as lived experiences and self-management (people with Long Covid), and training needs, and current practice (Community pharmacy teams). For phase two: a co-design approach will be utilised with key stakeholders to help inform online training via multiple workshops. This training will be then piloted by end users, who will provide post training feedback via a survey.

Discussion

Understanding the role that community pharmacy can play in supporting those with Long Covid and to facilitate development of this new support pathway to develop online training which provides pharmacy teams with a structured and cohesive approach to care.

Plain Language summary

Long Covid, the persistence of symptoms after acute COVID-19 infection with SAR-COV-2 virus affects about 2 million people in the UK. Long Covid is not typical to one set of symptoms, but examples include: extreme fatigue, shortness of breath, aches and pains and difficulties concentrating ("brain fog"). Those with an existing disability, are Inactive or not looking for work, Social Care Workers, Health Care workers, and women are at higher risk of developing Long Covid.

Primary care plays a key role in supporting people living with Long Covid. This includes community pharmacy, which can support people who may not seek help from their GP or have difficulty in seeing their GP. There are over 11,700 community pharmacies in the UK. These are usually conveniently located and can be accessed without appointment. Community pharmacy staff could provide support for Long Covid, but further research is needed to understand how.

In this study, we will explore experiences of people living with Long Covid to understand how they manage their symptoms and who they seek help from and how staff in community pharmacies could support them. We will also explore the views of staff working in community pharmacies to understand their role in providing support for Long Covid. We will then work with pharmacy educators, healthcare professionals, members of the community pharmacy team, and members of the public to design new online training for community pharmacy staff. Training will help community pharmacy staff support people living with Long Covid.

Two public collaborators (GJ and TB) with lived experience of Long Covid have been actively involved in developing the study. A public/patient advisory group of 10+ people with lived experience of

Long Covid from diverse backgrounds has been established. This group will provide patient/public input to the research design, findings and development of the online training module.

Keywords

Protocol, Long Covid, Pharmacy, Qualitative methods, Co-Design, Education, Community pharmacy, post COVID-19 condition.

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Competing interests: No competing interests were disclosed.

Grant information: This studyproject is funded by the National Institute for Health and Care Research (NIHR) under its [Research for Patient Benefit. NIHR: 205384.(Grant Reference Number NIHR205384)]. The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care. Carolyn Chew-Graham is part funded by the NIHR Applied Research Collaboration West Midlands (ARC WM) [Ref: NIHR200165]. The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care.

The funders had no role in study design, data collection and analysis, decision to publish, or preparation of the manuscript.

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How to cite this article: Kingstone T, Saunders K, Fisher T *et al.* **PHARM-LC: What role can Community Pharmacy play in supporting people with long Covid? Protocol for a mixed methods study [version 1; peer review: awaiting peer review]** NIHR Open Research 2024, 4:65 <https://doi.org/10.3310/nihropenres.13741.1>

First published: 21 Oct 2024, 4:65 <https://doi.org/10.3310/nihropenres.13741.1>

Introduction

Background

The patient-preferred term for symptoms that persist for 12 or more weeks following a COVID-19 infection, is known as Long Covid¹. Reports indicate that Long Covid now affects around 1.9 million adults in the UK, some with persistent symptoms lasting for over one year². Long Covid is reported in 44% of people 28 days after a COVID-19 diagnosis; with 200 million people thought to be affected globally³. ‘Post COVID-19 syndrome’ is an overarching term for a complex, multisystem illness following COVID-19 infection, regardless of its severity, irrespective of recovery time or perceived recovery¹. The World Health Organization (WHO), National Institute for Health and Care Excellence (NICE) and Systematized Nomenclature of Medicine Clinical Terms (SNOMED) International (<https://www.snomed.org/>)⁴ have all adopted the term ‘post COVID-19 condition’ for classification. However, through the exchange of lived experiences, patient groups within the UK identified ‘Long Covid’ as their preferred term⁵ – we will continue to use this term in our research.

People at higher risk of Long Covid include females, people aged 35–69 years, those working in health and social care, people living in more deprived communities, and people with another health condition or disability⁶. Symptoms of Long Covid have a great impact on daily life and can be physical, cognitive, and/or psychological^{7–9}. Office for National Statistics (ONS) data indicates that fatigue is the most common symptom (by 71% of those with self-reported Long Covid), along with difficulty concentrating (52%), shortness of breath (48%) and muscle ache (47%)⁶. Long Covid is a burdensome and debilitating condition, data from 10 UK population-based longitudinal studies suggests that 13.7% of people living with Long Covid experience symptoms that limit their day-to-day function¹⁰; with the latest ONS data suggesting 79% (1.5 million) experience symptoms that adversely affect daily activities, and 19% (380,000) report that daily activities have been “limited a lot”⁶. Organ damage is also reported to persist in three-in-five of those with Long Covid, 12 months after initial infection – which may have long term implications¹¹.

People living with prolonged symptoms following acute COVID-19 infection experience significant uncertainty about managing their immediate symptoms, sense of recovery and longer-term health; this is reinforced by social stigma and a lack of public awareness about Long Covid, which can contribute to worry and distress^{12,13}. People with ongoing symptoms following COVID-19 are not always believed or may have their symptoms dismissed as ‘mild’, which invalidates their sense of illness and may be perceived as ‘gas-lighting’¹⁴. These experiences may drive a reluctance among people with Long Covid to seek help¹⁵. Thus, being believed and not having symptoms dismissed as anxiety were crucial to facilitate further help-seeking¹⁶.

Primary Care within the UK is under immense pressure due to a myriad of factors such as funding, limited resources

and GP job satisfaction, and patient satisfaction¹⁷. In an attempt to combat access issues primary care practices have been integrating remote consultations into practice since the onset of the COVID-19 pandemic¹⁸ with these consultations showing an improvement in access to care and enabling staff working in General Practice to manage workloads more effectively^{18–20}. However, remote consultations are not always applicable for those that are at a greater risk of Long Covid such as residents in more deprived areas, or/and those are living with a disability^{21,22}. Indeed, there were initial attempts to provide online resources and establish clinics for those living with Long Covid, these have since proved to be challenging to sustain due to high demand, with access being limited and subject to residential areas along with difficulties in underrating uptake and engagement with online resources^{23–28}. Recent evidence also suggests that people living with Long Covid may not seek help from primary care due to these difficulties in access; instead relying on guided self-management¹⁰. People living with Long Covid commonly access support groups, particularly online, to share experiences and inform self-management strategies; however, engagement with these groups is often driven by a perceived lack of understanding and empathy from others, including healthcare professionals¹².

Community pharmacies operate in over 11,700 locations in the UK and provide ongoing, opportunistic support to people with a range of health problems^{29–31}, as well as their key supporting role when it came to the COVID-19 vaccine roll out and supporting patients during the pandemic^{32,33}. They are an integral part of NHS primary care services and offer people a link to local health and social care^{12,15}, especially for those that have long term conditions, and for those that live in more deprived areas, due to their proximity (people are closer to a pharmacy than a general practice)^{15,16,31,34–36}. Furthermore, due to the accessibility of these community³² pharmacies and that people are able to walk-in to get advice, signposting and recommendations; they may represent a convenient and plausible public health setting to offer support to people with Long Covid^{30,32,37,38}. The Royal Pharmaceutical Society (RPS) further acknowledge the role pharmacists have in supporting people with Long Covid; the Society recommends pharmacists should be engaged in research on Long Covid and have time protected to keep up to date with the latest evidence and learning resources on Long Covid^{39,40}.

Existing research acknowledges the prevalence and the lived experiences of those that have Long Covid, as well as the barriers to seeking care and support^{6,10–13}. Research also provides insight into current primary care practices for those with Long Covid which highlights a key gap in research where the role of community pharmacy in supporting those with Long Covid can be explored. This research aims to address this gap by exploring how community pharmacy teams can support those with Long Covid effectively through a series of work packages (a group of related tasks within a research project), workshops, engagement, and opportunities for training.

Study aims and objectives

Aim

To explore the role of community pharmacy in supporting the management of people living with Long Covid.

Objectives

1. To explore the lived experiences of people living with Long Covid, self-management strategies, and past/current/future help-seeking from community pharmacy teams.
2. To explore attitudes and beliefs among community pharmacy staff (e.g. pharmacists, pharmacy technicians, pharmacy assistants) about their potential role in supporting people with Long Covid.
3. To co-design an online training resource which will deliver knowledge, skills, attitudes and confidence to enable community pharmacy-led support for people living with Long Covid. The Centre for Pharmacy Postgraduate Education (CPPE) will facilitate the development of and host this training resource.

Methods

A two-phase multi-method study using semi-structured interviews and co-design

Ethical approval

The study received ethical approval from Keele University Research Ethics Committee (REC) on 01/05/2024 (REC number: 2024-0791 950) and will adhere to the ethical principles set out in the Declaration of Helsinki⁴¹. This included the study protocol, written informed consent forms and other relevant documents e.g. advertisements. Based on recruitment, consenting and data collection activities i.e., not recruiting NHS patients, recruiting staff based on professional role (not NHS service). As such, Health Research Authority (HRA) approvals will not be required. All documents have been approved for use by the ethics committee.

Consent forms include statements that confirm the participant consents to be involved in the study but also that their anonymised data, and words provided in interviews could be used in publications.

Patient and Public Involvement and Engagement (PPIE)

People with lived experience of Long Covid (experts by experience) were actively involved in developing this grant. We consulted a range of people with lived experience of Long Covid including members of Long Covid Support peer support group (Margaret O'Hara – Long Covid Support [LCS]), Greater Manchester Long Covid Support Group (previously Manchester Clinical Commissioning Group), and members of a patient stakeholder group that supported the PERISCOPE study (CI- Maidment)³³. Jones and Briggs are co-investigators with lived experience of Long Covid. Both have contributed to the development of the proposal, funding application, and drafting of the protocol. They will continue to play integral roles in this research, including data collection and analysis.

A Patient Advisory Group (PAG) will be convened of about 10 individuals with lived experience of Long Covid. Diversity among members will be actively encouraged with members identified through LCS and ethnic minority community networks established in other research. A PPIE project officer will be responsible for supporting PPI members throughout the study, coordinating meetings and processing reimbursements (PPI members will be reimbursed as per NIIHR guidelines based on activity type). Higginbottom (AH) will also identify training needs and contribute to developing meeting agendas to ensure activities incorporate the national standards for PPIE.

The PAG will meet up to 4 times during the study (either in-person or virtually via secure video-conferencing platform), providing input at different stages; including commenting on public-facing documents for the ethics application, recruitment methods, data collection, preliminary findings, co-design of training materials, and dissemination. The research team will produce summary notes from meetings and conversations with PAG members to ensure key contributions are recorded and actioned. An excel spreadsheet will be developed to record PAG suggestions and research team actions i.e., “they said: we did”. Summary reports and key actions will be reported back to PPI members.

A Clinical Advisory Group (CAG) has been established and clinicians (see acknowledgements for a full list of CAG members) with experience within pharmacy and wider primary care and/or Long Covid will be invited to 4 meetings throughout the study. The CAG will support the team with recruitment, advise on data analysis and dissemination among other roles. Summary notes will be produced from each meeting to ensure key contributions are recorded and actioned.

Conceptual and theoretical framing

The research adopts a broadly interpretivist approach, the notion that reality is subjective and socially constructed⁴² and therefore seeks to understand perceptions and subjective experiences of others in relation to Long Covid. In this study context, experiences of people with Long Covid and community pharmacy staff will be explored to understand health and healthcare experiences, needs, expectations and preferences. Relevant psychological and sociological theories will be identified during the research process to inform data collection, sensitise the process of analysis, and allow development of a conceptual understanding that goes beyond individual-level data.

Phase 1 (Qualitative study: semi-structured interviews)

This phase of the study aligns with Objective 1 and 2.

Semi-structured interviews will be conducted with people with Long Covid (n=20) and community pharmacy staff (n=20) to explore experiences of symptom management and their engagement with community pharmacy (past/current/future). This qualitative approach, informed by interpretivism, will support an in-depth exploration of individual experiences and beliefs about Long Covid, its management

and self-care methods⁴³. Recognising and documenting researcher positionality through reflexivity will be critical in our approach to inquiry, as people with lived experience of Long Covid (Briggs, Jones) will be involved in data collection and data analysis.

Settings

People with self-reported Long Covid in the UK and community pharmacy staff working in the UK. Staff will be recruited based on their professional role.

Data collection methods, sampling strategy and recruitment

Qualitative methods using semi-structured interviews

Sample size estimates are derived from previous qualitative research conducted by the team and informed by contemporary methodological debates about the concept of saturation^{44,45}.

People with Long Covid

Up to 20 people with self-reported Long Covid will be recruited via social media (to include, but not limited to, Facebook^R, X^R), personal and professional networks. We will also use a snowball method⁴⁶ of recruitment.

Community pharmacy staff

Up to 20 community pharmacy staff (e.g. Pharmacist, Pharmacy Technician, Pharmacy Assistant) will be recruited to participate in this part of the study. An equal representation of different roles will be approached to partake in the study.

Community pharmacy staff will be recruited via personal and professional networks (for example, Centre for Pharmacy Post-graduate Education (CPPE), and social media (to include, but not limited to, Facebook^R, X^R). We will also use a snowball method of recruitment.

A mixed recruitment strategy will be adopted to support inclusion and maximise diversity of the sample for both people

with Long Covid and community pharmacy staff – UK-wide recruitment is planned (Table 2). A purposive approach to sampling will be guided by a set of inclusion criteria (listed below). Recruitment will be regularly monitored to assess sample diversity against key demographic characteristics (e.g., ethnicity); this will help the research team to identify gaps in recruitment and potentially missing perspectives. Snowball sampling will also be used, with participants encouraged to share information about the research with people in their own networks.

Inclusion and exclusion criteria

As well as previously discussed recruitment strategies (e.g., social media, professional and personal networks) physical materials (posters) will be displayed on noticeboards based in community hubs and religious centres. People living with Long Covid (Table 1) will be identified based on self-reported symptoms. No NHS research sites, or patient identification centres (PICs) will be used in this research.

Advertisements will sign-post potential participants to the study website (PHARM-LC - Keele University) for further information and provide contact details (telephone, email) for the research team. Prospective participants will be directed to contact the research team to express their interest in the study and to request further information. On request, a member of the research team will send a copy of the relevant participant information sheet (PIS) to the individual and follow-up to confirm participation (by email or post). If the individual does not reply after three follow-up attempts, no further follow-up will be made.

To schedule an interview, a member of the research team will contact (telephone or email) the individual to confirm eligibility. If eligible, an interview will be scheduled according to participant preferences (see 3.1.5 for interview format options) and consent will be obtained prior to data collection (see 3.1.4). Participants will be offered a shopping voucher after completing an interview. A ‘thank you’ letter/email will

Table 1. Inclusion and exclusion criteria for people living with Long Covid (Phase 1).

Inclusion criteria	Exclusion criteria
Self-report prolonged symptoms of COVID-19 4-weeks post-infection (example list of symptoms: breathlessness, tachycardia, fatigue that interferes with daily life, “brain fog” – difficulty concentrating, headaches, dizziness, change in smell or taste, anxiety, and stress). Age 18 years and over. Living in the UK. Can speak English sufficient to consent.	Has been less than 4 weeks since COVID-19 infection. Under 18 years of age. Does not demonstrate capacity to consent.

Table 2. Inclusion and exclusion criteria for Community Pharmacy Staff (Phase 1).

Inclusion Criteria	Exclusion Criteria
Pharmacist, Pharmacy Technician, Pharmacy Assistant currently employed in community pharmacy practice in the UK. Age 18 years and over.	Under 18 years of age

be provided with the voucher and details of the website where research findings will be published.

The research team have designed processes to reduce the potential for “imposter participants” (individuals expressing interest in research participant who falsely claim to meet the eligibility criteria) to disrupt data collection on this study. There has been an increase in reporting of this phenomenon⁴⁷. Hence, in the first instance the research team will attempt to conduct recruitment via established and legitimate communities and groups (as described above), but this may not always be possible. Thus, pre-interview eligibility checks will be closely monitored and audio recordings from interviews will be reviewed to check for similarities and signs of false claims, prior to sending recordings for transcription or providing payment for participation.

Most interviews will be conducted by a member of the research team with a background in qualitative methods. Remaining interviews will be conducted by co-investigators with lived experience of Long Covid (Briggs, Jones) – qualitative interview training and support will be provided. All interviewers will have a Good Clinical Practice (GCP) certificate. Interviews will take place either face-to-face, in a convenient location for the participant (e.g. at one of the collaborating universities, the participant’s home, private room/space in the community), by telephone or online via MS Teams (or equivalent). The researcher will conduct telephone and online interviews in a private room or office, where confidentiality can be assured. Interviews with people living with Long Covid are expected to last up to 60 minutes, interviews with pharmacy staff are expected to last up to 60 minutes. Interviews will be recorded and transcribed for analysis, consent will be obtained prior to the interview to record and be transcribed by an external company (The Transcription Company), who have a confidentiality agreement with Keele University.

Discussion during interviews will be facilitated by the researcher using a topic guide (separate topic guides will be specifically designed for people living with Long Covid or community pharmacy staff). The topic guides have been developed based on existing research and with input from people with lived experience of Long Covid and community pharmacy practice. The topic guide covers experiences of living with and/or managing Long Covid, access to healthcare services, engagement with and acceptability of community pharmacy providing advice and support about Long Covid. Interviews with pharmacy staff will explore experiences of delivering services to people with Long Covid, training needs, and training and service delivery preferences.

Data analysis

Interview transcripts will be pseudonymised prior to analysis; participant names will be replaced with a unique study code (e.g., PLC001 people with Long Covid, CPS001 community pharmacy staff) and data that may identify the individual (place names, healthcare provider names) will be removed.

Interview data will be analysed using a thematic framework approach⁴⁸. The two datasets ([i] people with Long Covid; [ii] community pharmacy staff) will be analysed separately at first, then combined to establish a framework of cross-cutting themes. Data will be coded using a data-driven approach with codes then used to develop and refine themes of the framework. Analysis will be guided by the concept of saturation, applied at a theme level^{45,47–49}. Themes which do not fit the framework will be reviewed and retained for reporting separately. The qualitative researchers will lead data analysis and discuss preliminary findings with the multidisciplinary research team (primary care, pharmacy, social science, experts by experience), to enhance rigour. PAG and CAG members will review preliminary findings. Interview topic guides will be updated, iteratively, to support exploration and enhance development of key themes.

Findings will inform Phase 2 of the project, which seeks to develop the online training and information resources.

Phase 2: (Co-design and pilot of training for community pharmacy staff)

This phase of the study responds to Objective 3.

A participatory co-design approach involving key stakeholders will inform the development of a novel fit-for-purpose online training resource. The primary aim of the online training will be to develop knowledge, skills and attitudes needed by community pharmacy teams to enable them to offer a quality assured, evidence-based advice and signposting service for people living with Long Covid. The learning will also improve confidence of pharmacy teams to ensure delivery of optimal primary care support for people living with Long Covid. The online training will introduce learners to existing Long Covid resources to facilitate ongoing learning and it will promote critical appraisal skills to support staff to assess the quality of new evidence as it emerges. A certificate of completion will be provided to learners, which can support evidence for revalidation or CPD (Continued Professional Development) requirements, for example for the GPhC (General Pharmaceutical Council). The participatory co-design will adopt the CPPE (University of Manchester) rigorous, quality assured and well-established approach to learning programme development. The CPPE approach is grounded in education theory and seeks to promote inclusion, person-centred care, cultural competence and positive change in practice – as demonstrated elsewhere⁵⁰. Self-efficacy theory⁵¹ and self-determination theory⁵² will be used to underpin the development of the training resource and guide behaviour change among learners by establishing understanding and the confidence to apply knowledge.

Stakeholder workshops to co-design training

Two workshops are planned to support the co-design of training. Workshops will take place face-to face at Keele University or in a central location convenient for most participants, or online via MS Teams (or equivalent) if participants prefer. A hybrid approach will be made available to

accommodate mixed preferences should this be required. Stakeholders will include up to 20 individuals with representation from topic experts, people with lived experience of Long Covid, primary care practitioners, community pharmacy staff, and research team members. Stakeholders will be identified from the pool of qualitative participants (Phase 1), the PAG, CAG, and existing networks.

The first workshop will guide stakeholders through the process of designing the scope of the training (e.g., writing learning outcomes, agreeing content and format of delivery structure, creating practice-based learning activities to meet different adult learning styles, producing outlines/templates for additional resources). Findings from Phase 1 qualitative interviews will be used during this workshop, together with national priorities, agendas, guidance, and legislation relevant to Long Covid, to prompt discussion and inform the initial scope. This workshop will be facilitated by CPPE and include a variety of interactive activities to promote active participation, respect, power and knowledge sharing, reciprocity, and relationship development^{53,54}. The research team and collaborators will record and review discussions from the first workshop to develop prototype designs, which will then be reviewed in the second workshop.

The second workshop will focus on reviewing prototype content and capturing feedback on content, clinical accuracy, and educational appropriateness to support further refinement. Mapping tables will be used to ensure that the content and user requirements highlighted for inclusion in the module incorporate the identified behaviour change theories^{51,52}, and align with the digital vision for the NHS and relevant health and public health stakeholders. Revisions will then be made as required to finalise the training resources. Stakeholders attending the workshops will be reimbursed for their time at £25 per hour (in line with NIHR involvement rates)⁵⁴ and reasonable travel expenses, where transport has been required.

Piloting training with end-users

The research team will pilot the training with community pharmacy staff, prior to making the online training widely available. The pilot will involve a full run-through of the online training course, pre- and post-training assessment, a review of any additional training resources, and participation in a focus group. [Table 3](#) details the inclusion and exclusion criteria for the piloting of end users.

Settings

This part of the study involves recruitment of community pharmacy staff working in the UK. Staff will be recruited based on their professional role through existing networks.

Data collection methods, sampling strategy and recruitment

A purposive sample of up to 10 community pharmacy staff (e.g. pharmacists, technicians, pharmacy assistants) will take part in a pilot of the online training. All will be invited to take part in a subsequent focus group to discuss the online training. Participants will be recruited through existing professional networks (e.g., The Midlands Community Pharmacy Practice Network), the pool of participants who took part in Stage 1 interviews but did not participate in one of the co-design stakeholder engagement workshops (due to potential for bias), and snowballing.

Inclusion and exclusion criteria

A digital recruitment poster will be circulated by email and social media via professional networks and mailing lists. The poster will invite prospective participants to contact a member of the research team to express their interest in the research (assumed consent to further contact) and request further information. On receipt of this contact, a member of the research team will check eligibility and share the PIS. The researcher will follow-up with the prospective participant to confirm interest in participating and to schedule a suitable time to conduct the pilot and focus group. After sending the PIS, three follow-up contacts will be attempted; if the individual does not respond then no further contact will be made.

Data analysis

Analysis of pre- and post-training questionnaires will be kept at a descriptive level due to small numbers involved. These findings are intended to provide a signal around impact on learning and suitability of content – findings will also help inform questions during focus group discussion.

Analysis of focus group data will follow a data-driven thematic approach⁵⁵, led by a qualitative researcher in the team. Themes will be discussed and agreed with the research team.

Dissemination

Ownership of the data arising from this research project resides with the research team.

A Final Summary Report of the study will be provided to the REC within 1 year of the end of the study.

We are planning the following outputs:

- An online learning module to be hosted by CPPE and ready for national (UK) roll-out.
- Study webpages hosted on collaborating institute websites.

Table 3. Inclusion and exclusion criteria for phase 2.

Inclusion criteria	Exclusion criteria
Pharmacist, Pharmacy Technician, Pharmacy Assistant currently employed in community pharmacy practice in the UK. Age 18 years and over.	Has taken part in an initial interview or co-design stakeholder workshops as part of this study.

- At least 2 peer-reviewed academic journal articles report findings from data analysis of data generated by semi-structured interviews and co-design processes and piloting.
- At least one magazine article (e.g., The Conversation, online and paper) to distil key findings from the research to lay audiences.
- At least one article aimed in professional pharmaceutical journal and/or magazine (e.g., Chemist and Druggist; Pharmacy magazine)
- YouTube video to describe the role of community pharmacies in supporting people with Long Covid
- Plain English summary of research findings
- Infographics to supplement Plain English summaries.
- Up to 5 conference abstracts for clinical and academic conferences (e.g., the Pharmacy Show).

Key outputs will be made publicly available online. Qualitative datasets generated during this research will be made available on reasonable request. Participants will be notified where research findings can be accessed.

Data availability

No underlying data is associated with this article.

Extended data

[Open Science Framework]: [PHARM-LC What role can Community Pharmacy play in supporting people with Long Covid Protocol for a mixed methods study]. <https://DOI10.17605/OSF.IO/T2GVJ>⁵⁶.

The project contains the following extended data:

PHARM-LC P1 Consent form Pharm v1.0 06.03.2024_LOGO (ethically approved consent for participants recruited from community pharmacy)

PHARM-LC P1 Consent form PwLC v1.0 06.03.2024_LOGO (ethically approved consent form for participants recruited that have lived experience of Long Covid)

PHARM-LC P1 Ppant Info Sheet Pharm v1.1 28.07.2024_LOGO (ethically approved participant information sheet for community pharmacy teams).

PHARM-LC P1 Ppant Info Sheet PwLC v1.0 06.03.2024_LOGO (ethically approved participant information sheet for people with lived experience of Long Covid).

PHARM-LC P1 Topic guide for interview with pharm staff v1.1 04.06.2024_Shared (ethically approved topic guide for researchers to administer interviews for participants in community pharmacies).

PHARM-LC P1 Topic guide for interview with PwLC v1.2 14.06.2024_Shared (ethically approved topic guide for researchers to administer interviews for participants in community pharmacies).

Data are available under the terms of the [Creative Commons Zero “No rights reserved” data waiver](#) (CC0 1.0 Public domain dedication).

Reporting guidelines

The consolidated criteria for reporting qualitative studies (COREQ) will be used as the reporting guidelines throughout the project to ensure reflexivity and provides evidence for the credibility of the findings and rigor of the analysis⁵⁷.

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Acknowledgments

All those listed within the acknowledgements have provided consent for names and affiliations to be included in the publication.

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