



Keele CTU Study Email:  
[sch-tr.studyprompt@nhs.net](mailto:sch-tr.studyprompt@nhs.net)

## PROMPPT Trial

### Working Instructions for Practice Pharmacists Pain Review

### Digital Audio-Recording

#### Audio-recording of the pain reviews

The PROMPPT research team would like to digitally audio-record three pain reviews per practice. The aim will be to audio-record pain reviews at different points over the 3-month initial pain review delivery period:

- First audio recording - 1-3 weeks after pain reviews start
- Second audio recording - 4-7 weeks after the pain reviews start
- Third audio recording - 7-12 weeks after the pain reviews start

Data from these audio-recorded consultations will be collected to help evaluate how the pain reviews are conducted in the GP practices. To support your reflective practice, the audio-recordings will also be available for you to review and discuss with your clinical champion during your regular meetings.

Keele CTU will provide the digital audio-recorder. A researcher will either arrange a suitable date and time to deliver the recorder to your practice or arrange delivery via a courier.

In order to gain your consent to audio-record the pain reviews, you will be sent a link via email to complete an online consent form. We would be grateful if you could complete this online consent form as soon as possible to allow the pain reviews to be audio-recorded. You will only need to complete the form once to consent to all audio-recording.

When patients contact the GP practice to book a pain review with the practice pharmacist it is important for the pain review details to be shared with Keele CTU. This will enable Keele CTU to contact patients, who have previously consented to be contacted about future research during the MOPP baseline questionnaire, and to send out an information sheet outlining the purpose of audio-recording the pain reviews and what will happen if they agree for their pain reviews to be audio-recorded. If a patient is happy for their pain reviews to be audio-recorded, consent will be taken by a member of the research team prior to their pain review.

Keele CTU will inform the GP practice/practice pharmacist when a patient has consented to have their pain review audio-recorded, prior to their appointment.

**Before** any pain management review, please check whether the patient has provided consent for their pain review to be audio-recorded. Please check there is sufficient battery time left on the device. You will be provided with spare batteries.

If the patient has not consented to their consultation being audio-recorded, **do not** turn on the digital audio-recorder.

The below sections provide information on how to digitally record pain reviews, how to check consultations have been recorded, and securely sending digital audio-recordings.

Figure 1. provides you with diagrams and information about the digital audio recorder. Please familiarise yourself with the different buttons and use these diagrams as you read through the instructions. Prior to any consultations, please practice using the audio-recorder.

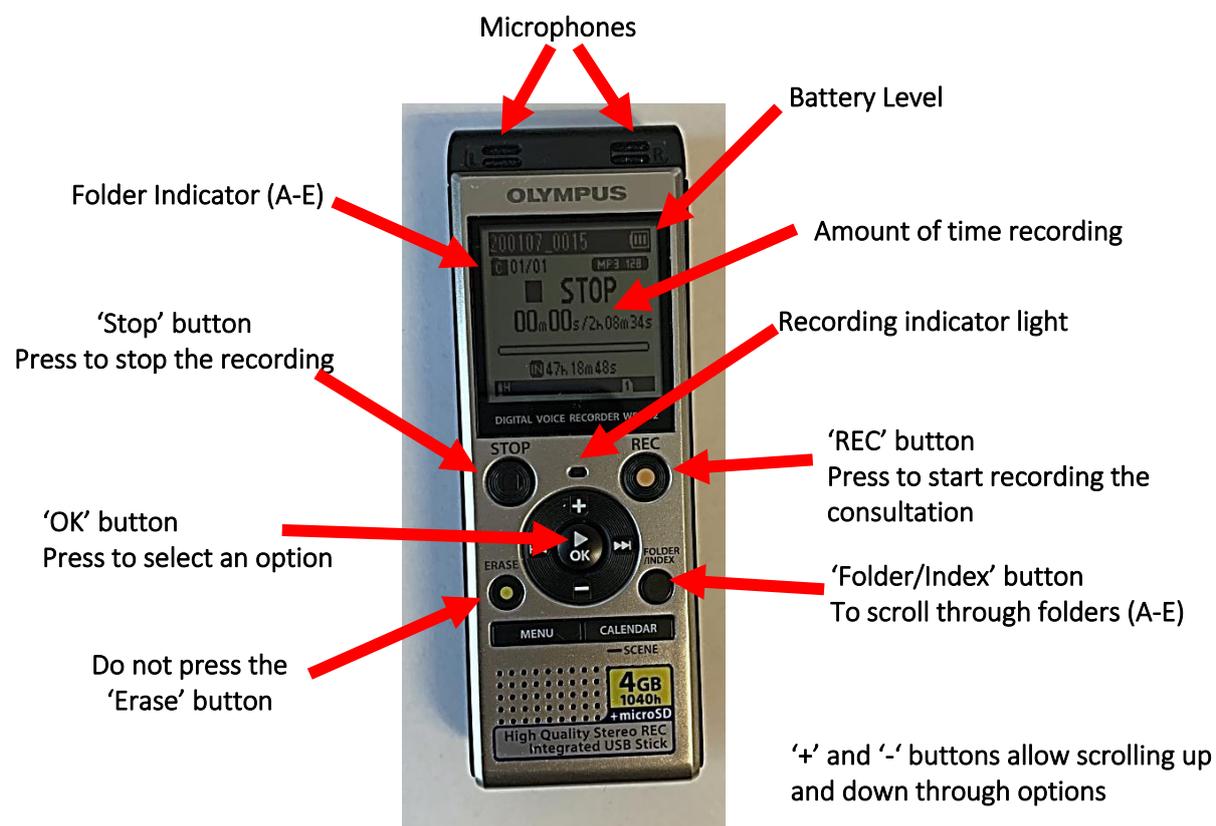




Figure 1. Pictures of audio-recorded

### 1.1 Recording pain reviews – Face-to-face or Using Telephone speaker

For **telephone consultations** please place your phone onto **loud speaker** and turn the volume up to optimise recording volume.

If the patient has provided consent for the pain review to be audio-recorded, you need to:

1. **Turn on** the digital audio-recorder and press the '**REC**' button at the start of the consultation – The red recording indicator light should be on. Communicate to the participant what you are doing. For example, you could say *“I see you have given consent for this pain review to be recorded, so I am going to turn the recorder on now”*.
2. If at this point, the patient states that they have changed their mind and do not wish for the consultation to be recorded, **do not** turn on the digital audio-recorder. Indicate the patient’s decision on the eCRF if the patient decides they do not want their consultation audio-recorded and email Keele CTU on [sch-tr.studyprompt@nhs.net](mailto:sch-tr.studyprompt@nhs.net) to inform them that the patient has changed their mind.
3. Once you have started recording the consultation, please state the **time** and **date** of the pain review, and the **patient study ID number**, and then place the audio-recorder in an unobstructed location (For telephone consultations, place the audio-recorder close to the

telephone speaker, ensuring the volume on the telephone is turned up to optimise recording volume).

4. As soon as the pain review consultation has finished, press the '**STOP**' button on the digital audio-recorder. This will stop the recording and save it.
5. After the consultation, check the audio-recording (see below section).

## 1.2 Checking pain reviews have been recorded

To check that audio-recordings have been successful recorded and stored on the digital-audio recorder, you need to:

1. Press the '**OK**' button in the middle of the audio-recorder to replay the last recording.
2. You should hear the recording. Press the '**OK**' button again to stop the audio recording.

The audio-recorder has different folders (A-E) that can be used to record into. Audio files should automatically save in folder A. If you find that you are in a different folder, press the '**Folder/Index**' button to scroll through the folders until you reach folder A.

## 1.3 Transferring the audio-recordings

Once a pain review has been recorded the audio-recording files need to be securely transferred to the research team at Keele University. The audio files on the digital audio-recorders need to be either emailed from the general practice NHS.net email account to the trial email account (sch-tr.studyprompt@nhs.net) or transferred via Microsoft Teams (MS Teams), dependent on file size. It is important that the audio-recordings are sent securely as they may contain personal information about the patients in the audio-recording.

There will be a designated MS Team for the PROMPPT trial with a designated channel for participating pharmacists and their GP practice. This will be the space where you can securely transfer audio-recordings of pain reviews to the research team. Champions will also have access to the same MS Team as their designated pharmacist(s) and the audio-recordings will be stored for a short period of time to allow you and your champion to use them to facilitate case discussions during your meetings.

## Step 1 – Connect the Digital audio-recorder to the computer

Digital audio-recorders are connected via USB. The USB connector may be built into the Digital audio-recorder or a USB A to male mini USB cable may be required.

### USB built-in

- On the back of the digital audio-recorder there will be a sliding button
- Push this button up to open the USB connector at the top
- Plug the USB connector into the computer



Figure 2. Location of USB

### USB not built-in

- If there is no built-in USB connector, then a USB A to male mini USB cable is required to connect the digital audio-recorder to the computer

## Step 2 – Sending the files

### i) Attach audio-recordings to an email

- Compose a new email using a NHS.net account
- Click on “Attach”
- Select the files to be uploaded
  - Find the digital audio-recorder drive
  - Open the folder containing the audio-recordings (may be called RECORDER)

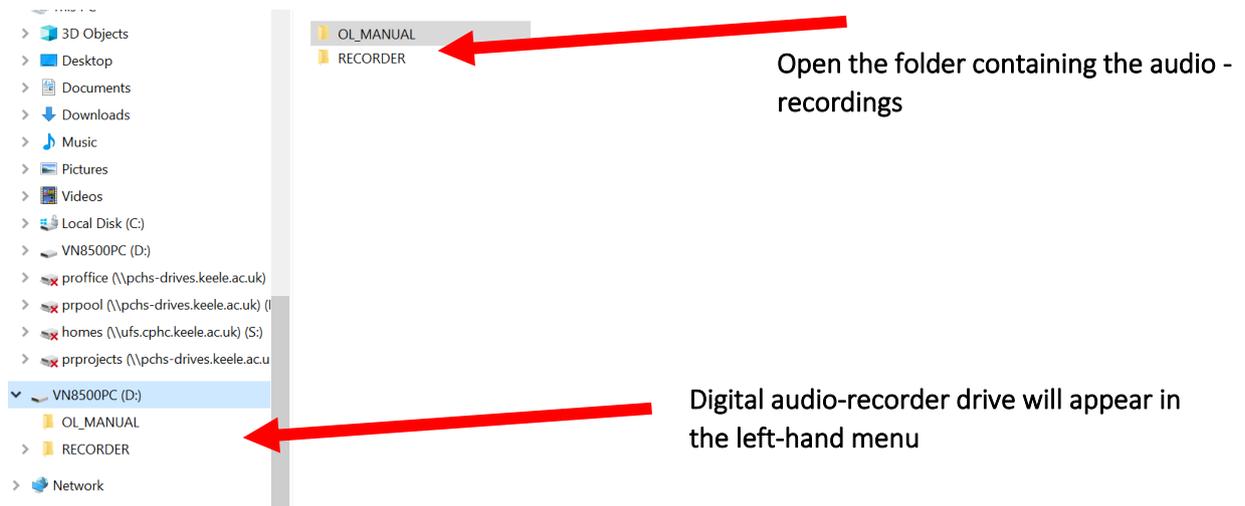


Figure 3. How to locate the audio-files to be uploaded

- The audio-recordings will be located in the folders A-E.
- Open the folder containing the audio-recording you wish to email. If the exact folder location of the audio-recordings is unknown, open each folder to view its contents to find the audio-recordings.
- Select the audio-recordings you wish to email.
- Click Open to attach to the email.
- **Send the email to [sch-tr.studyprompt@nhs.net](mailto:sch-tr.studyprompt@nhs.net)**
- Please note, if there are a number of audio-recordings they may need to be emailed separately depending on the size of the files.

## ii) Sending files via Microsoft Teams

If each file is too big to send via email, please email [sch-tr.studyprompt@nhs.net](mailto:sch-tr.studyprompt@nhs.net) to inform the research team that the audio-recording files will be transferred via Microsoft Teams.

There will be a designated MS Team for the PROMPPT trial with a designated channel for your GP practice;

- On MS Teams, go to PCSC – The PROMPPT Trial – GP practices and Clinical Champions team
- Go to your GP practice ‘channel’ on the left-hand navigation bar.
- Then click on “Files” across the top bar
- Click on the upload button and select “Files”
- Navigate to the files on the audio-recorder as in step i), select the files to be transferred and click open

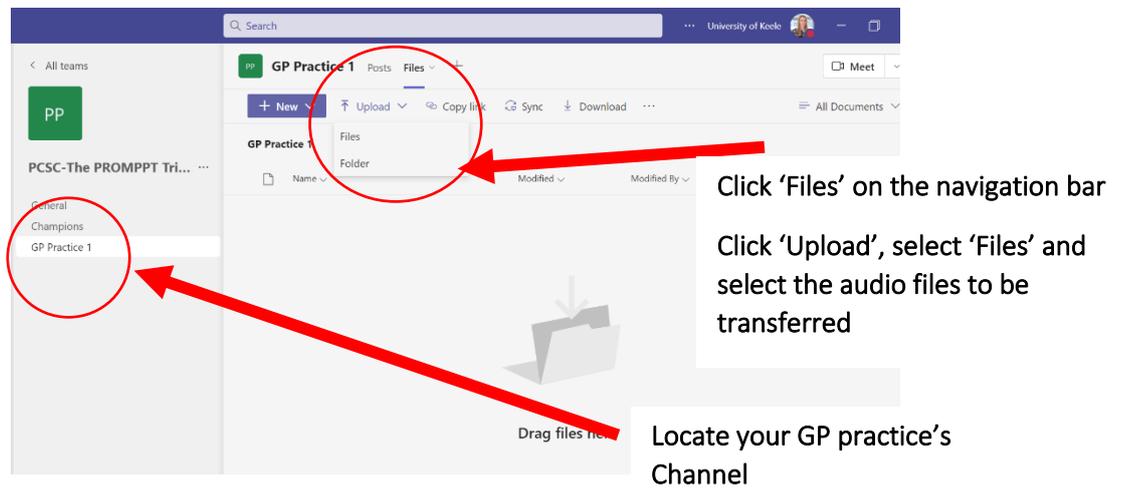


Figure 4. Navigation of MS Teams to upload audio-files

### Step 3 - What do I do once the audio-recordings have been sent?

Once you have sent an audio file, please wait for Keele CTU to confirm that they have received the file **before** deleting any files from the recorder. Only when Keele CTU confirm the successful transfer will they advise how to delete the file(s).

Please keep the audio-recorder stored in a secure location within your GP practice until organisation for its return to Keele University has been confirmed.

Remember:

- Please do not delete the audio-recordings from the digital audio-recorder until you have received confirmation from Keele CTU that they have received the file and can be deleted.
- Please do not copy the audio-recordings onto the computer hard drive.
- The digital audio-recorder should not be left unattended during the transfer process.

### 1.4 Securely Storing the Digital Audio-Recorder

The digital audio-recorder will need to be stored in a secure location when you are not present and after each of the pain reviews have been completed. You should not leave the digital audio-recorder unattended. You should have an agreed secure location within the General Practice, where you can store the audio-recorder, which will be identified before you start delivering the pain reviews. You should store the audio-recorder in this location in-between pain reviews.

Keele CTU will either arrange a suitable date and time to collect the digital audio-recorder from the GP practice or for the recorder to be sent back to Keele CTU via courier.

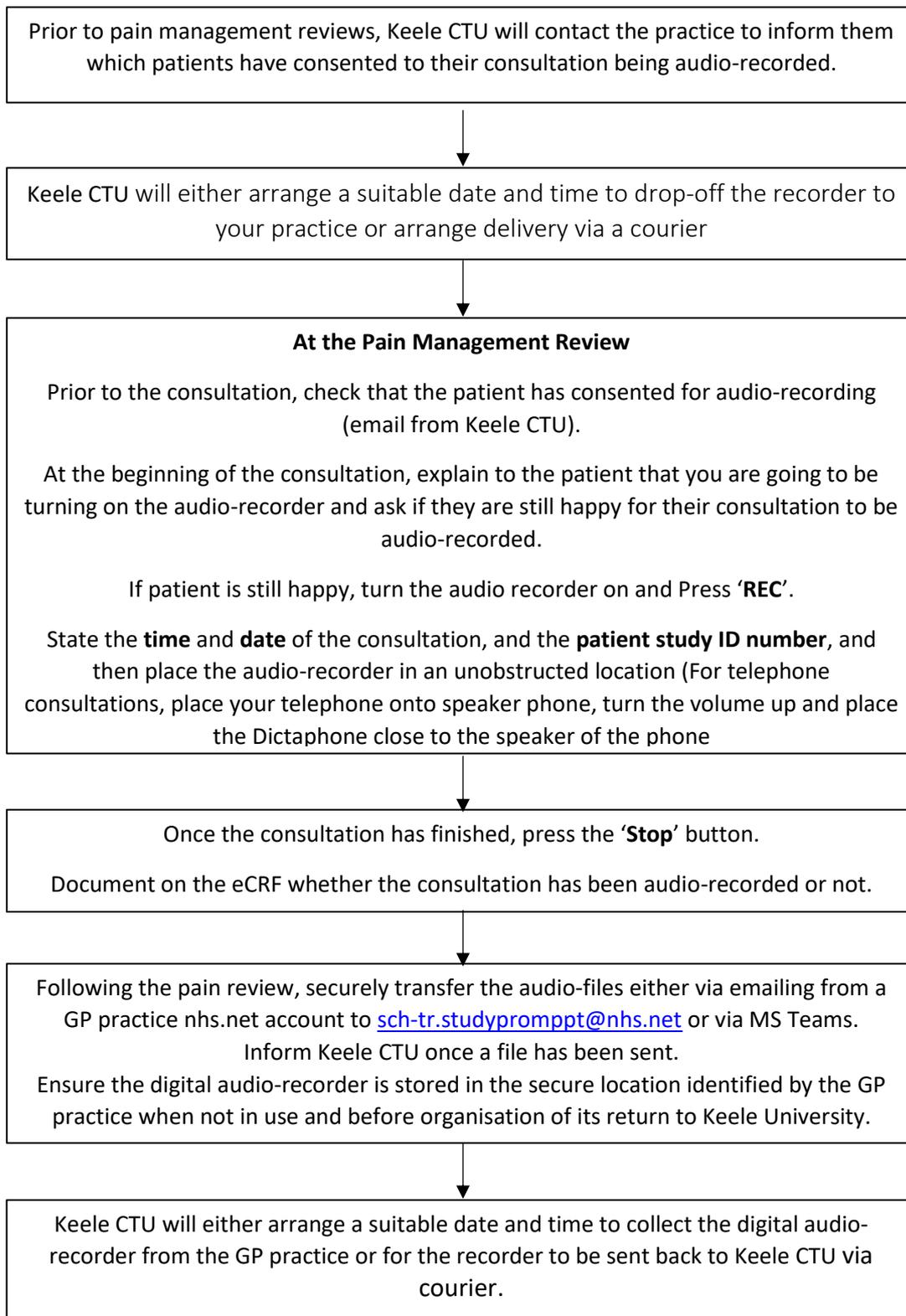


Figure 5. Overview of audio-recording of pain reviews, transfer of audio-files and secure storage of audio-recorder.