



IRAS 359070

v2

04/09/2025

1. Patient, Parent, Guardian or Carer Interview Invitation Letter

The REMEDY (Remote Medication Made Easy) Study

Subject: Invitation to Take Part in an Interview About the REMEDY Machine

Dear [Participant Name],

Thank you for using the REMEDY machine to collect your prescribed medication. You previously indicated an interest in taking part in an interview to share your experience.

We are inviting you to participate in a short interview (lasting up to 1 hour) to help us better understand how the REMEDY machine is working for patients and carers. Your feedback will help us improve access to medications during the out-of-hours period in Wales.

Participation is entirely voluntary. Your decision to take part or not will not affect the care you receive now or in the future. If you agree to participate, we will arrange the interview at a time that suits you. You can choose to have the interview by phone, video call, or in person.

All information you provide will be kept confidential. As a thank you for your time, you will receive a £25 voucher (Amazon or M&S, your choice).

Please find attached the Participant Information Sheet and Consent Form for more details.

If you would like to take part or have any questions, please contact:

Dr Rebecca Payne

Email: Rebecca.Payne@Bangor.ac.uk

Kind regards,
Dr Rebecca Payne
Bangor University

2. Health and Care Staff Interview Invitation Letter

Subject: Invitation to Participate in an Interview – REMEDY Machine Evaluation



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Dear [Staff Member's Name],

We are inviting you to take part in an interview for the REMEDY study, which is exploring the feasibility of remotely issued medication machines in the out-of-hours period across rural Wales.

You have been identified as someone involved in the implementation or use of the REMEDY machine, and your insights would be invaluable. The interview will last up to 1 hour and can be conducted via Microsoft Teams or telephone at a time that suits you.

Your participation is voluntary, and all information will be handled confidentially. The interview will explore your experience of using or supporting the REMEDY machine, including any operational impacts, concerns, or suggestions.

Attached are the Participant Information Sheet and Consent Form. Please review these before deciding whether to take part.

To participate or ask questions, please contact:

Dr Rebecca Payne

Email: Rebecca.Payne@Bangor.ac.uk

Thank you for considering this request.

Best regards,

Dr Rebecca Payne

On behalf of the REMEDY Research Team

3. Pharmacy Staff Interview Invitation Letter

Subject: Interview Invitation – Evaluation of the REMEDY Medication Supply Machine

Dear [Participant Name],

We are contacting you as part of the REMEDY study, which is assessing a new approach to medication access during the out-of-hours period using a remote dispensing machine.



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As a pharmacy professional, your views on the REMEDY machine's impact on pharmacy services, patient safety, and workflow are essential. We would like to invite you to participate in a short semi-structured interview (up to 1 hour), at a time convenient to you. This can take place via phone or Microsoft Teams.

Your responses will be anonymised and treated confidentially. Participation is voluntary and will not affect your professional role in any way.

Please find attached a Participant Information Sheet and Consent Form. If you are willing to take part, or would like more information, feel free to contact us.

Best wishes,

Dr Rebecca Payne

Bangor University

Email: Rebecca.Payne@Bangor.ac.uk

4. Regional or National Stakeholder Interview Invitation Letter

Subject: Invitation to Provide Input on the REMEDY Medication Access Study

Dear [Stakeholder Name],

We are conducting interviews with key stakeholders as part of the REMEDY study, a feasibility project assessing the use of remotely controlled medication supply machines for out-of-hours use in rural areas of Wales.

We would greatly value your input through a short interview (up to 1 hour), via Microsoft Teams or telephone, exploring your views on the implementation, policy implications, potential risks, and scalability of this innovation.

Participation is voluntary, and all information will be handled in strict confidence. The findings will be used to inform future service design and policy.

A Participant Information Sheet and Consent Form are attached. Please let us know if you're available or have any questions.



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Kind regards,
Dr Rebecca Payne
Email: Rebecca.Payne@Bangor.ac.uk

5. Social Care Staff Focus Group Invitation Letter

Subject: Invitation to Join a Focus Group – Accessing Medicines in Social Care Settings

Dear [Staff Name],

We are running a focus group as part of the REMEDY study to explore the challenges faced by social care staff in obtaining urgently required medications for service users, and to gather feedback on the use of the REMEDY machine.

As a [care home manager/nurse/support worker], we'd like to invite you to join a virtual focus group via Microsoft Teams (lasting up to 2 hours). Your insights will help inform the future development of the machine and improve urgent medication access in out-of-hours settings.

Participation is entirely voluntary and will be confidential. Please see the attached Participant Information Sheet and Consent Form for more details.

To join the group or ask any questions, please contact:

Dr Rebecca Payne
Email: Rebecca.Payne@Bangor.ac.uk