

# Practice Interventions for Language Sensitivity: a pilot study

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| <b>Submission date</b><br>03/02/2009   | <b>Recruitment status</b><br>No longer recruiting | <input checked="" type="checkbox"/> Prospectively registered |
|  |   | <input type="checkbox"/> Protocol                            |
| <b>Registration date</b><br>27/02/2009 | <b>Overall study status</b><br>Completed          | <input type="checkbox"/> Statistical analysis plan           |
|  |   | <input type="checkbox"/> Results                             |
| <b>Last Edited</b><br>17/05/2016       | <b>Condition category</b><br>Other                | <input type="checkbox"/> Individual participant data         |
|  |   | <input type="checkbox"/> Record updated in last year         |

**Plain English summary of protocol**  
Not provided at time of registration

## Contact information

**Type(s)**  
Scientific

**Contact name**  
Mr Llyr Hughes

**Contact details**  
Community Pharmacist  
Fferyllwyr Llyn Pharmacy  
Siop Tan y Maes  
Nefyn  
Gwynedd  
United Kingdom  
LL53 7PA

## Additional identifiers

**Protocol serial number**  
V2

## Study information

**Scientific Title**  
Practice interventions for language sensitivity: a randomised controlled pilot study to inform the delivery of pharmaceutical services in Wales

**Acronym**

PILSen

**Study objectives**

The aim of this pilot study is to test the feasibility of a randomised controlled trial (RCT) to build the evidence base for effective healthcare communication in the delivery of pharmaceutical services in the bilingual setting. This will be achieved through the following objectives:

1. The effect of language appropriate consultations on patient outcomes will be measured through establishing a small randomised controlled trial (RCT) of language concordance in Medicines Use Reviews (MURs) conducted by two community pharmacists in North Wales
2. Corpus linguistic analysis techniques will be used to discern the processes and patterns of language use within the healthcare consultations

**Ethics approval required**

Old ethics approval format

**Ethics approval(s)**

North West Wales Local Research Ethics pending approval as of 03/02/2009

**Study design**

Feasibility patient preference randomised controlled trial

**Primary study design**

Interventional

**Study type(s)**

Treatment

**Health condition(s) or problem(s) studied**

Effective healthcare communication

**Interventions**

1. Welsh medium randomised Medicines Use Reviews
2. English medium randomised Medicines Use Reviews

Randomised according to the protocol. Patients who demonstrate a distinct language preference will be allocated to a Welsh or English medium preference MUR, according to their choice.

**Intervention Type**

Other

**Phase**

Not Applicable

**Primary outcome(s)**

Medication Adherence Questionnaire to assess participants use of medication following a Medicines Use Reviews, measured at 1 day and 1 month.

**Key secondary outcome(s)**

1. Beliefs about Medicines Questionnaire
2. Satisfaction with Information about Medicines Scale
3. Language switching measures
4. Information on processes and patterns of language use
5. Process measures for assessing feasibility of larger trial

Measured at 1 day and 1 month.

**Completion date**

30/09/2009

## Eligibility

**Key inclusion criteria**

1. Welsh speaking patients between 18 and 80 years of age, either sex
2. Patients who are referred for Medicines Use Reviews (MUR) at the specified community pharmacies
3. Patients who are able to give informed consent

**Participant type(s)**

Patient

**Healthy volunteers allowed**

No

**Age group**

Adult

**Lower age limit**

18 years

**Sex**

All

**Key exclusion criteria**

1. Non-Welsh speaking patients
2. Patients below 18 and above 80 years of age
3. Patients who are not eligible for MURs at the specified community pharmacies
4. Patients who are unable to give informed consent

**Date of first enrolment**

01/03/2009

**Date of final enrolment**

30/09/2009

## Locations

**Countries of recruitment**

United Kingdom

Wales

**Study participating centre**

**Fferyllwyr Llyn Pharmacy**

Gwynedd

United Kingdom

LL53 7PA

## **Sponsor information**

**Organisation**

Fferyllwyr Llyn Pharmacy (UK)

## **Funder(s)**

**Funder type**

Government

**Funder Name**

Welsh Assembly Government (UK) - Pharmacy Practice Development Scheme 2008-2009

## **Results and Publications**

**Individual participant data (IPD) sharing plan**

**IPD sharing plan summary**

Not provided at time of registration