



## **The 3 steps to using the Synmind portal for Delphi debate!**

Ahead of the European Summit on Hospital Pharmacy, the European Association of Hospital Pharmacists wants to ensure the statements of hospital pharmacy roles and competences to be decided at that event have benefitted from the full input of our member associations across Europe, and also organisations representing patients and other healthcare professionals.

We wanted to ensure an interactive process of prior consultation within which:

- debate and discussion can take place in real time;
- anonymity can be used to allow frank exchange and to reduce any 'halo effect' from dissuading the emergence of contradicting points of view; and,
- respondents could amend viewpoints depending on responses to questions and visibility of discussion.

Therefore EAHP is using the Delphi method to consult on draft statements. The final statements from the Summit will form the basis of EAHP's practice benchmarking and development activity across Europe.

To operate the Delphi process consultation we are working in partnership with an external software company called Synmind. This document provides a simple guide to users on how to access the portal, and make full use of its applications and features.



*The Delphi consultation process: an interactive, anonymous process where views can be changed based on the visible discussions of others.*

For any technical questions about the use and functionality of the Synmind portal please contact  
Caroline De Roos ([caroline.deroos@synmind.nl](mailto:caroline.deroos@synmind.nl))

For any questions related to the Delphi process itself, and the European Summit on Hospital  
Pharmacy, please contact David Preece ([david.preece@eahp.eu](mailto:david.preece@eahp.eu)).

## Step 1: Logging into the system

In order to take part in the Delphi consultation it is necessary to log into the Synmind System.

Your organisation should have received instructions from Synmind directly (Caroline De Roos – [caroline.deroos@synmind.nl](mailto:caroline.deroos@synmind.nl)) and this will have included

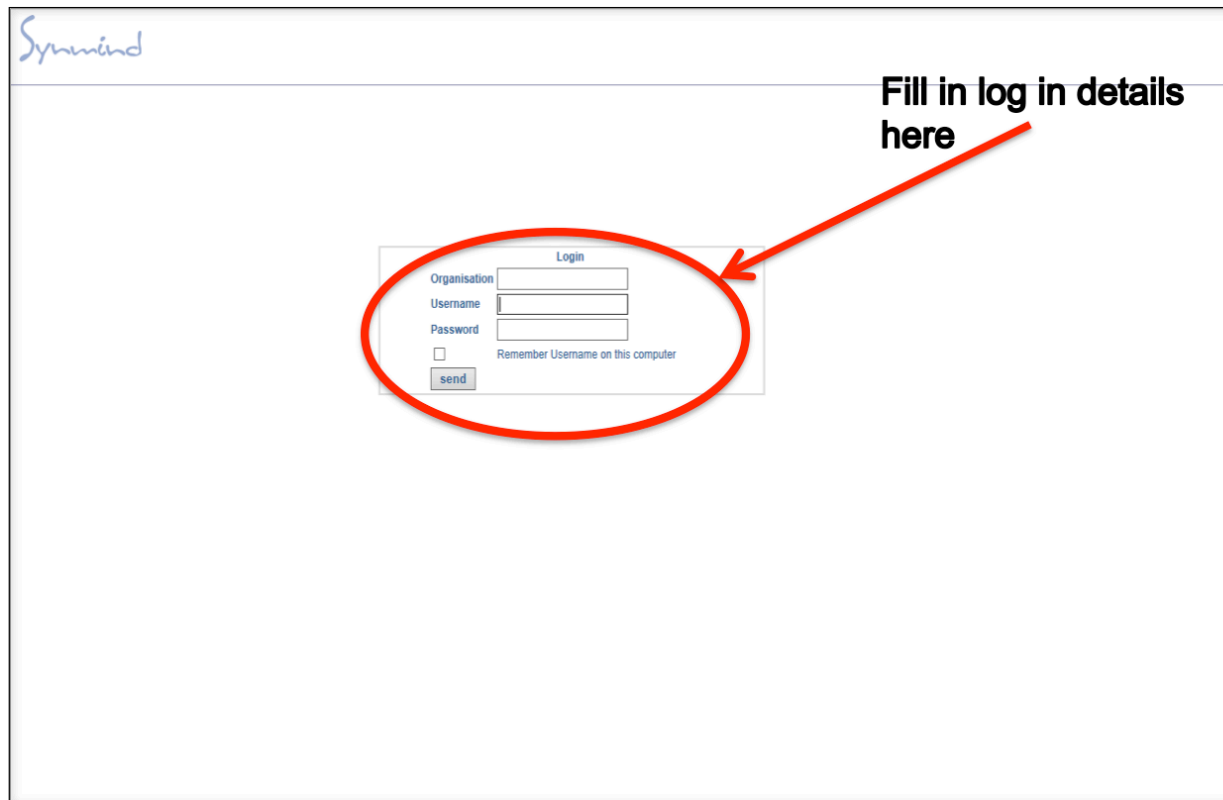
**Organisation:**

**Username:**

**Password:**

Please use these instructions on the login page of the Synmind portal  
(<https://balcom.synmind.com/synmindssa/login.html?language=en>)

You can choose to save the password on the login screen if you wish.



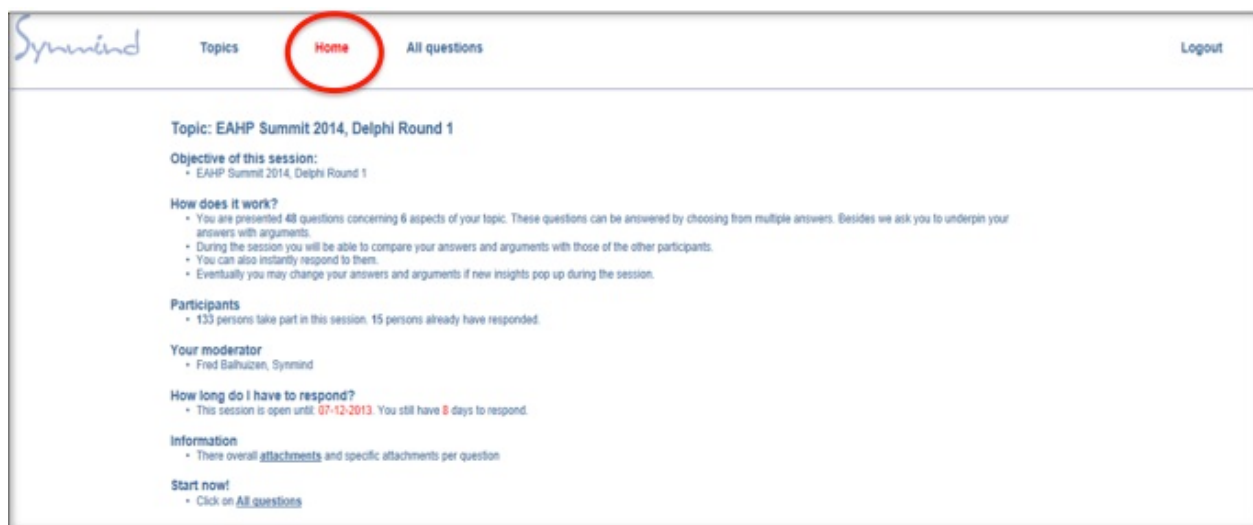
The screenshot shows the Synmind login page. The Synmind logo is in the top left corner. The main content area is white. A red circle highlights the login form, and a red arrow points from the text "Fill in log in details here" to the form. The login form is titled "Login" and contains the following fields:

- Organisation
- Username
- Password
- ☐ Remember Username on this computer
- send

## Step 2: Understanding the home screen and question menu

### The Home Screen

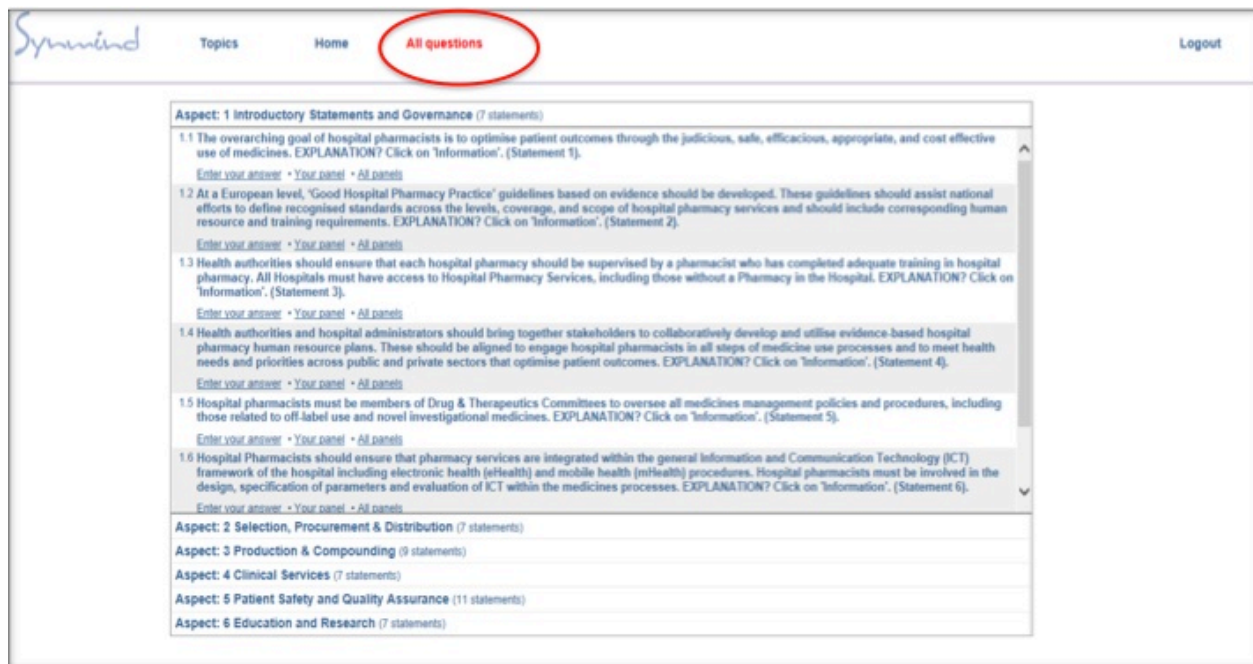
This is the home screen:



ON this screen you can see the number of participants who have responded (voted or commented) so far and the deadline before the Synmind session closes. This Delphi process has invited a lot of organisations as participants, and observers in addition to the EAHP board and external moderators, hence a large number of logins have been generated.

### The Question Menu

This is the question menu:



All of the statements can be seen in in this main menu, split into the 6 thematic sections (click on the theme to open up the statements within).

### Step 3: Enter responses, read responses of others, and join the debate!

There are options on 'Question Menu' screen to **a)** enter your response to each statement, and, **b)** see the answers of others (remember a Delphi method concept is to engage with views and responses offered by others).

#### **a) To enter your response:**

Firstly, click on the “enter your answer” link, under each statement:

The screenshot shows the Symwind application interface. At the top, there are navigation links: 'Topics', 'Home', 'All questions' (highlighted in red), and 'Logout'. Below the navigation bar, there is a list of statements under the heading 'Aspect: 1 Introductory Statements and Governance (7 statements)'. Each statement is numbered (1.1 to 1.6) and includes a brief description of the statement. Under each statement, there is a red circle around the text 'Enter your answer' followed by a link to 'Your panel' and a link to 'All panels'. Below the list of statements, there are links for 'Aspect: 2 Selection, Procurement & Distribution (7 statements)', 'Aspect: 3 Production & Compounding (9 statements)', 'Aspect: 4 Clinical Services (7 statements)', 'Aspect: 5 Patient Safety and Quality Assurance (11 statements)', and 'Aspect: 6 Education and Research (7 statements)'.

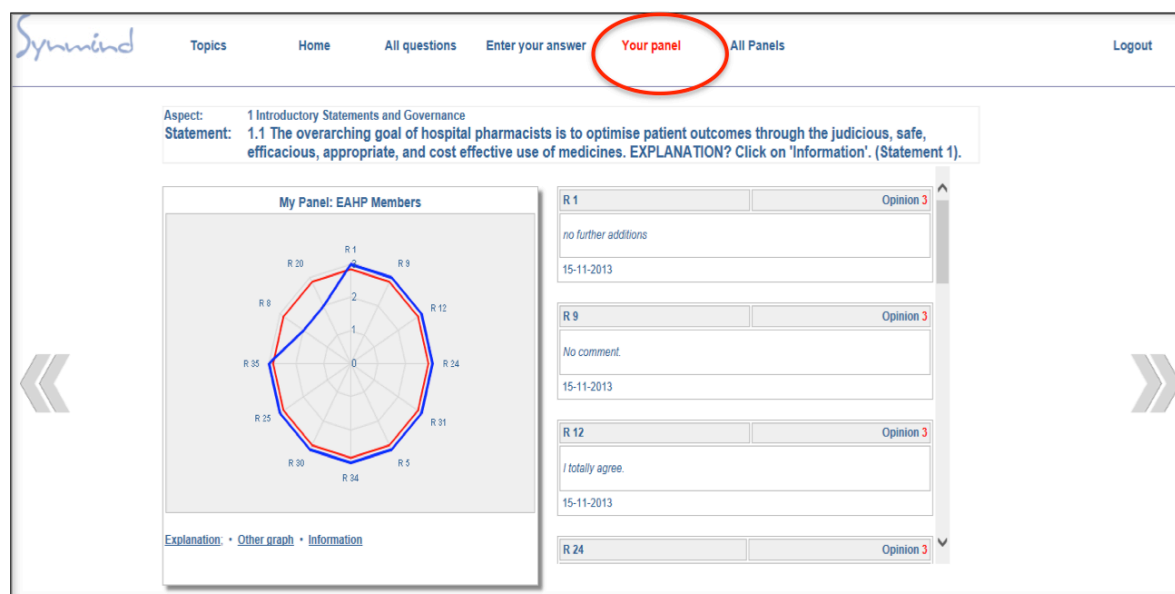
Then select the level to which you agree or disagree with the statement, AND insert any comments into the text box field (e.g. suggested improvements to the wording).

The screenshot shows the Symwind application interface for entering a response. At the top, there are navigation links: 'Topics', 'Home', 'All questions', 'Enter your answer' (highlighted in red), 'Your panel', 'All Panels', and 'Logout'. Below the navigation bar, there is a statement under the heading 'Aspect: 1 Introductory Statements and Governance'. The statement is numbered 1.1 and includes a brief description of the statement. To the right of the statement is a link to 'Information'. Below the statement, there is a section titled 'Enter your opinion:' with four radio buttons labeled 3, 2, 1, and 0. To the right of the radio buttons is a text box for comments. Below the 'Enter your opinion:' section is a section titled 'Enter your arguments or suggestions:' with a text input field. At the bottom of the screen, there are large grey arrows pointing left and right, and a small red circle around the 'Enter your arguments or suggestions:' section.

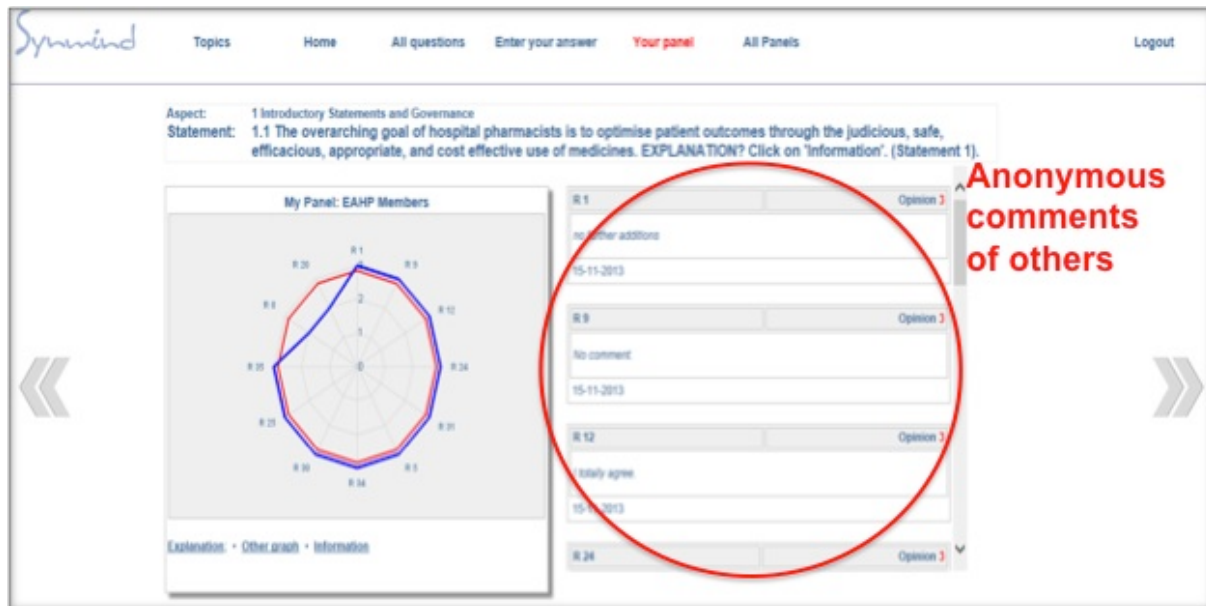
You can see at the bottom of the screen the number of statements still requiring response and arrows on either side to help move from one statement to the next.

**b) To see the responses of others**

To see the responses that others have provided to a statement click on 'your panel'.

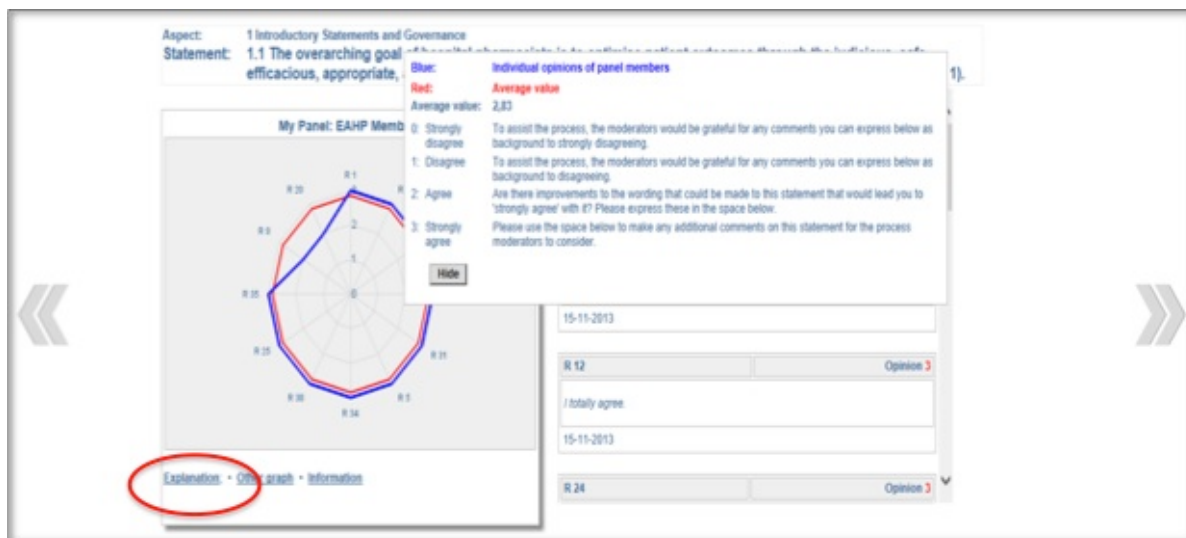


Here you can see how other respondents have voted and commented. It is possible to react to their comments and engage in a live *live might give the impression that people should give their reactions at the same moment, whereas entries can be made at different moments in time. Maybe leave out "live"?* discussion regarding any statement. This is all done anonymously and respondents are asked not to include any information that could be used to identify their organisation.



The visual graph describes how each participant voted (the blue line connected) and the average level of consensus can also be seen (the red line). A clear circle at the outer edge of the diagram indicates a strong level of agreement with the statement. Equally, strong disagreement would be indicated as a smaller circle focused in the middle.

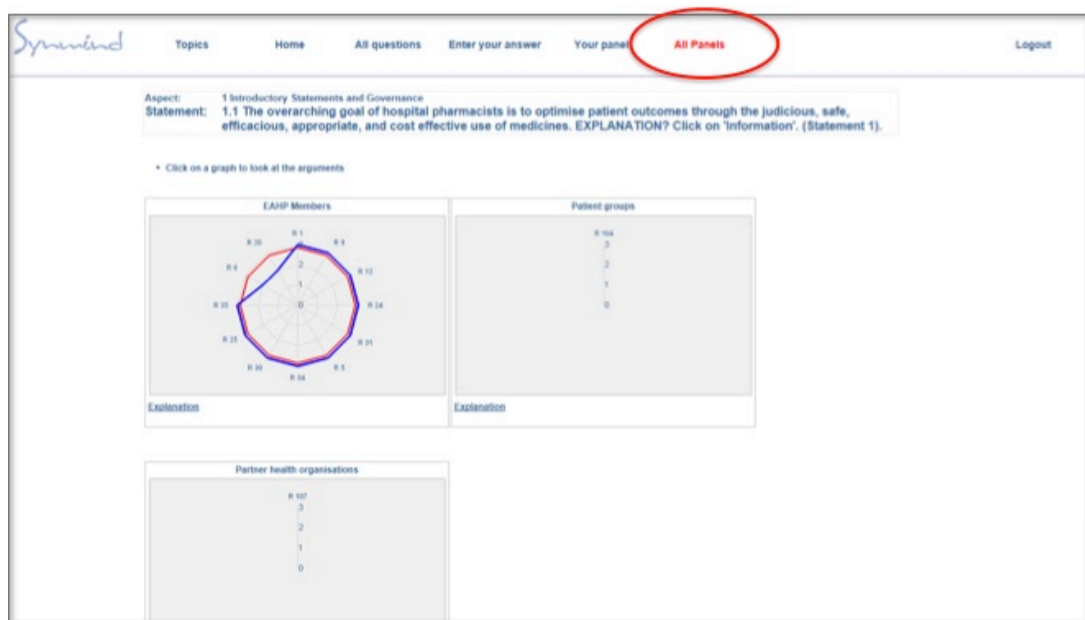
By clicking on explanation on the bottom left corner of the graph the numerical average can also be shown (in this case 2.83 indicates between agree and strong agreement).



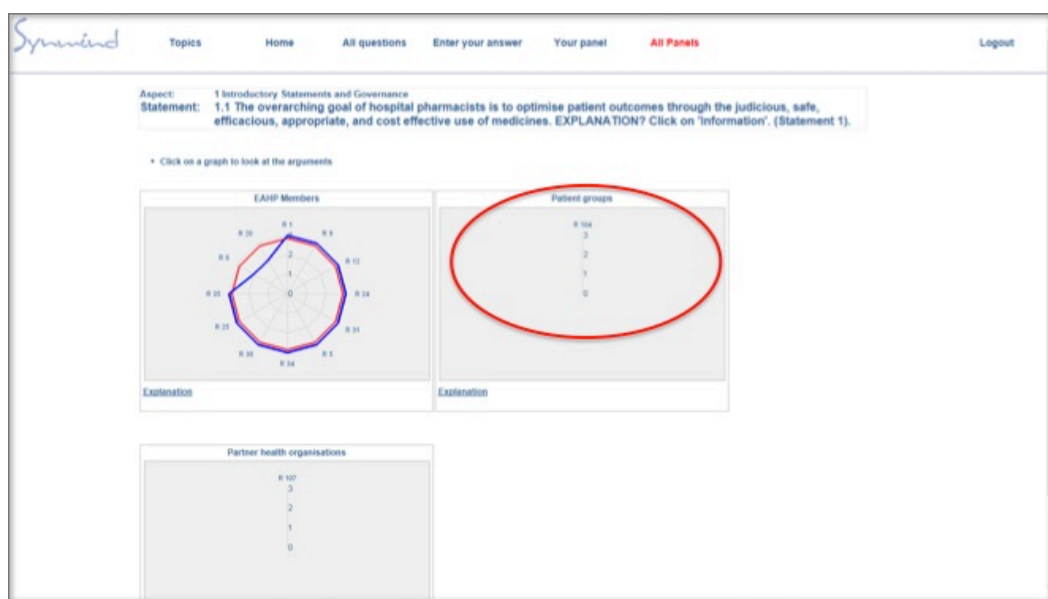
### c) Gain an overview of group response

By clicking on "all panels" you can gain an understanding of how 'EAHP Members', 'healthcare professionals' and 'patients' are responding to each statement.





By clicking on any of the 3 squares you can then see in more depth the comments made by that group, and offer response and additional comment.



### ***Change your opinion***

You may join the discussion as often as you wish. You will be able to change your opinion (agree – disagree) on statements until the session closes, but not your comments. If you want to explain or change your comment, you can do so by entering a new comment.

The team of external moderators can also react and observe to any comments and will do so if they feel the need to help clarify, provoke or encourage debate in an attempt to obtain consensus. Please be aware that the moderation team, headed by Neal Maskery (UK) is independent of EAHP.

The external moderation team will report on the consultation, which will be made available to all registered participants.