

Title: A new pharmacy model: population-based door-to-door survey in Portugal

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Abstract:

Background Worldwide community pharmacies are shifting their role in the health care system from simple medication dispensers to health care providers. Methods Door-to-door survey to a nationwide representative sample of the Portuguese population. Descriptive statistics, multivariate analysis and statistical tests to measure possible differences between groups and test for research hypothesis, were used. Results Study comprised 1114 interviewees. 95% of respondents reported to have visited the Pharmacy over the past year. 94% are either globally satisfied or very satisfied. 36% used the Pharmacy as a first resource when seeking for a minor ailment and 54% used the Pharmacy as a first resource when seeking answers about medicines. 29% of the participants consider there could be more services available in Pharmacies. The construction of a typology of orientations towards community pharmacy practice, resulted in three outcome groups: the "Motivated" (63%), with a strong connection with the Pharmacy; the "Settled" (23%), mainly having a Pharmacy nearby; and the "Demobilized" (14%), weakly tied to the Pharmacy. Conclusion Pharmacy is a frequent resource for the Portuguese population. The study highlights how citizens value a set of services that can set up a pharmacy model in the future by exploring options that meet their expectations and needs.