

Title: Public perception and expectations of pharmacy services

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By: HEFNY MOHAMED, Yasmine (University of Malta, Msida, Malta,
Department of Pharmacy, Faculty of Medicine and Surgery)

Co-author(s): Yasmine Hefny Mohamed: Department of Pharmacy, Faculty of Medicine and Surgery,
University of Malta, Msida, Malta
Francesca Wirth: Department of Pharmacy, Faculty of Medicine
and Surgery, University of Malta, Msida, Malta
Lilian M. Azzopardi: Department of Pharmacy,
Faculty of Medicine and Surgery, University of Malta, Msida, Malta, ()

Abstract:

BackgroundEvaluating public perception and expectations of services provided by pharmacists contributes to advancement of pharmacy services.
MethodsA self-administered questionnaire consisting of 8 statements to rate public perception of the pharmacist on a Likert-scale from 1 (strongly disagree) to 5 (strongly agree) was developed. The questionnaire was disseminated to participants recruited by convenience sampling from the main reception of an acute general hospital and from a community pharmacy. Descriptive statistics were undertaken.
ResultsOf the 330 participants recruited (165 hospital, 165 community pharmacy), 49% were ≥ 60 years, 61% were female and 42% had secondary level education. The participants agreed or strongly agreed that pharmacists are: accessible healthcare professionals (89%), ensure patient safety in the medicine use process (89%), help patients achieve the best outcomes from their medicines (88%), collaborate with the healthcare team (84%), are medicine specialists on the healthcare team (82%), are involved in scientific research and innovation (67%), contribute to improving cost-effectiveness of therapy (61%) and perform regular health monitoring (59%). There was no significant difference in perception between patients recruited from the hospital and the community pharmacy ($p > 0.05$).
ConclusionParticipants had a very good overall perception of pharmacists, particularly pharmacist accessibility and ensuring patient safety in medicine use.