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Pharmacist Role and Responsibilities and Public Satisfaction – Have We Done Enough?

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INTRODUCTION

Pharmacist plays a vital role in healthcare delivery and helping people get the best results from their medication. However, information on public perception of the roles and responsibilities, and their satisfaction with the services provided by the pharmacist is lacking. In this study, we aimed to assess their perception and satisfaction, and the associated factors.

METHODS

- This is a **cross-sectional study** using validated, self-administered questionnaire, consisting of 11 perception-related questions and 9 satisfaction-related questions.
- Our study involved **150 patients** who visited outpatient and satellite pharmacy counters in Miri Hospital (response rate: 93.8%).
- **Inclusion Criteria:**
  - ❖ More than 18 years old
  - ❖ Able to understand English
- **Exclusion Criteria:**
  - ❖ Non-functional mental illness/ disability
  - ❖ Healthcare professionals/ medical students
- The study was conducted from 1st December 2019 to 31st January 2020.
- **Statistical analysis:**
  a) **Descriptive analysis**
    - ❖ Summarized participants' demographics, perception and satisfaction score
  b) **Single and multiple linear regression**
    - ❖ Determine the relationship between the associated factors with public's perception and their satisfaction score

RESULTS/ DISCUSSION

- Mean perception score was **45.18** (SD=4.69) out of a maximum score of 55.
- Mean satisfaction score was **37.31** (SD=4.41) out of a maximum score of 45.

Figure 1: Percentages of participants on each quality of responses
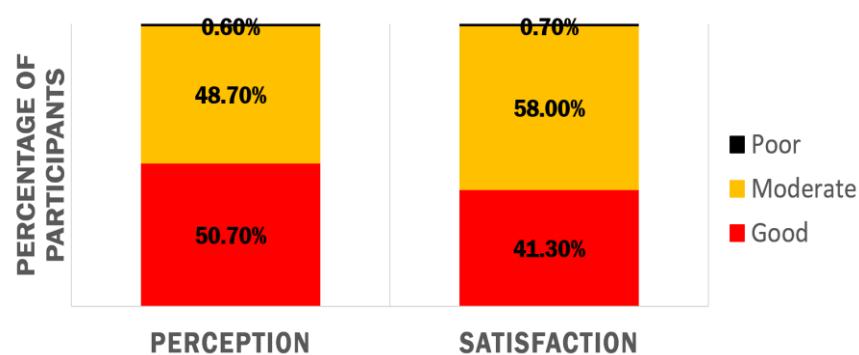
- Among all the perception statements, public had the highest expectation on:
- ➢ informing them how to use their medication and warn on side effects

RESULTS / DISCUSSION *(con't)*

- ➢ and how to prevent it (mean=4.47, SD=0.59); answering their drug related questions (mean=39, SD=0.64); checking the prescriptions accuracy in terms of drug name, dose, drug interaction, before dispensing the medication (mean=4.36, SD=0.69).
- In the aspect of satisfaction, the public had the highest satisfaction scores on the language used by the pharmacist in discussing drug-related matters (mean=4.20, SD=0.66); the questions asked by the pharmacist before dispensing medications like any history of previous drug allergy, disease details, (mean=4.19, SD=0.67); and the level of knowledge that pharmacists demonstrate in drug-related issues (mean=4.19, SD=0.61).

Table 1: Factors associated with public's perception (n=150)

Factors	SLR		
	b	(95% CI)	P value
Age (years)	0.046	(0.001, 0.091)	0.045
Gender	0.383	(-1.140, 1.906)	0.620
Educational qualification			
No education or primary school		reference	
Secondary School	-1.127	(-4.597, 2.343)	0.522
Higher education	-0.606	(-4.076, 2.865)	0.731
Employment			
Unemployed and pensioner		reference	
Self-employed	-1.571	(-4.141, 1.000)	0.229
Employee	-0.063	(-1.749, 1.623)	0.941
Number of visits to the pharmacy in the last year	0.112	(-0.052, 0.277)	0.180

- Results from multiple linear regression showed that only **age** is significantly associated with the public perception of the role and responsibilities of the pharmacists (Adj. b=0.046, 95% CI: 0.001, 0.091, P=0.045), whereas none of the factors examined is associated with the satisfaction on the services provided.
- Limitation: Study included the patients who were able to understand English and conducted as a single-centre study.

CONCLUSIONS

Public has a moderate or good perception regarding the roles and responsibilities of the pharmacist. On the other hand, most of them are satisfied with the services provided by the pharmacists. However, there are some discontentment found. Future studies exploring on reasons leading to poor responses would be meaningful in order to increase the quality of services provided by the pharmacists.

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