

Assessment of Patient Satisfaction with Public Pharmacies Dispensing High-Cost Drugs in Greece.

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Purpose

- In Greece, high-cost medicines or medicines imported from abroad, are administered to patients, through public pharmacies, which belong to National Organization for the Provision of Healthcare Services (EOPYY). The Pharmacies of EOPYY have been operating since 2012, and are an integral part of the organization, serving approximately 95% of population of Greece.
- The aim of this research study is to investigate patients’ satisfaction from these pharmacies and to highlight the factors that could be optimized during this service, because patients’ satisfaction is considered as a very important indicator for determining the quality of health services provided.

Methodology

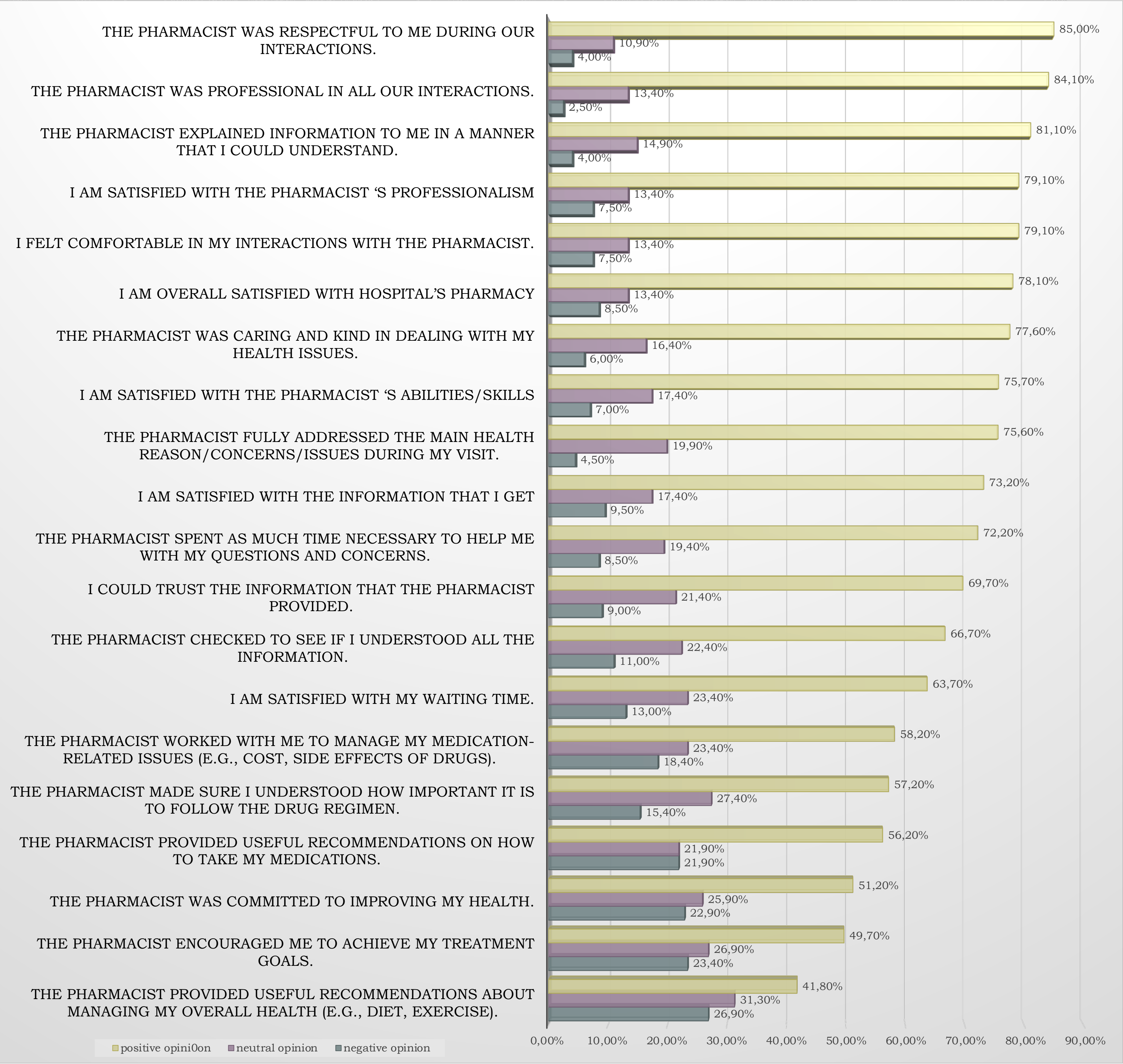
- ✓ The basic tool for this study was PSPSQ 2.0 questionnaire.
- ✓ All scales used were 5-point Likert ranging from strongly disagree to strongly agree.
- ✓ Most of EOPYY’s patients are served by the pharmacies of the prefecture of Attica, so we have chosen them, as source of questionnaires gathering.
- ✓ We collected 201 questionnaires from October 2022 to January 2023.
- ✓ The participation was optional. The response rate was 20%.
- ✓ The survey was extended to those authorized by the patients to collect their medications, because many of them are unable to move, due to the severity of their health condition.

Results

- ✓ From the analysis of the questionnaires, it emerged that in general, the patients were satisfied with the pharmacies.
- ✓ In fact, the pharmacists’ professionalism, the respect that patients received from them, and the information and explanations which were given, received a very high score.
- ✓ Furthermore, patients were satisfied with the waiting time.
- ✓ On the other hand, the factor, recommendations given for the overall improvement of patients’ health, had the lowest score.
- ✓ The lowest score of 3.24 was given to the factor “The pharmacist gave useful recommendations about managing my overall health”
- ✓ The highest score to the factor “The pharmacist was professional in all our interactions” with a value of 4.22.

Respondents’ characteristics (n=201)		
Gender	Female	118 (58,7%)
	Male	83 (41,3%)
Age	<=25	4 (2%)
	26-30	13 (6,5%)
	31-35	13 (6,5%)
	36-40	34 (16,9%)
	41-45	33 (16,4%)
	46-50	23 (11,4%)
	51-55	21 (10,4%)
	56-60	16 (8%)
	61-65	15 (7,5%)
Civil status	Single	43 (21,4%)
	Married	135 (67,2%)
	Separated / Divorced	13 (6,5%)
	Widow	10 (5%)
Years of suffering from this condition	1-5	100 (49,8%)
	6-10	44 (21,9%)
	11-15	20 (10%)
	>= 16	36 (17,9%)
Educational Level	Secondary school	70 (34,8%)
	University	67 (33,3%)
	Master	43 (21,4%)
	PhD	10 (5%)
	Other	11 (5,5%)
Occupation	Government sector	30 (14,9%)
	Private sector	82 (40,8%)
	Self-employed	25 (12,4%)
	Unemployed	16 (8%)
	Retired	39 (19,4%)
Monthly Income (€)	Other	9 (4,5%)
	< 500	27 (13,4%)
	501-1000	85 (42,3%)
	1001-1500	37 (18,4%)
	1501-2000	19 (9,5%)
	2001-2500	8 (4%)
	>.2501	7 (3,5%)

Positive, neutral and negative opinion of patients towards public pharmacies of EOPYY



Conclusion

From the data collected during this research, it was found that in general patients are satisfied with the EOPYY’s pharmacies as all the factors investigated received a score above the average which was 2.5 and in fact all were rated above 3.

The factor that summarizes the overall satisfaction with EOPYY’s pharmacies, got a value of 3.97.

According to our findings and data of previous related studies, we concluded, that Covid -19 pandemic did not have a negative effect on patients’ satisfaction.

References

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