

PERCEPTION OF A PHARMACEUTICAL CARE SERVICE AT A PAEDIATRIC-ADOLESCENT CANCER WARD

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INTRODUCTION

End-user satisfaction is an integral component of the quality of a pharmacy service.¹ Exploration of perceptions of end-users towards a pharmacy service contributes to maintenance of quality of service and ensuring continual pharmacy service improvement.

AIMS

To evaluate the level of satisfaction and perceived benefits of parents and healthcare professionals regarding the pharmaceutical care service offered by the clinical pharmacist at the Paediatric-Adolescent Cancer Ward (PAW) at Sir Anthony Mamo Oncology Centre (SAMOC).

METHOD

- Two questionnaires, one for parents and another one for healthcare professionals were developed. Face and content validity and reliability testing were carried out by a panel of experts.
- The questionnaires consisted of Likert scale based (5-item) closed and open ended questions.
- Parents were eligible to participate following at least one pharmacist-led discharge counselling session.
- The questionnaires assessed the satisfaction with the overall service, perceived benefits of the clinical pharmacist services and willingness of parents to discuss their child's treatment with a clinical pharmacist during future visits at the PAW.

RESULTS

- The questionnaire for parents was distributed to 27 parents and the questionnaire for healthcare professionals was distributed to all clinicians and nurses involved on the PAW (N=16). 100% response rate was achieved for both groups.
- The majority of parents (96%) and healthcare professionals (98%) were very satisfied with the overall service provided by the clinical pharmacist.
- On a scale of 0 to 4 with 4 being the maximum, the mean rating score for perceived benefits of having access to a clinical pharmacist to assist was 4 for both groups.
- All the parents were willing to discuss their child's medications with the clinical pharmacist during future visits at the PAW.

CONCLUSION

The results of the questionnaires provided evidence that as service users, parents and healthcare professionals had a very good perception of the clinical pharmacist and experienced very high satisfaction with the pharmaceutical service offered. This gives a strong indication that the pharmaceutical care service provided by the clinical pharmacist was of a very high quality.

REFERENCE

1. Larson L, Rovers J, MacKeigan L. Patient satisfaction with pharmaceutical care: update of a validated instrument. *Journal of American Pharmaceutical Association*. 2002;42:44-50.