
COMMUNITY PHARMACISTS PERCEPTION OF CLINICAL SERVICE PHARMACY FUNCTION

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INTRODUCTION

- Community pharmacists any place under the direct supervision of a pharmacist where the practice of pharmacy occurs or where prescription orders are compounded and dispensed other than a hospital pharmacy or a limited service pharmacy, its the health professionals most accessible to the public.
- In addition to ensuring an accurate supply of appropriate products, their professional activities also cover counselling of patients at the time of dispensing of prescription and non-prescription drugs, drug information to health professionals, patients and the general public, and participation in health-promotion programmes.
- Is often seen as an excellent opportunity to conduct basic preliminary health assessments of patients.



The term “clinical” suggests a direct interaction between health care providers, the health care system and patients .To the extent that they apply clinical approaches in their practice, community pharmacists could be described, in part, as offering clinical pharmacy services .

The traditional role of the community pharmacist as the healthcare professional who dispenses prescriptions written by doctors has changed. In recent years community pharmacists have been developing clinical services in addition to the traditional dispensing role to allow better integration and team working with the rest of the NHS. Community pharmacy is consequently a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health service.

There is a powerful tool that can be employed to help patients avoid dangerous drug interactions and adverse health effects—that tool is the pharmacists themselves. The pharmacist often interacts with patients more often than the prescribing medical professional. Helping patients understand their medication regimens certainly improves health outcomes, but it also strengthens pharmacist–patient relationships and helps reinforce the role of the pharmacist as a trusted health advisor.

The clinical role of community pharmacists includes taking medical history; consulting with patients about medication; managing the treatment process and follow up.

American Pharmaceutical Association Board of Trustees states that, **“The mission of Pharmacy is to serve society as the profession responsible for the appropriate use of medications, devices and services to achieve optimal therapeutic outcomes.”**

In line with other health care professions, pharmacists have an ethical and professional obligation to develop their practice to improve patient care.

AIM OF THE STUDY

- The aim of this survey was to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction.
- Also to explore the perception of community pharmacists on their current professional role They almost dispense all categories of medicines over-the-counter without the need of prescriptions.

MATERIAL AND METHOD

- **Study design**

Study was carried out in 100 adult visitor (≥ 18 years of age) to different community pharmacy in Basra city in order to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction (Appendix I). The study was conducted between February 2018 to May 2018. All data are collected by community pharmacy visitor questions.

▪ **Subjects**

All subjects are 18 years of age or older. enrolled subjects had a visiting community pharmacy in different area in Basra city. All visitor and pharmacy are selected randomly from different area in Basra city including pharmacy near to medical center or not . Exclusion criteria included age less than 18 years, mentally impaired, some non respond subjects, and hospital pharmacy.

▪ **Materials**

Demographic information and objective data, were collected from enrolled subjects during their visiting to community pharmacy , then entered into Microsoft Access database and analyzed.

(Appendix I)

استمارة استبيان المريض

Serial NO. :

Name:

Sex:

Age:

BW:

Tel. NO.:

Education level:

Work:

Economic status:

History of disease (type and duration):

Current medication (dose and frequency):

NO. of pharmacy visit per month:

Questionnaire for assessment the role of pharmacist in community healthcare services

Q1\Why you come to this pharmacy today?

To have a prescription dispensed	
To get advice about a prescription medicine	
To buy an over the counter medicine	
To buy non medical goods(shampoo, baby foot, etc.)	
To get advice on treating a medical problem	
To get advice on general health	

Q2\Over the last year, how often have your personally been to this pharmacy (including coming here for someone else)?

Once a week or more	
Once a month or more	
Once a year or more	
Never before	
No response	

RESULTS

- **General characterization of survey**

Table I demographic characteristics for the study population. During the 4-week study period, 100 respondents answered the survey.

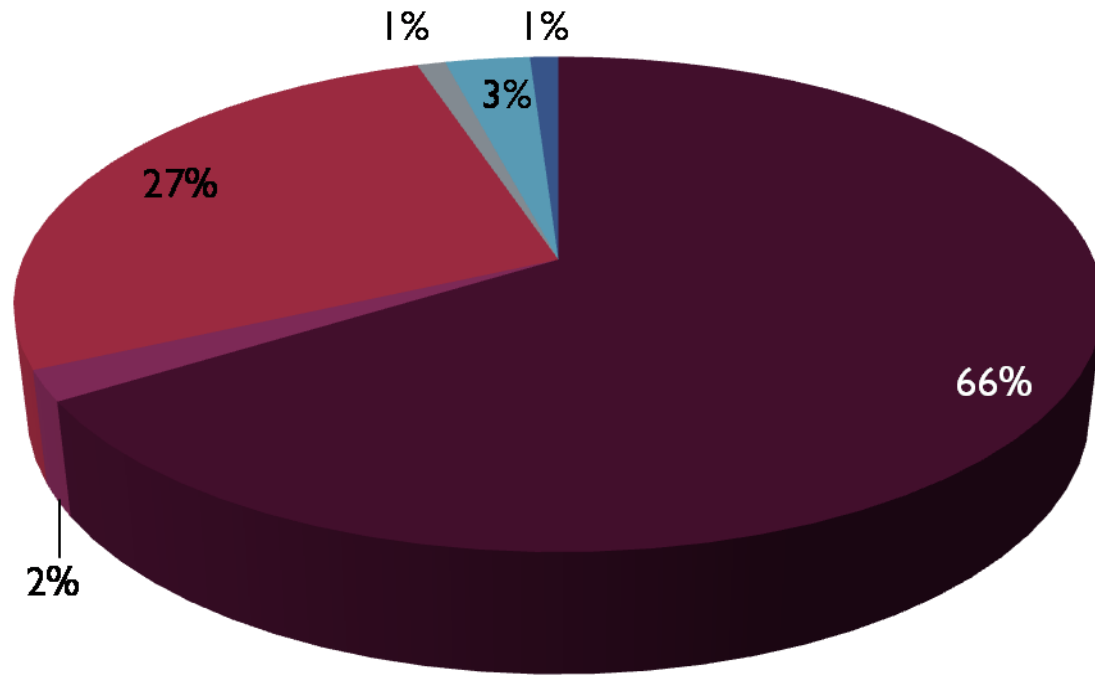
Table 1. summarizes demographic characteristics for the study population

Demographic		%
Gender	Male	49%
	Female	51%
Age	> or =18	4%
	20_29	21%
	30_39	27%
	40_49	17%
	50_59	21%
	>=60	10%
Body wt.	40_59	10.5%
	60_79	46%
	80_99	31.5%
	>=100	11.8%
Education level	College graduate	36.5%
	High school graduate	22.9%
	Institution	8.3%
	Post graduate degree	3.1%
	Some high school	8.3%
	Grade school	18.7%
	Illiterate	2%

Work	Full time Retired Not seeking employment Part-time unemployed	9.1% 3% 33.6% 44.8% 9.1%
Economic status	Very good Good Fair poor	3% 20% 68% 9%
NO. of pharmacy visit per month	0 1 2 3 4 more	3% 41% 27% 12% 12% 5%
History of disease	Infections CVD CNS Arthritis, muscle, back pain Diabetes GIT disease kidney disease liver disease Endocrinology Gynecological disease Pulmonary disease Hypersensitivity Hematopoietic disease Neoplastic disease	4% 32% 3% 26% 7% 8% 3% 1% 7% 8% 4% 3% 3% 2%

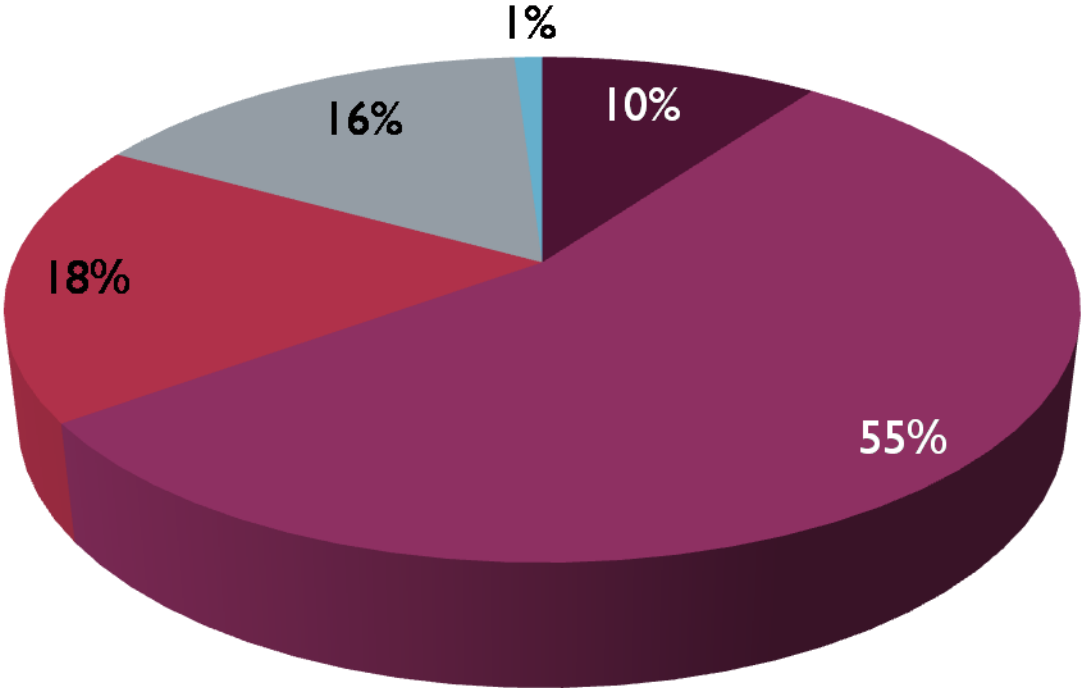
▪ Patient attendance of community pharmacies

Main reasons for visiting a community pharmacy (n = 100)



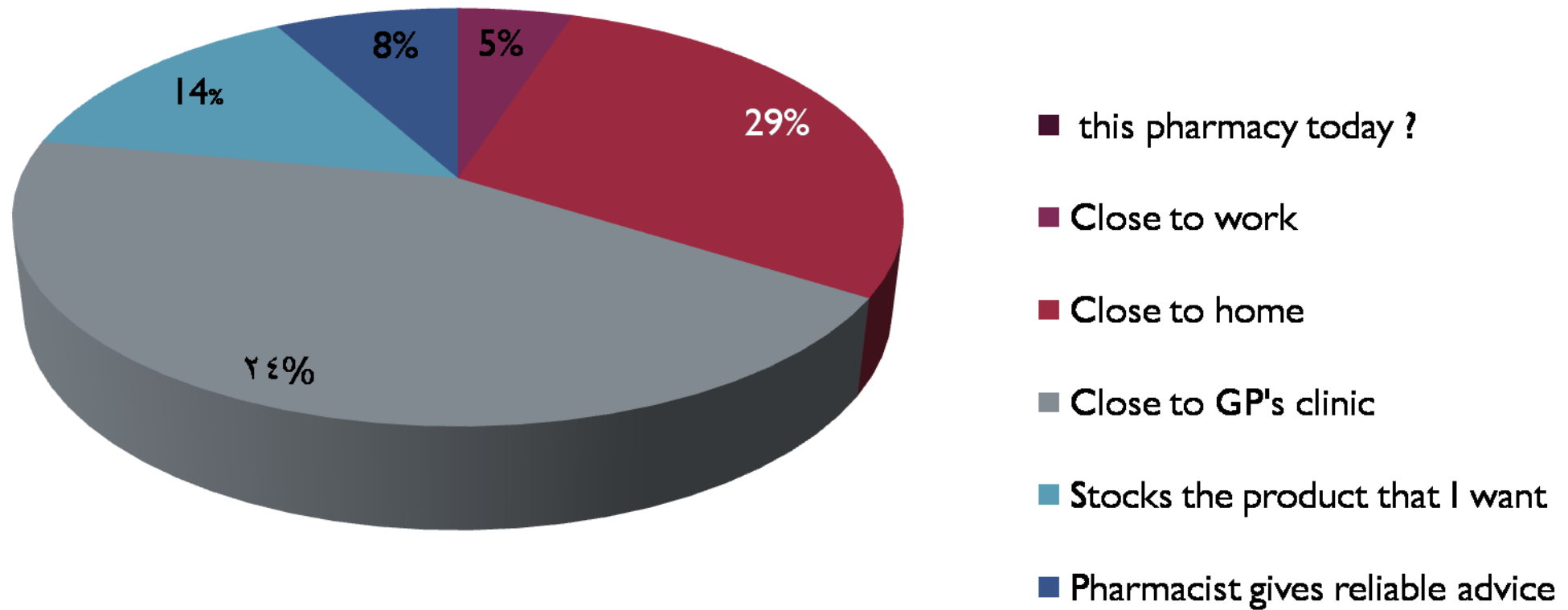
- To have a prescription dispensed
- To get advice about a prescription medicine
- To buy an over the counter medicine
- To buy non medical goods (shampoo, baby foot, etc.)
- To get advice on treating a medical problem
- To get advice on general health

Number of pharmacy visit during the year.

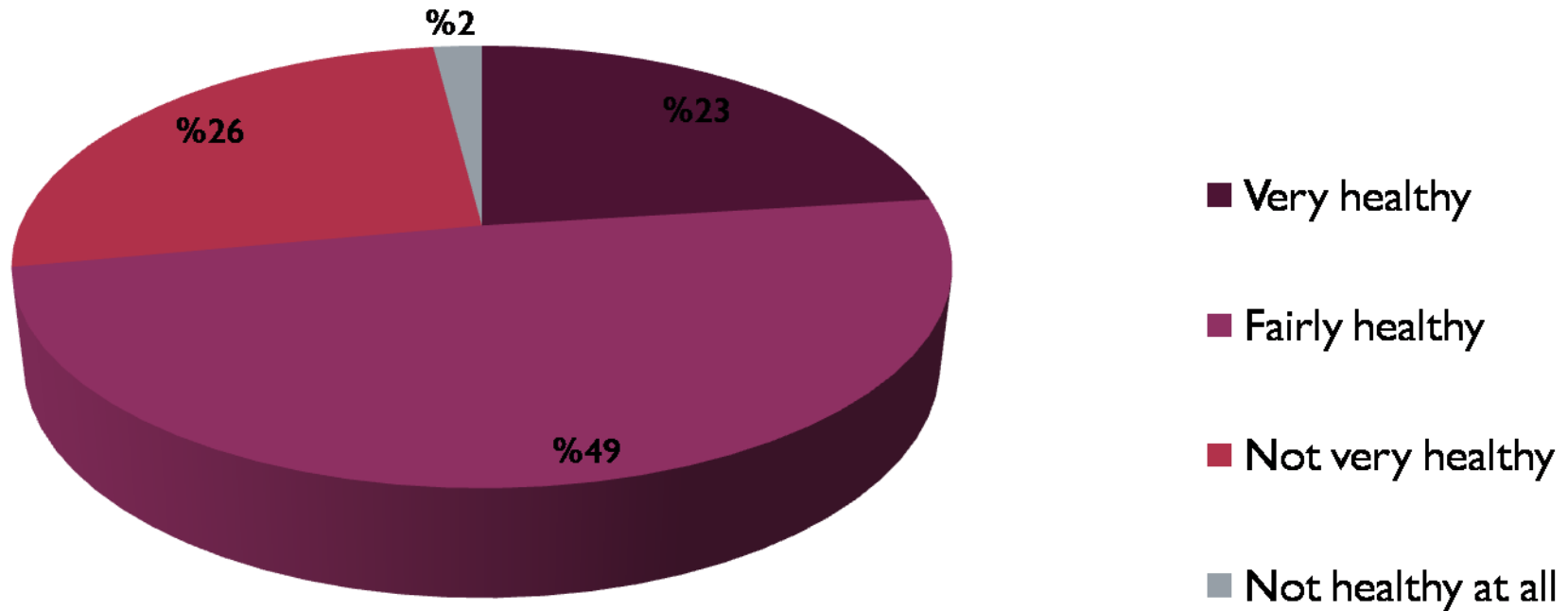


- Once a week or more
- Once a month or more
- Once a year or more
- Never before

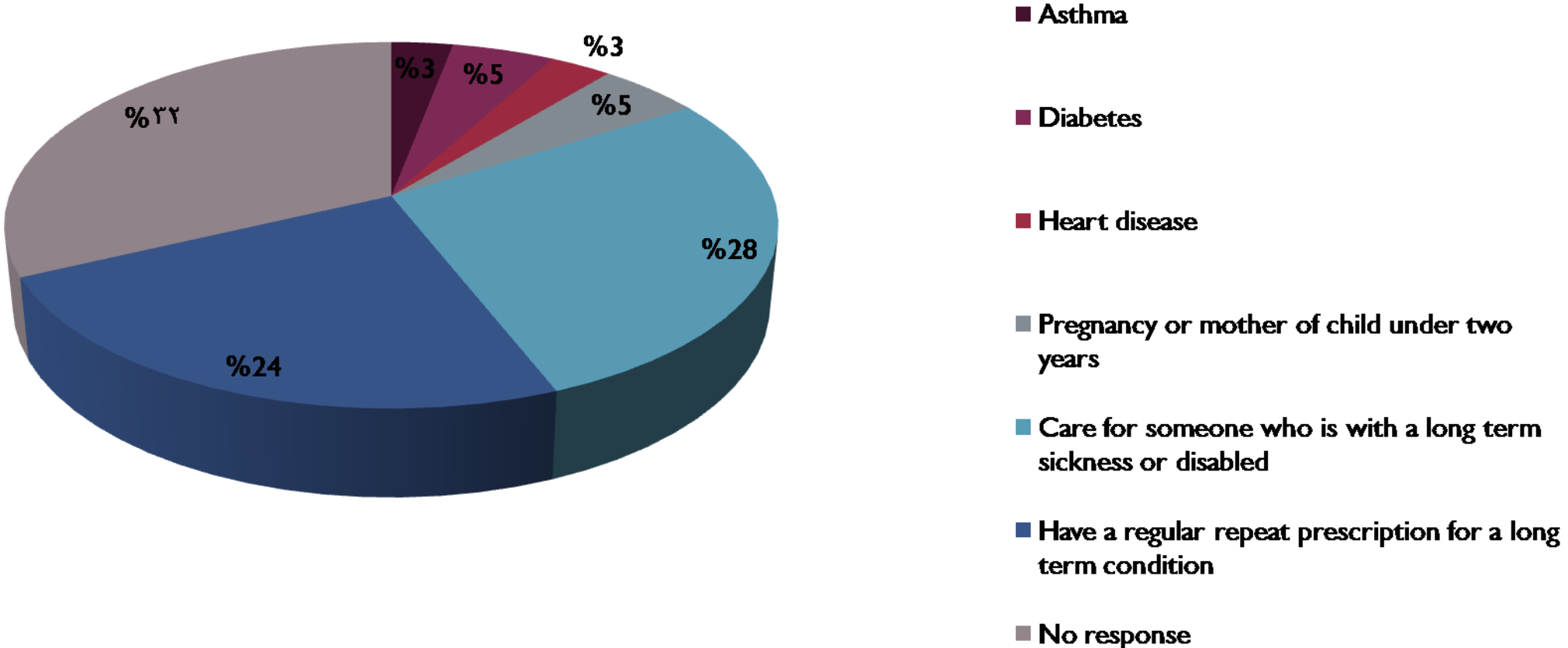
Factors influencing the choice of any particular pharmacy



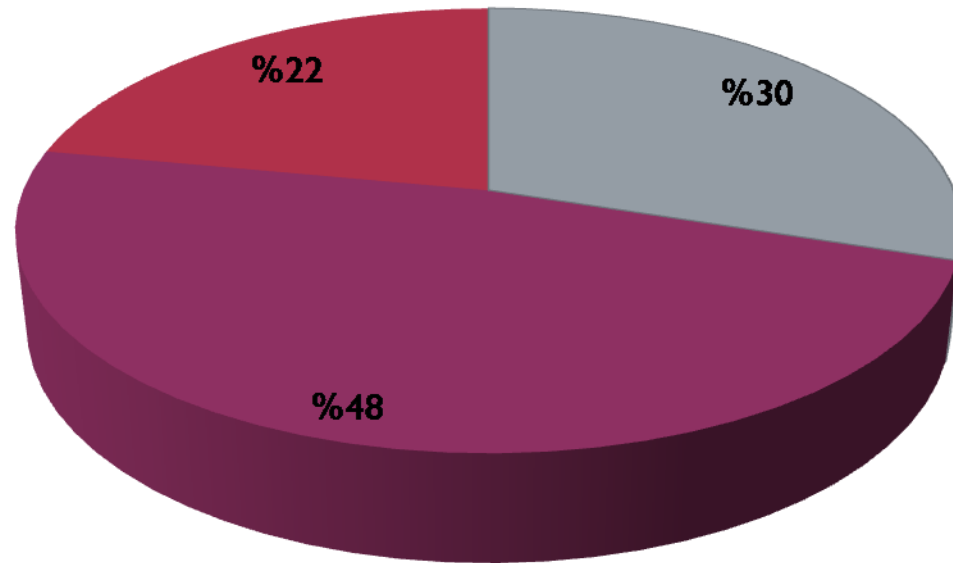
Healthness of patient



Patients having certain conditions

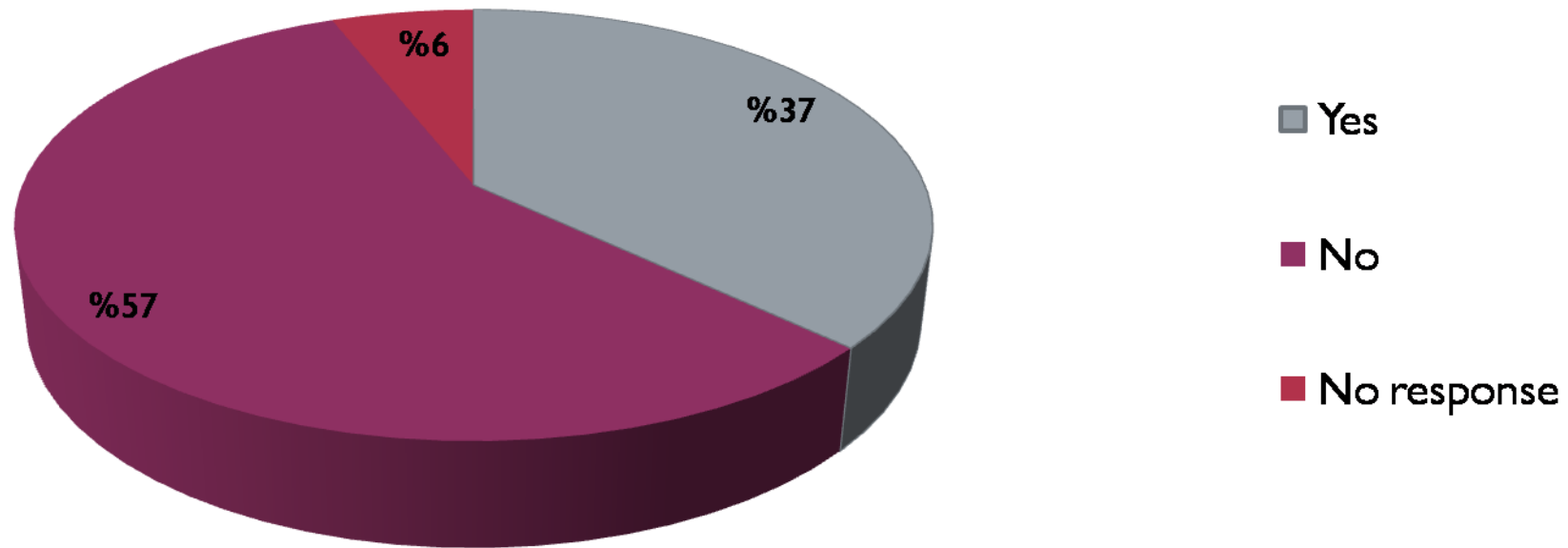


Pharmacist advice

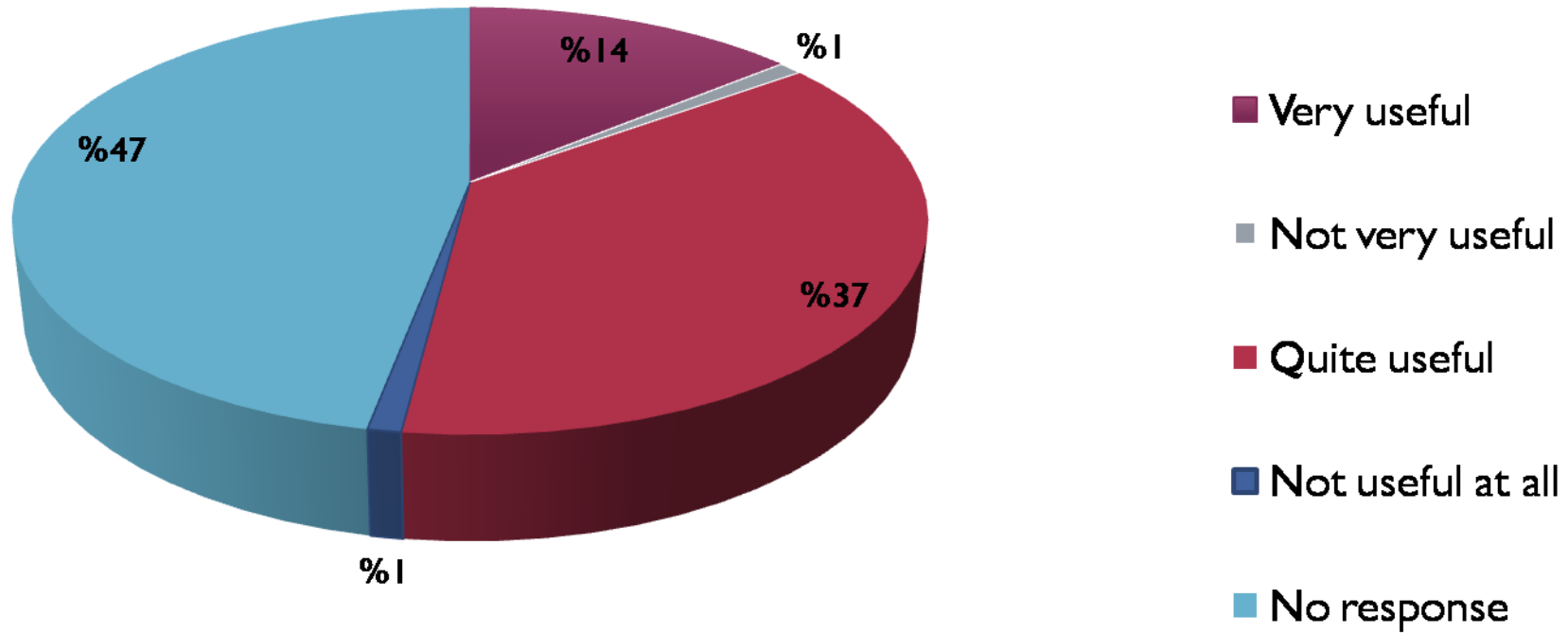


- Is it offered without you asking for it?
- Do you have to ask for it?
- No response

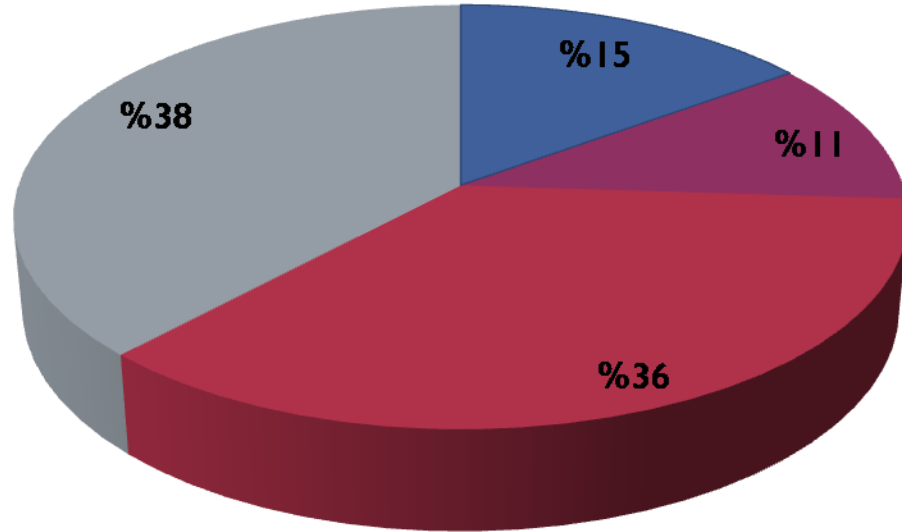
Asking for advice from pharmacist



Usefulness of advice given by pharmacist

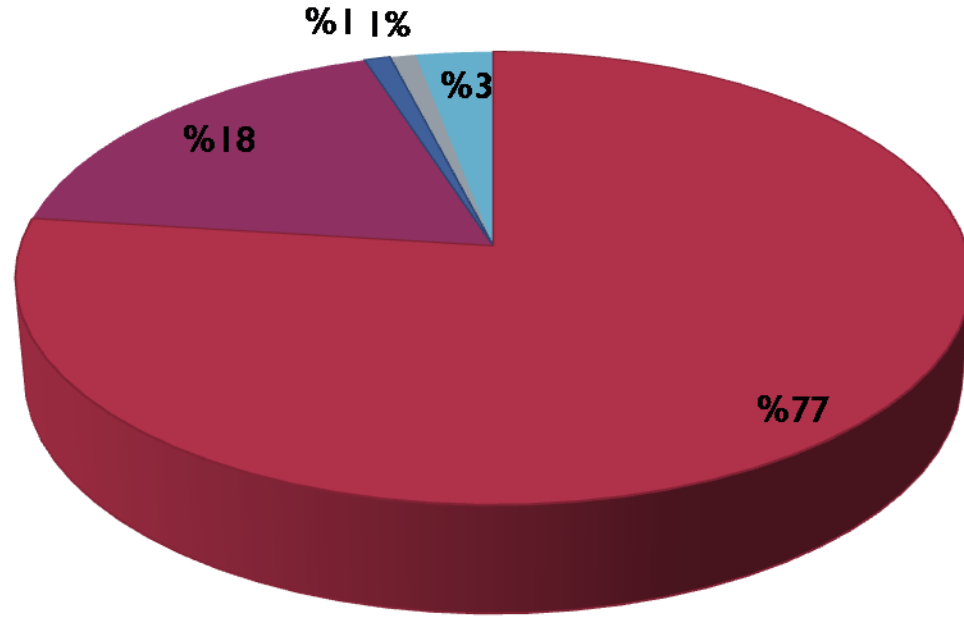


Opinion of patients in pharmacist



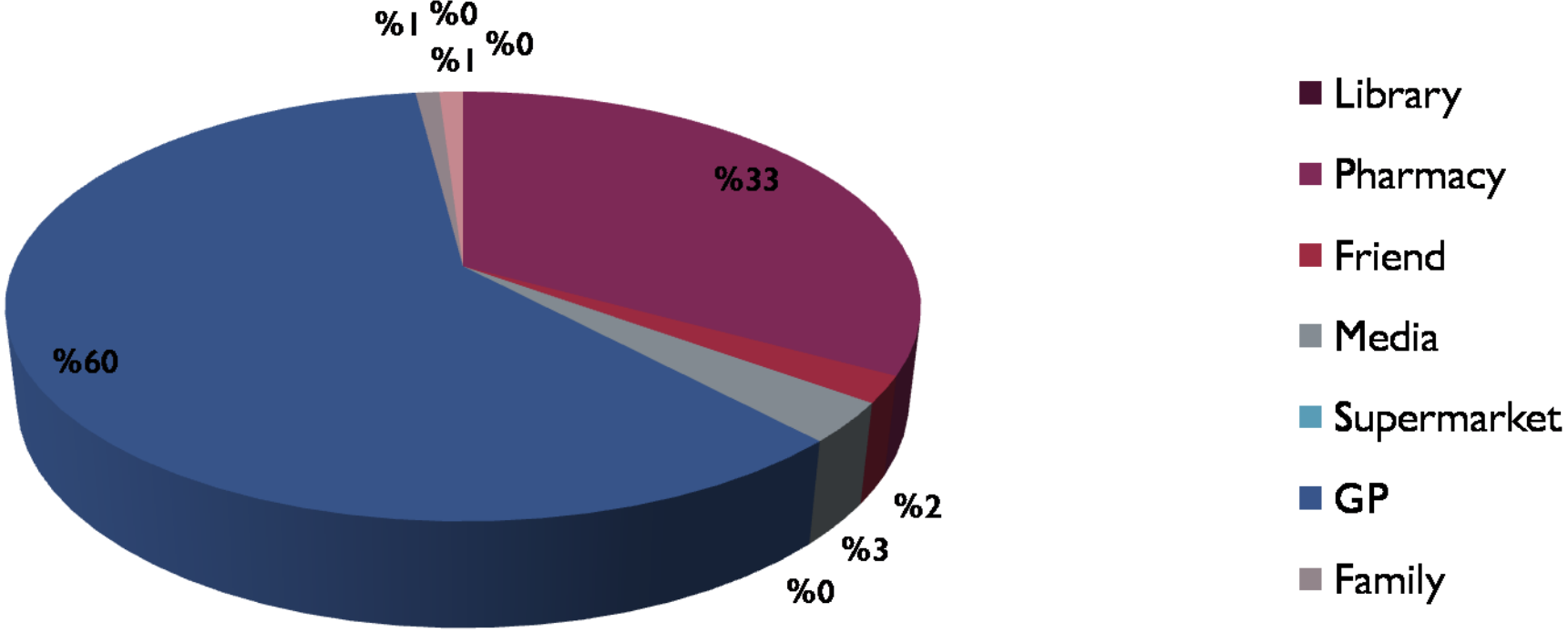
- Is more concerned with making money than with the health of his/her patients
- Is interested in both health and business matters, but tend to be more concerned with the business side of things than health
- Has a good balance between health and business matters
- Is more concerned with the health of his/her patients than with the business side of work

The patients feeling about asking the pharmacist something

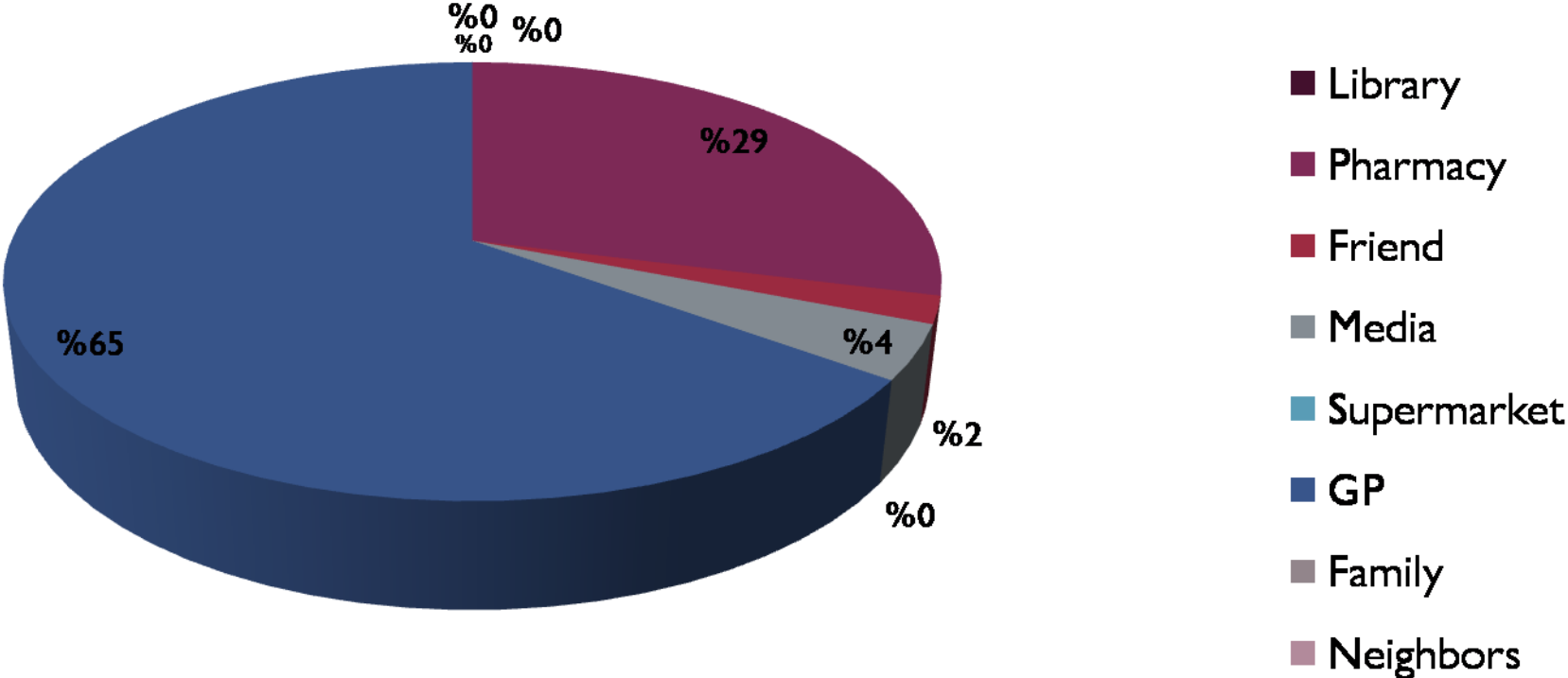


- Do you feel totally at ease about asking the pharmacist for advice and so will ask if you need to
- Do you feel awkward about asking the pharmacist for advice
- Do you feel more at ease asking the advice from other
- Do you feel awkward and would not ask for advice at all in this pharmacy
- No response

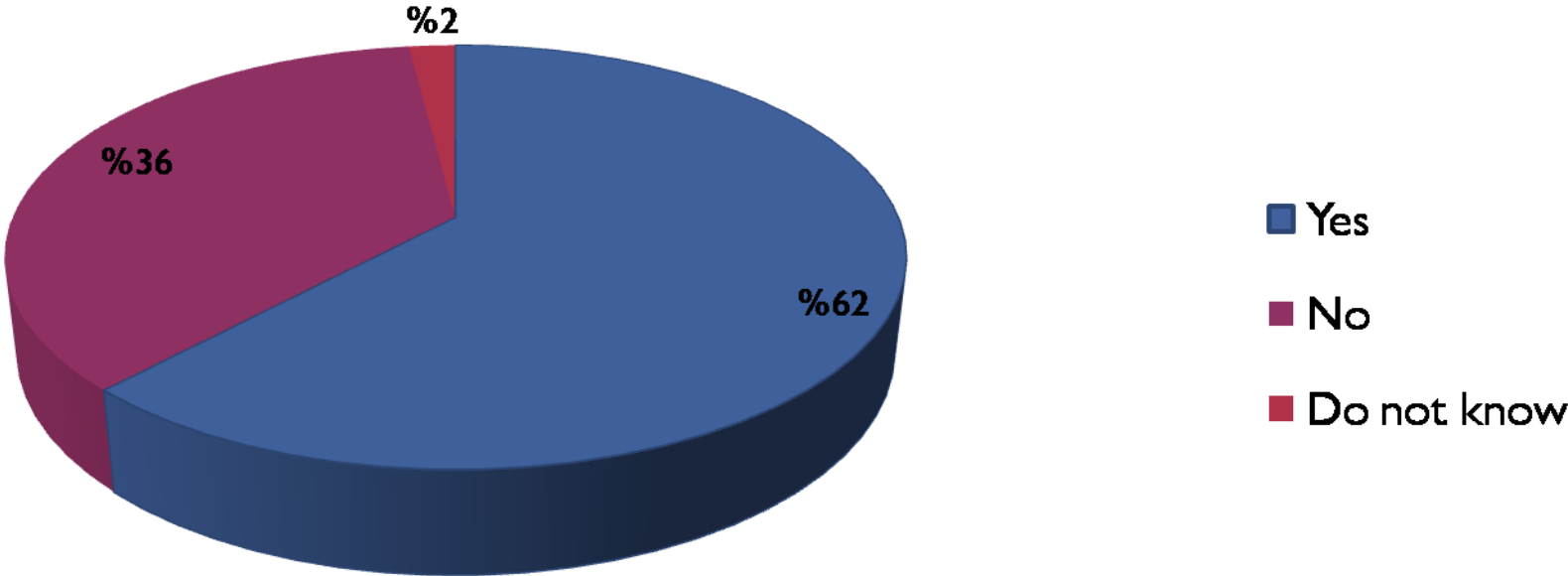
The most convenient place to get advice



The place where the best advice given



Patients opinion about pharmacist job



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Thank you