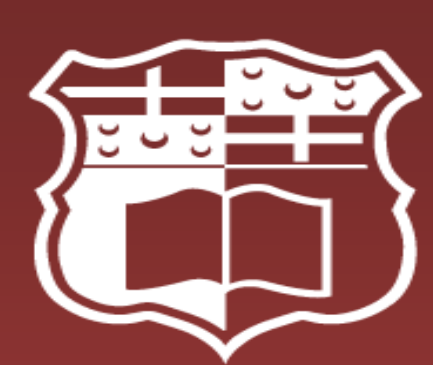


Attitudes and Beliefs of Patients towards Community Pharmacy Services



Marie Josette Parnis, Vincent Marmara*, Lilian M Azzopardi, Anthony Serracino-Inglott

Department of Pharmacy, Faculty of Medicine and Surgery, University of Malta, Msida, Malta

*Department of Management, Faculty of Economics Management and Accountancy, University of Malta

email: lilian.m.azzopardi@um.edu.mt

Introduction

Knowledge and understanding about attitudes and beliefs towards community pharmacy services supports pharmaceutical policy development and provides a vision for the profession to update according to needs and expectations of society. At the individual patient level, understanding attitudes and beliefs towards community pharmacy services may help improve pharmacists' interventions directed towards patient outcomes.

Aims

- To assess present-day attitudes and beliefs of society towards community pharmacy services
- To investigate the influence of attitudes and beliefs of people about community pharmacy services on four outcomes namely: utilization of pharmaceutical services, health, clinical outcomes following pharmacist's self-care recommendations and adherence to medication

Study Settings

A telephone survey was carried out with participants randomly sampled from population in Malta. The interview was carried out in community pharmacies and in local council offices.

Methodology

- Telephone survey: , telephone numbers were identified by simple random sampling (N= 1,126)
- Interview: (N=206) people were invited to participate in the interview by stratified random sampling to represent the five regions in Malta.
- Both the survey and the interview assessed the persons' demographics, the persons' overall attitudes and beliefs about community pharmacy services as well as possible reasons for such attitudes and beliefs. The interview also assessed the general health, clinical outcomes brought about by pharmacists' self-care recommendations and adherence to medication protocols. A 5 point scale, 1 being the lowest rating and 5 being the highest rating was used for both the survey and the interview to assess overall health and results brought about following pharmacist's self-care recommendations. The Treatment Adherence Questionnaire¹ was used during the interview as an additional data collection instrument to assess patient compliance.
- Comparative analysis between more positive attitudes and beliefs and more belief in the pharmacist's help and a number of outcomes was carried out using chi square tests and Kruskal-Wallis tests.
- In this study, the term "community pharmacy services" referred to all services provided by the community pharmacy. Such services included dispensing, advise, point of care testing and continuity of care.

Results

- Overall the attitudes and beliefs towards community pharmacy services are positive: 91% of respondents to the telephone survey believe and trust that the pharmacist is an important healthcare provider for their general health concerns while 95% of the interview respondents have positive attitudes and beliefs about community pharmacy services (Figure 1).
- 90% of respondents to the telephone survey and 89% of respondents of the interview study stated that they use the pharmaceutical services regularly. People's perception of outcomes following pharmacists' self-care recommendations are positive (93%). (Figure 2)
- There was a statistically significant association between more positive attitudes and beliefs towards community pharmacy services/belief in the pharmacist's help and a utilization of pharmaceutical services, outcomes of from self-care and adherence to medicines (p<0.05). (Figure 3)
- Confounding factors due to the fact that the interviewer for the second study was a pharmacist and half of the participants in the interview were recruited from community pharmacies was mitigated with the telephone survey being open to all the population and run by non-pharmacists.

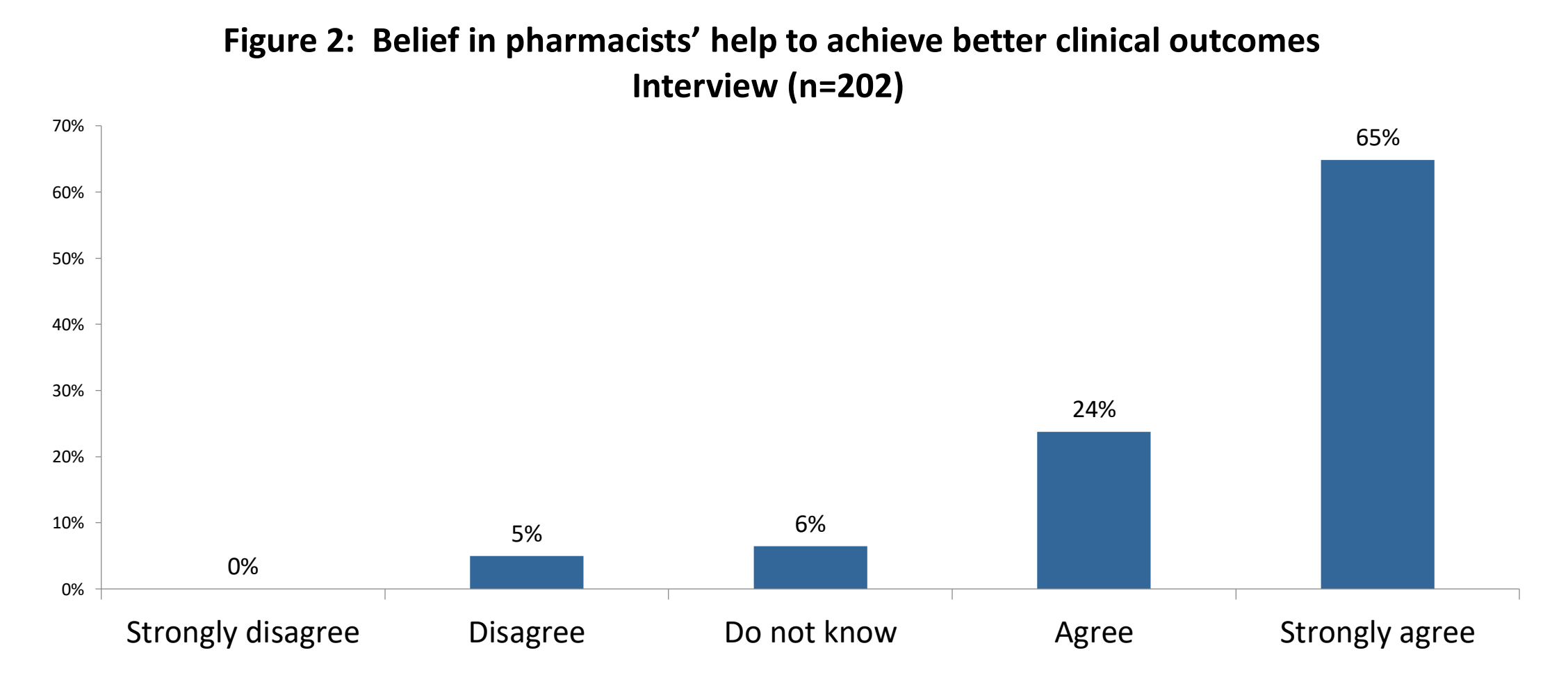
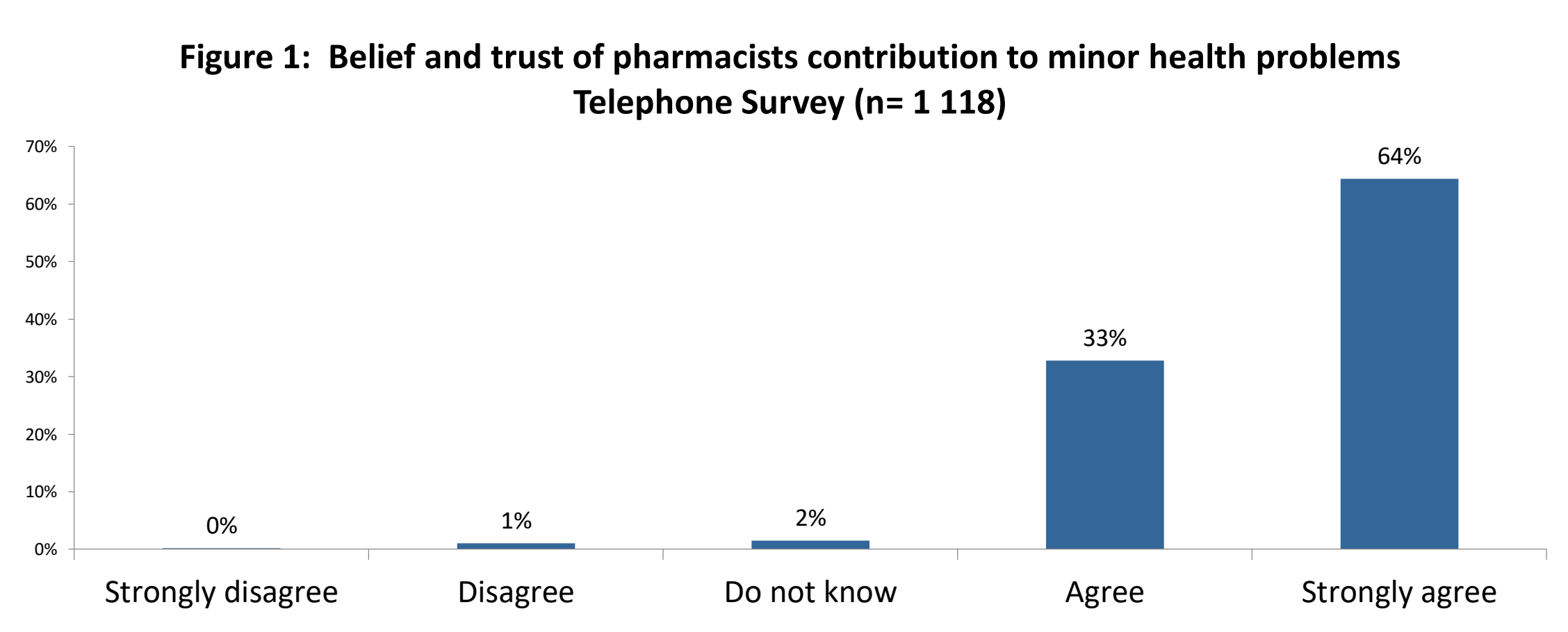


Figure 3: Association between attitudes and beliefs with utilization of pharmaceutical services

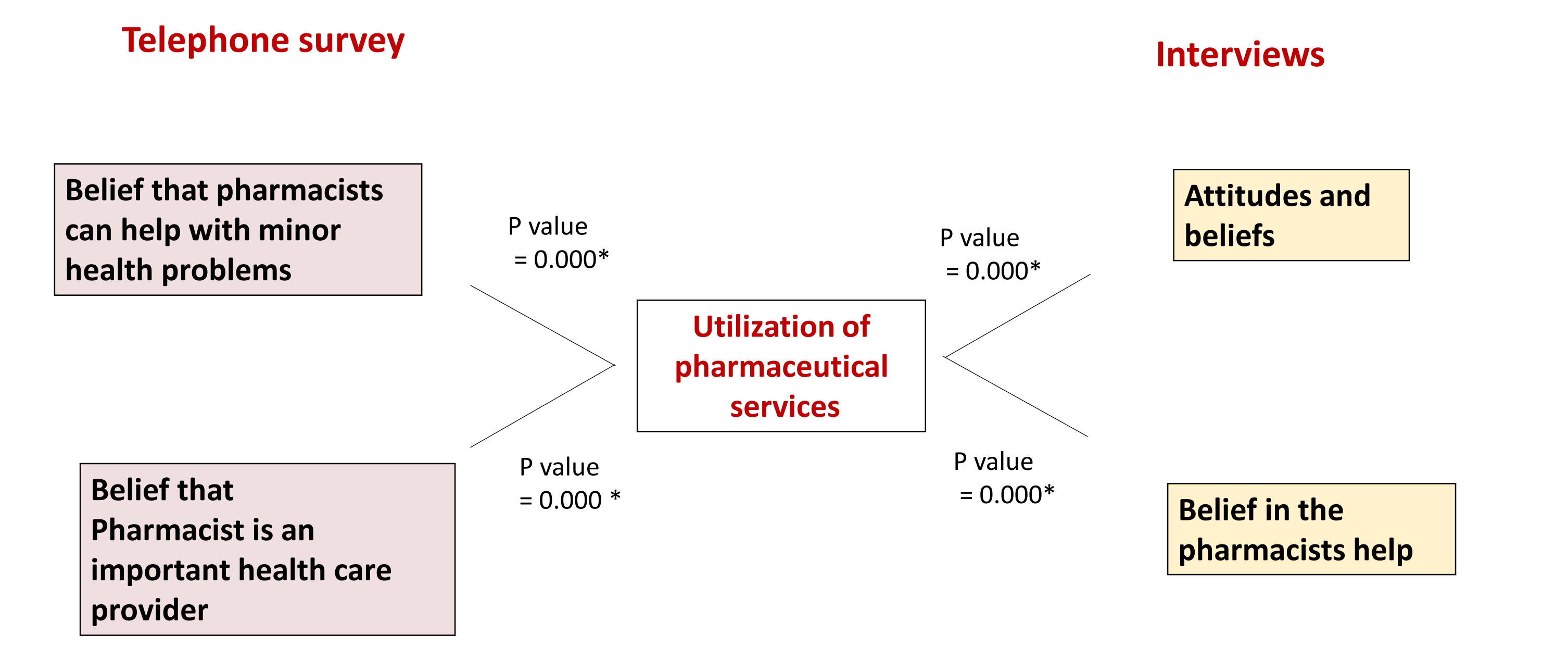
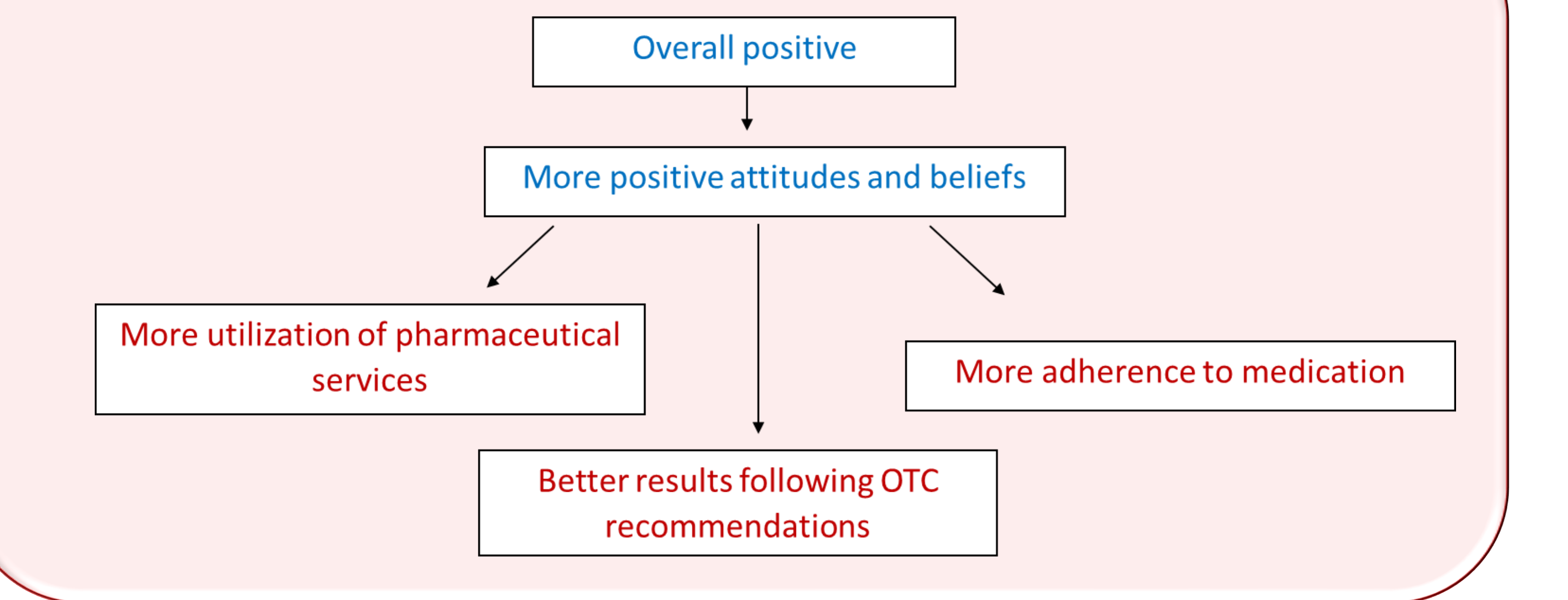


Figure 4: Outcomes of the Study



Conclusion

The study has demonstrated that society has positive attitudes and beliefs towards community pharmacy services and make use of pharmaceutical services regularly. There is a statistically significant association between more positive attitudes and beliefs towards community pharmacy services and more belief in the pharmacist's help and patient outcomes.

Reference

¹Anastasi A. Constructivism in Innovative Models of Pharmaceutical Care Bridging Administrative and Clinical Pharmacist Intervention: Heart Failure Model [dissertation]. Msida (Malta): Department of Pharmacy, University of Malta; 2017