A Patient Satisfaction Survey of a New Cancer Satellite Pharmacy

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FOUR HOSPITALS, ONE TRUST, ONE VISION
Oxford Cancer & Haematology Centre
Outpatients Department
Introduction

• Satellite Pharmacy extended in 2015 to provide outpatient dispensing service to cancer & haematology outpatients and radiotherapy patients.

• Main pharmacy 1 km away at other end of hospital.

• Patient counselling and information provision by specialist cancer pharmacy staff.
Satellite Pharmacy Extension 2015
Aim

• Service evaluation:
  – To undertake a patient satisfaction survey of the satellite pharmacy service
  – To identify areas of improvement
Method

- Development of a questionnaire
- Collection of demographic and satisfaction data
- 6-point Likert scale to assess level of patient satisfaction
- Questionnaire piloted in 10 patients
- Final questionnaire given to patients attending pharmacy for 3 weeks in July & August 2016
RESULTS
Results

<table>
<thead>
<tr>
<th>Response rate</th>
<th>74% (37/50)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 60% were satisfied/very satisfied overall with all areas of the pharmacy service</td>
<td></td>
</tr>
<tr>
<td>34% (12/37) had used the pharmacy in the last 6 months</td>
<td></td>
</tr>
<tr>
<td>41% (15/37) had previously used the main pharmacy</td>
<td></td>
</tr>
<tr>
<td>8% (3/36) had a prescription sent to the pharmacy prior</td>
<td></td>
</tr>
<tr>
<td>83% (30/36) were asked if they had the medication before</td>
<td></td>
</tr>
<tr>
<td>89% (32/36) were asked if they had any allergies</td>
<td></td>
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</tbody>
</table>
Which department have the patients used prior to their visit?

- Outpatients: 61%
- Radiotherapy: 28%
- Day Treatment Unit: 11%
How long have patients used the satellite pharmacy?
How does the satellite pharmacy compare to the main pharmacy?

- Poor: 20%
- Fair: 20%
- Good: 40%
- Very Good: 20%
What information/advice was given to patients upon collecting their medicines?

- How to take: 60%
- Side Effects: 10%
- Interactions: 30%
- Further Supplies: 20%
- Warnings: 20%
- What to do if there is a problem: 10%
- None of the above: 20%
### Satisfaction Results

**How satisfied were patients with aspects of the pharmacy service?**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Satisfied/Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time between arriving at the satellite pharmacy and being seen by pharmacy staff</td>
<td>91% (32/35)</td>
</tr>
<tr>
<td>The explanation of the purpose of the medicine(s) received</td>
<td>78% (22/28)</td>
</tr>
<tr>
<td>The information that was provided about when the prescription would be ready</td>
<td>88% (31/35)</td>
</tr>
<tr>
<td>How they were notified that their medicine(s) was ready to collect</td>
<td>82% (28/34)</td>
</tr>
<tr>
<td>The waiting time to receive their medicine(s)</td>
<td>72% (26/36)</td>
</tr>
</tbody>
</table>
## Satisfaction Results

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<th>How satisfied were patients with aspects of the pharmacy service?</th>
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<tr>
<td>The instructions on how to take their medicine(s)</td>
<td>77% (24/31)</td>
</tr>
<tr>
<td>The staff ability to answer any of their questions</td>
<td>67% (22/33)</td>
</tr>
<tr>
<td>The time the pharmacy staff spent talking to them</td>
<td>83% (29/35)</td>
</tr>
<tr>
<td>The pharmacy staff behaviour (e.g. polite, respectful)</td>
<td>94% (34/36)</td>
</tr>
<tr>
<td>The opportunity to raise any concerns about their medicine(s)</td>
<td>63% (22/35)</td>
</tr>
<tr>
<td>The waiting area around the pharmacy?</td>
<td>60% (21/35)</td>
</tr>
</tbody>
</table>
Discussion - improvements

- Staff training on asking about allergies and if patients had received medication previously
- Explanation on medication purpose and dosing information requires improvement
- SOPs on patient counselling required
- Waiting times needs addressing
- Waiting area needs improvement
Discussion - Satisfaction

• Overall good satisfaction

• Staff were described as polite, friendly, approachable and provided good medication counselling
Waiting Area Outside Satellite
Initiatives Following Survey

- Seating moved to opposite pharmacy hatch
- Workload reviewed by hour and days & additional staff allocated for busy times
- Update of SOP for patient counselling
- Plan to repeat survey to assess improvements
QUESTIONS?
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