

**An-Najah National University**

**Faculty of Graduate Studies**

**Assessment of Patients' Satisfaction with Pharmaceutical  
Services in Nablus City Hospitals: A Cross Sectional Study**

**By**

**Renad Zuhier Shraim**

**Supervisor**

**Dr.Hamzeh AL Zabadi**

**This Thesis is Submitted in Partial Fulfilment of the Requirements for  
the Degree of Master of Public Health, Faculty of Graduate Studies,  
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**This Thesis was defended successfully on 16/7/2019 and approved by:**

**Defense Committee Members**

- Dr. Hamzeh AL Zabadi / Supervisor
- Dr. Maher Khmour / External Examiner
- Dr. Abdulsalam khayyat / Internal Examiner

**Signature**

  
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## **Dedication**

This thesis is dedicated to:

My parents who always loved me unconditionally. Thank you for being a constant source of support during life and through the process of pursuing the master degree. I am truly thankful for having you in my life .

My whole family for their unwavering belief that i can achieve so much.

My beloved brother and sister who have meant and continue to mean so much to me. Although they are no longer of this world, their memories continue to regulate my life and I will never forget them.

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To every individual who have been a source of support and encouragement and helped me to achieve my goal and complete my dissertation work successfully.

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أنا الموقع أدناه مقدم الرسالة التي تحمل العنوان:

**Assessment of patients' satisfaction with pharmaceutical services in  
Nablus city hospitals: A cross sectional study**

أقر بأن ما اشتملت عليه هذه الرسالة إنما هي نتاج جهدي الخاص، باستثناء ما تمت الإشارة إليه  
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**Declaration**

The work provided in this thesis, unless otherwise referenced, is the  
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**List of Abbreviation**

<b>AM</b>	Before Midday
<b>FIP</b>	International Pharmaceutical Federation
<b>IRB</b>	Institutional Review Board
<b>PC</b>	Pharmaceutical Care
<b>PM</b>	After Midday
<b>SD</b>	Standard Deviation
<b>SPSS</b>	Statistical Package for Social Sciences

# **Assessment of Patients' Satisfaction with Pharmaceutical Services in Nablus City Hospitals: A Cross Sectional Study**

**By**

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## **Abstract**

### **Background**

Patient satisfaction is one of the important factors that determine the success of healthcare facility. Therefore there is a need to assess the healthcare system regarding patient satisfaction to ensure good quality of healthcare services. This study aims to measure the patients' satisfaction towards pharmaceutical services in Nablus hospitals, Palestine.

### **Materials and methods**

This is a cross sectional study. Three hospitals in Nablus city was selected. A patient's satisfaction questionnaire was designed. The questionnaire contained items that focused on four influencing factors: the degree of satisfaction with pharmaceutical services, satisfaction toward waiting time, medications availability, and respondent demographic aspects. A total of 90 respondent was selected to fill the questionnaire through convenient sampling.

### **Results**

The total number of patients who were willing to fill out the research questionnaire was 90. The patient's demographic characteristics were distributed as following : the number of female patients was higher than the

number of male patients (58.9% vs. 41.15%) with the most dominant age range being (30–39) years 30%. The majority of patients were married 58.9%. Most of the patient's education level was secondary-level school 44.4%. As many as 58.9% of the patients were unemployed. Living place of the majority was village 42.2%, where the family income less than (2000) Nis was the most. There were statistically significant differences in satisfaction with pharmaceutical services according to working time between AM and PM in favours of AM, ( P. 0.009).

The data showing positive influence of waiting time in pharmacy on the patient's opinion and satisfaction. Satisfied patients with waiting time in the pharmacy were 81.1%. Whereas, 18.9% of patients were unsatisfied with it. Majority of respondents 70% they have problems with the medicine at the last time visit because the absence of medicines, where the 97.8% they don't have problems with the medicines that have the same shape and color.

The study reported moderate (good) degree of patient satisfaction with pharmaceutical services in the three hospitals and the mean of response was 3.24. The patient overall satisfied with pharmaceutical services at hospitals was 64.8%.

## **Conclusion**

Patient satisfaction with pharmaceutical services was good. It reflected good pharmacy services offered to the patients which are pharmacist-patient relationships, the respect shown by pharmacist toward the patients,

the promptness of prescription drug service and patients satisfaction with waiting time. The pharmacy communication and medication counselling should be reviewed to prevent drug-related problems and improve pharmaceutical at Nablus hospitals. The study recommend more training for the health professionals on pharmaceutical services and increase awareness of patient on expected pharmaceutical services from their health services providers.

# Chapter One

## Introduction

### 1.1 Background

Patient satisfaction is an integral component of the quality of healthcare services <sup>[1,2]</sup>. Implementation of communication skills, convenience, rational use of medicines can lead to better use of medical services and ultimately better outcomes with improve quality of life for users. Patient satisfaction promotes positive health behaviours, such as compliance and continuity with providers <sup>[3]</sup>. Patients who are satisfied with their overall care by a pharmacist are more likely to take medications rationally and less likely to change from one healthcare provider to another <sup>[4]</sup>. Some patients place a high value on strong socio-psychological and communicative relationships with their provider <sup>[5]</sup>.

The International Pharmaceutical Federation (FIP) in (1998) defined pharmaceutical care (PC) as the “responsible provision of pharmacotherapy for the purpose of achieving definite outcomes that improves or maintains a patient’s quality of life” <sup>[6]</sup>. This is a collaboration process between the pharmacist and the patient who is aimed at preventing or identifying and resolving drug and health related problems. This is targeted at improving patient’s quality of life <sup>[7]</sup>.

The evaluation of policies and programs is essential in public health, because it contributes to the efforts towards a healthier society and avoids wasting resources with inefficient programs <sup>[8]</sup>. However, when evaluating the effects of a health policy in the services performance and in the general

health status of a population, it is necessary to appreciate the synergy between the determinants associated with the health policy, the health services (structures, human resources, and processes), and the state of health and needs of a population <sup>[9]</sup>.

Evaluation of health services in public and private institutions is one of the management tools to constantly improve the quality of service provided. It is an intentional, technical, and political process, but also a social and ethical responsibility. The concern with the quality of the professional-patient relationship becomes a means to an end <sup>[9]</sup>.

Patient satisfaction is based on “a subjective understanding the individual has on the care received”. Therefore, the degree of satisfaction or dissatisfaction with the health service may refer to the relationship with the health care professional, but also to aspects of service infrastructure (equipment and medicines), and their representations in the health-disease process<sup>[10]</sup>.

Satisfied patients usually adhere to the treatment prescribed, provide important information to the health care provider, and continue using health services. Satisfied patients are more likely to have better a quality of life <sup>[11], [12]</sup>. Patient satisfaction is considered a goal to be achieved by health services and, therefore, should be researched to incorporate improvements in the health system <sup>[13]</sup>.



## **1.2 Rationality of the study**

The management of many diseases requires multidisciplinary approach which plays a major role in improving the treatment outcomes of the patients. Pharmacist plays a significant role in healthcare provision <sup>[14]</sup>. Therefore, assessing the pharmaceutical services that could affect the patients' satisfaction in Nablus hospitals is crucial to understand in order to plan for interventions to improve the services.

Patient compliance to medication is an important factor in the prognosis of numerous diseases. Poor patient compliance is a problem worldwide. Seeking advice from a pharmacist before purchasing drugs may be cost-effective and promote compliance <sup>[15]</sup>. The training of medicine providers, as well as availability and distribution of medicines, was areas that required improvement in order to enhance patient satisfaction <sup>[9]</sup>. Although there are extensive surveys regarding client satisfaction with pharmaceutical services in developed countries <sup>[1] [2]</sup>, there are limited studies assessing this aspect in developing countries and in particular in Palestine. Therefore, the assessment of patient satisfaction at various hospital pharmacies in Palestine would provide pharmacists a forum for review of the pharmaceutical services provided to their clients. This study is a step forward in that respect and essential for developing pharmaceutical services to meet the patient's needs.

The importance of this work stems from the fact that it considers the principles of providing pharmaceutical services as a basic human right for

all citizens. Results of this study will help policy makers as well as pharmaceutical care providers to improve the quality and quantity of care given to the patients in order to meet their needs and achieve satisfaction. The importance of conducting this study also lies in the fact that pharmaceutical services must be based on realistic approach rooted in low cost, and most importantly, will in the long term, improve the situation of the patients and promoting a satisfaction to draw pharmaceutical policy on the national wide.

### **1.3 Study Objectives**

#### **1.3.1 General objective**

To evaluate the patient satisfaction with pharmaceutical services in Nablus hospitals in the Northern district of West Bank in Palestine.

#### **1.3.2 Specific objectives**

1. To assess prevalence of patients satisfaction with pharmaceutical services in Nablus city hospitals.
2. To determine the factors that might influence the patient's satisfaction to the pharmaceutical services in Nablus city hospitals.
3. To determine the factors associated with pharmaceutical service performance and quality of care provided at Nablus city hospitals.

## **Chapter Two**

### **Literature Review**

Studies related to patient satisfaction with pharmaceutical services in hospitals were limited. However, several related studies include the followings:

A study in Palestine by (Khdour M., 2012). The study aims to determine the perception of Palestinian consumers of the community pharmacist and the services they offer. The results reported that proximity to home and presence of knowledgeable pharmacist were the main reasons for patients to visit the same pharmacy. Physicians were identified as the preferred source of advice by 57.2% and pharmacists by 23.8%. Only 17% of respondents considered pharmacists as health professionals who know a lot about drugs and are concerned about and committed to caring for the public. In addition, 49% indicated that pharmacists spoke more quietly cross the counter during counselling and almost one third reported that the pharmacist used a private area within the pharmacy. The majority of respondents would be happy to receive different extended services in the community pharmacy like blood pressure monitoring<sup>[17]</sup>.

Another study in Qatar by (Raza S., 2013) established statistical evidence that patient satisfaction is positively influenced by service promptness, pharmacist attitude, medication counselling, pharmacy location and waiting area. Several socio-demographic characteristics have

statistically different effect on satisfaction. However, medication supply did not influence patient satisfaction <sup>[18]</sup>.

In a study by (Alomi Y., 2016) in Saudi Arabia, The study sample size was 862 with response rate (45.85%), of that (77.3%) were male, (22.62%) were female. The average age was (39.6.). The majority of patients were in very good health 319 (37%) and good health status 338 (39.21%). The highest score of patient satisfaction with domains was medication availability, patient counseling, and pharmacist and patient relationships. The lowest score of patient satisfaction with domains was pharmacy communication and medication reconciliation. The patients showed overall satisfied with pharmaceutical care at primary care center pharmacies with average score (4.01) of the maximum score of (5), without any difference between three centers ( $p>0.05$ ) <sup>[19]</sup>.

Another study conducted by (Onavbavba G., 2017) in Nigeria, they found that patients reported satisfaction with pharmaceutical care services that provided for friendly explanation and managing therapy. There was no statistical correlation with gender except for privacy of your conversation with the pharmacist. Also there was no statistical correlation with education except for how well the pharmacists instruct you about how to take your medications and availability of the pharmacists to answer your questions<sup>[20]</sup>.

Another study conducted in Brazil by (Ciênciasin F., 2017) reported that patients satisfaction with pharmaceutical services were (58.4%). The

“opportunity/convenience” aspect had the lowest satisfaction percentage and “interpersonal aspects” had the highest percentage, significantly higher than other aspects. Sex, age group, limitations due to disease, and self-perception of health remained associated in the final multiple logistic model regarding general satisfaction <sup>[21]</sup>.

## **Chapter Three**

### **Methodology**

#### **3.1 Introduction**

This chapter discusses the methodology of the study. It includes the methodological approach, research design, selection of the study population, sample size, methods of data collection. Consideration is also given to the methods of data analysis. Ethical and administrative issues were also described in this chapter including consent for conducting the study and invitation to participants.

#### **3.2 Study design**

A cross sectional study was conducted in the period between (15 February 2019 – 15 March 2019).

#### **3.3 Study settings**

The study was conducted in three hospitals in Nablus city in the Northern district of West Bank of Palestine which include: Rafedia governmental hospital, Al-Watani governmental hospital and Al-Arabi specialized hospital.

#### **3.4 Sample size**

A convenience sample of 30 patients from each hospital mentioned above was selected randomly (in the morning and evening time) with a total of 90 patients who received pharmaceutical services.

### **3.5 Study population**

Random sampling of patients who visit the above mentioned hospitals in Nablus city was selected. A patient were 18 years old and above, attending to hospital pharmacy for receiving pharmaceutical services. We were including respondents who have made at least one visit (including the present visit) in the morning and evening time.

### **3.6 Study tool**

A structured questionnaire was developed <sup>[13]</sup> <sup>[14]</sup>. It consists of questions covering four domains: Socio-demographic characteristics of the respondents, opinion of patients toward waiting time in the pharmacy, the availability of medications and the scores of patient's satisfaction assessment with pharmaceutical services (appendix 1). The researcher was selected the participants on different work shifts (morning, evening daily) in Nablus hospitals in the data collection periods in selecting the participants.

### **3.7 Ethical consideration procedures**

The study proposal was approved by the Institutional Review Board (IRB) and the scientific research committee of the Master of Public Health Program as well as the faculty of graduate studies scientific research board council at An-Najah National University. An official request was submitted for hospitals managers. Approval from patients themselves to answer the questionnaire was taken also.

The nature and the purpose of the study were clearly explained to the subjects. A participant was assured that all gathered data will be confidential and available for the researchers and supervisors only, and the questionnaires were kept in a secure place.

### **3.8 Inclusion criteria**

- All the hospitals in Nablus city that provided pharmaceutical services.
- All the patients who accept to participate in this study.
- All patients aged 18 years or older.

### **3.9 Exclusion criteria**

- All the hospitals that don't provide pharmaceutical services because they don't have outpatient's pharmacies.
- All the patients who refuse to participate in this study.
- All patients aged under 18 years.

### **3.10 Statistical analysis**

The Statistical Package for Social Sciences (SPSS version 20) was used for data entry and for statistical analysis. Descriptive data was presented. One-way analysis (ANOVA) was used to determine whether there are any statistically significant differences between the means of two or more independent groups and  $P$  value  $< 0.05$  was always being considered significant. The satisfaction rate for the medication availability and waiting time in the pharmacy was created, transformed into a scale of 0 to 1, in



which values closer to (0) indicated higher dissatisfaction and closer to 1 indicated higher satisfaction. For the variable answer of the analysis, the transformed rate was categorized as less than 0.50 (unhappy) and greater than or equal to 0.50 (satisfied).

The patient satisfaction scores questionnaire was structured on: very excellent=5, excellent =4, good =3, fair =2 and poor=1. Cut off score for a 5 point is: 1 to 1.80 (poor satisfaction), 1.81 to 2.60 (neutral), 2.61 to 3.40 (good satisfaction), 3.41 to 4.20 (excellent satisfaction), 4.21 to 5 (very excellent satisfaction) <sup>[19]</sup>.

### **3.11 Summary**

In this chapter, study methods and materials have been described including study settings, design, study population and sample size, data collection and statistical data analysis. Moreover, ethical and administrative issues were also been described.

## **Chapter Four**

### **Result**

#### **4.1 Introduction**

This chapter introduces the study results including the socio-demographic characteristics of the participants, medications availability, degree of satisfaction toward waiting time and degree of satisfaction with pharmaceutical health services.

#### **4.2 Socio-demographic characteristics of patients**

During the study period, a total of 90 patients were reviewed in three hospitals in Nablus; 30 patients from Al -Watani governmental hospital, 30 from Rafedia governmental hospitals, 30 from Al-Arabi specialized hospital.

In Nablus hospitals, after retrieving and sorting out, all the 90 questionnaires distributed were well filed, female patients was higher than the number of male patients (58.9% vs. 41.15%) with the most dominant age range being (30–39) years (30%). The majority of patients were married (58.9%). Most of the patient's education level was secondary-level school (44.4%). As many as (58.9%) of the patients were unemployed. Living place of the majority was village (42.2%), were the family income less than 2000 Nis was the most (36.7%).

**Table (1): Means and standard deviations for the degree of satisfaction with pharmaceutical services Nablus hospitals according to independent variables (n= 90)**

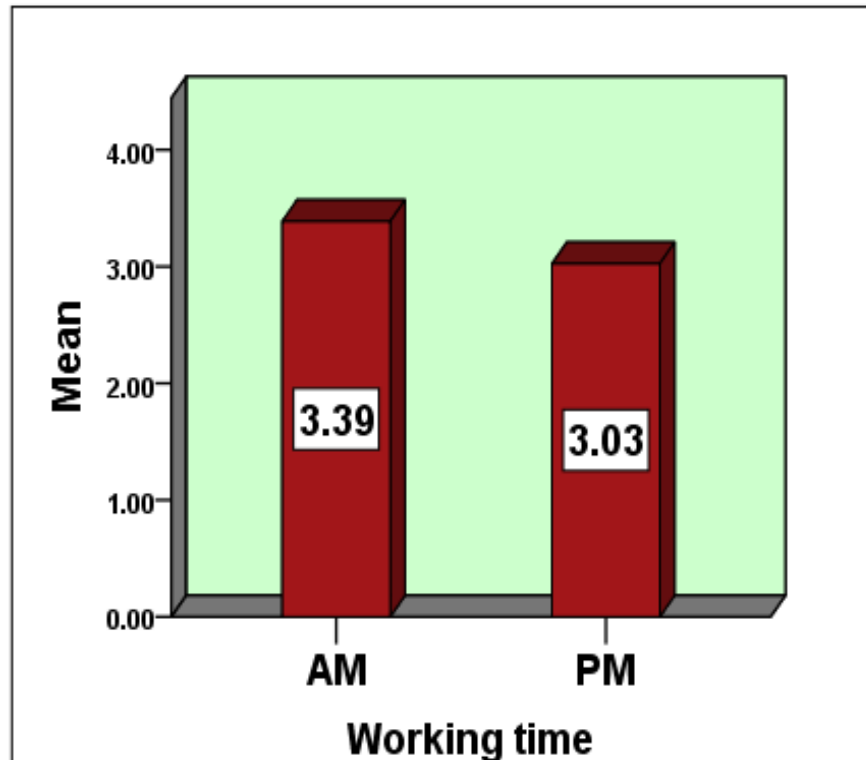
Independent variables	Variable level	N	Percent %	Mean	Standard deviation	Sig.
Working time	AM	54	60	3.39	0.66	0.009
	PM	36	40	3.03	0.59	
Age (year)	18- 29	23	25.6	3.25	0.75	0.950
	30- 39	27	30	3.30	0.64	
	40- 49	21	23.3	3.19	0.57	
	50 and above	19	21.1	3.22	0.68	
Gender	Male	37	41.1	3.36	0.74	0.160
	Female	53	58.9	3.16	0.58	
Marital status	Single	23	25.6	3.28	0.65	0.697
	Married	53	58.9	3.20	0.68	
	Divorced and widow	14	15.6	3.35	0.58	
Educational level	Primary education and below	14	15.6	3.15	0.61	0.522
	Secondary education	40	44.4	3.33	0.72	
	Bachelor and above	36	40	3.18	0.59	
Family income	Less than 2000 Nis	33	36.7	3.24	0.73	0.262
	2000- 3000 Nis	32	35.6	3.12	0.63	
	More than 3000 Nis	25	27.8	3.41	0.56	

Occupation	Employee	37	41.1	3.32	0.69	0.346
	Unemployed	53	58.9	3.19	0.64	
Living place	City	34	37.8	3.34	0.66	0.547
	Village	38	42.2	3.20	0.65	
	Camp	18	20	3.15	0.66	

- Significant level for differences at ( $p \leq 0.05$ ).

One- way ANOVA test was used as shown in the results of table (1) to found if there are significant differences in satisfaction with pharmaceutical services in Nablus hospitals due to (working time, age, gender, marital status, educational level, family income, occupation and living place) variables.

The results shown that no statistically significant differences in satisfaction with pharmaceutical services in Nablus hospitals due to (age, gender, marital status, educational level, family income, occupation and living place) variables. Whereas there were statistically significant differences in satisfaction with pharmaceutical services according to working time between AM and PM in favour of AM as illustrated in figure (1).



**Figure (1):** Difference in the total degree of satisfaction with pharmaceutical services in Nablus hospitals according to working time.

### **4.3 Opinion of patients toward availability of medications in the pharmacy**

The satisfaction rate for the outcome was created, transformed into a scale of (0 to 1), in which values closer to (0) indicated higher dissatisfaction and closer to 1 indicated higher satisfaction.

**Table (2) Frequencies and percentages of medications availability factors**

Availability aspect		Yes		No	
N	Types or rehabilitation services	Frequency	Percentage	Frequency	Percentage
1	Did you get this medicine the last time from the hospital pharmacy?	60	66.6	40	44.4
2	Did you have any problems to get the medicine the last time?	63	70	27	30
3	Did you have problems with the medicines because it is hard to read the instructions?	22	24.5	68	75.5
4	Did you have problems with the medicines because it is hard to adapt their use with your working routines?	11	12.2	79	87.8
5	Did you have problems with the Medicines because there are different medicines with the same shape and color?	2	2.2	88	97.8

The results in table (2) show that the majority of respondents 70% they have problems with the medicine at the last time visit because the absence of medicines, where the 97.8% they don't have problems with the medicines that have the same shape and color.

#### **4.4 Opinion of patients toward waiting time in the pharmacy**

The satisfaction rate for the outcome was created, transformed into a scale of 0 to 1, in which values closer to (0) indicated higher dissatisfaction and closer to 1 indicated higher satisfaction. For the variable answer of the analysis, the transformed rate was categorized as less than 0.50 (unhappy) and greater than or equal to 0.50 (satisfied). Data analysis was performed using the software SPSS, frequencies and percentage where used as shown in the results of table (3).

**Table (3): Frequencies and percentages for the opinion of patients toward waiting time in the pharmacy (n= 90).**

N	Questions of waiting time	Satisfactory		Unsatisfactory	
		F	%	F	%
1	Time require to locate the pharmacy	78	86.7	12	13.3
2	Time require to getting registered	65	72.2	25	27.8
3	The time you usually wait to obtain the medicines in the pharmacy	78	86.7	12	13.3
4	The period of time the pharmacists offer to spend with you	84	93.3	6	6.7
5	Working hours inside the pharmacy	60	66.7	30	33.3
<b>Total</b>			<b>81.1</b>		<b>18.9</b>

The results shown in table (3) revealed an important and positive influence of waiting time in pharmacy on the patients opinion and satisfaction. In general, (81.1%) of patients were satisfied with waiting time in the pharmacy. whereas, (18.9 %) of patients were unsatisfied with it.

#### **4.5 The degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients**

To answer to this question, means and percentages were calculated for each item and for the total degree of satisfaction as represented in table (4). Based on a five point Likert scale, means were used to interpret the results as the following:

- (1.80 and below) Very low degree (poor).
- (1.81- 2.60) Low degree (fair).
- (2.61- 3.40) Moderate degree (good).
- (3.41- 4.20) High degree (excellent).
- (4.21 and above) Very high degree (very excellent).

**Table (4): Means and percentages for the degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients (n=90).**

<b>N</b>	<b>Items</b>	<b>Mean*</b>	<b>%</b>	<b>degree</b>
<b>1</b>	The professional appearance of the pharmacy.	3.01	60.2	Moderate
<b>2</b>	The availability of the pharmacists to answer your question.	3.23	64.6	Moderate
<b>3</b>	The pharmacist's professional relationship with you.	3.41	68.2	High
<b>4</b>	The pharmacist ability to advice you about problems that you might have with your medications	3.16	63.2	Moderate
<b>5</b>	The promptness of prescription drug service.	3.50	70	High
<b>6</b>	The professionalism of the pharmacy staff.	3.47	69.4	High
<b>7</b>	How well the pharmacists explain what your medications do.	3.27	65.4	Moderate
<b>8</b>	How well the pharmacists instructs you about how to take your medications	3.40	68	Moderate
<b>9</b>	9-How well the pharmacists answers your questions.	3.38	67.6	Moderate
<b>10</b>	The respect shown to you by pharmacy staff.	3.59	71.8	High
<b>11</b>	The pharmacists interest in your health.	3.28	65.6	Moderate
<b>12</b>	How well the pharmacists help you to manage your medications.	3.40	68	Moderate
<b>13</b>	The pharmacist's effort to solve problems that you have with your medications.	3.17	63.4	Moderate
<b>14</b>	The responsibility that the pharmacists assume for your drug therapy.	3.27	65.4	Moderate
<b>15</b>	The pharmacist's effort to help you improve your health and stay healthy.	3.16	63.2	Moderate
<b>16</b>	The privacy of your conversations with the pharmacists.	2.93	58.6	Moderate
<b>17</b>	The pharmacist efforts to ensure that your medications do what they are supposed to.	3.01	60.2	Moderate
<b>18</b>	How well the pharmacists explain possible side effects.	2.80	56	Moderate
<b>19</b>	The pharmacists provide you proper method of storage.	2.91	58.2	Moderate
<b>20</b>	The pharmacist provides you written instructions for the medicine use.	3.51	70.2	High
<b>Total degree of satisfaction</b>		<b>3.24</b>	<b>64.8</b>	<b>moderate</b>

- \* Maximum point of response (5) points, % percentage of response.



The results shown in table (4) indicated that the degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients was high (excellent) in the items: The pharmacist's professional relationship with you, the promptness of prescription drug service, the professionalism of the pharmacy staff, the respect shown to you by pharmacy staff and the pharmacist provides you written instructions for medicine use. The means of response on it were range between (3.41-3.59). Whereas the degree of satisfaction in the residual items was moderate (good), as the means of responses were ranged between (2.80-3.40).

Concerning the total degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients was moderate (good), as the mean of response was (3.24).

## **Reliability**

To verify the reliability coefficient of the study instrument, a Cronbach alpha coefficient was used. The value of reliability coefficient of the study instrument was high (0.96) and appropriate to achieve the study targets.

## **4.6 Summary**

This chapter introduced the results of the statistical analysis. It showed the distribution of the socio-demographic variables in study population, medications availability and measure the degree of patients satisfaction.

## **Chapter Five**

### **Discussion**

#### **5.1 Main study finding**

Study showed no association between Socio-demographic characteristics of patients and patient satisfaction about pharmaceutical care services. The study revealed that more female participated in the study carried out in the three health facilities. Although; they were more of married women, mostly within the age group of (30-39) years with secondary education.

Regarding sex, most respondents are female, which alludes to the belief that self-care and care for others are values associated with femininity, linked to the lower labor force participation rate of women in our society.

Satisfaction also is strongly associated with working time, the services provided in the morning is better than the evening, the researcher believe that satisfaction in AM more than PM due to several reasons, including what is related to the pharmacist and how to deal with patients, the availability of medications in the morning and also due to the presence of supervision from the administration in the morning shift more than in the evening shift.

The results shown that the patients don't have problems with medicine because of size and shape. This is because the majority of patients are educated and have the ability to read and distinguish between medications

instructions and also because of the efforts of pharmacists in the separation of each medicine and write the drug instructions.

The researcher believes that the reason for they have problem in the last time they obtained their medicines from hospital pharmacy is due the absence of medicines, which forced the patients to buy from outside pharmacies.

The data showing positive influence of waiting time in the pharmacy on the patient's opinion and satisfaction. (81.1%) of patients were satisfied with waiting time in the pharmacy and 18.9 unsatisfied. The results show that patients more satisfied with the period of time the pharmacists offer to spend with them. This is due to the presence of more than three pharmacists in each hospital pharmacy which increases the time spent by the pharmacist with the patient in his explanation of the drug and thus creates greater satisfaction towards the waiting time. However, the results shown less satisfaction toward working hours inside the pharmacy. This could be related to that governmental hospitals pharmacies close at 3 PM which prevent patients to benefit from the pharmacy services because of their commitment to their job.

The study showed highest satisfaction of patients with professional relationship between the pharmacist and them, the respect shown by pharmacy staff toward the patients, the written information about drug therapy that provided by pharmacists, the professionalism of the pharmacy staff and the promptness of prescription drug service.

The lowest score of patient satisfaction with domains was pharmacy communication and medication counselling. The patients showed overall satisfied with pharmaceutical care at hospitals pharmacies with average score (3.24) of the maximum score of 5 and the value of reliability coefficient of the study instrument was high (0.96).

The results constant with Qatar study <sup>[17]</sup> about patient satisfaction is positively influenced by service promptness and waiting area. But medications counselling have moderate influence on patient satisfaction.

In contrary to our study, Saudi Arabia study <sup>[18]</sup> found that the highest score of patient satisfaction was patient counselling and majority of respondents from male. The agreement was the negative effect of the pharmacy communication on the patient's satisfactions and the positive effect pharmacist-patients relationship on patient's satisfaction.

The result constant with Nigeria study <sup>[19]</sup> about there was no statistical correlation with gender. Also we found statistical correlation with education and how well the pharmacists instruct you about how to take your medications.

The results constant with Brazil study <sup>[20]</sup> that the highest patients' satisfaction percentages are pharmacist professional relationship with patient and respect shown to patient by pharmacy staff.

## **5.2 Strength and Limitations**

### **5.2.1 Strengths of the study**

To the best of our knowledge, the researcher believes that the study is the first study in Palestine about assessment of patients satisfaction with pharmaceutical services in hospitals pharmacies.

### **5.2.2 Limitations of the study**

1. The study was in Nablus city only and this may not be representative to other places in Palestine.
2. This study does not cover all health facilities since it was conducted only in three hospitals in Nablus 'some hospitals do not have outpatient pharmacies, so they are excluded from the study'.
3. Lack of cooperation by some of the services administrators.
4. Bad political and socio-economic situation.
5. Lack of research, resources and information in the field of research.

## **5.3 Conclusions**

Our study is measure patient satisfaction resulting from pharmacy service at Nablus hospitals. It provides a quantitative measure of pharmacy performance and factors that significantly affect patient satisfaction. It uses statistical tools to identify avenues through which patient satisfaction could be improved.

Measuring the level of patient satisfaction using various dimensions of services helps to predict the gap between patient needs and patient satisfaction regarding pharmaceutical services. The results of this research show a moderate level of patient satisfaction. Further research on the effects of drug information, counselling and waiting time on patient satisfaction should be conducted to improve the quality of pharmaceutical services provided to patients. Statistical evidence shows that patient satisfaction was no significantly different among socio-demographic groups such as gender, age, educational status, marital status but there is high significant difference of working time on satisfaction. It also shows positive satisfaction toward waiting time in the pharmacy.

The study establishes statistical evidence that patient satisfaction is positively influenced by service promptness, pharmacist professionalism, medication instructions, respect from pharmacy staff and the professional relationship between the pharmacist and patient. The results show that the total degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients is good.

## 5.4 Recommendations

- We recommend that healthcare providers use our findings to allocate resources for improving patient satisfaction by looking into the dominant factors. Additionally, healthcare staff needs to be more sensitive about improving patient satisfaction.
- The study recommend more training for the health professionals on pharmaceutical services and increase awareness of patient on expected pharmaceutical services from their health care providers.
- We recommend more control and supervision over the evening working hours to improve patients satisfaction.
- We recommend increasing the working hours at to allow patients to benefit from pharmaceutical services.
- We recommend that a dispensary drug service should be provided in hospitals where this service is not available.
- For health professionals and authorities, patient satisfaction can be considered a valuable indicator and essential tool to follow up the implementation of strategic planning of general administration of pharmaceutical services in Palestine. Applying this system is potential at hospital pharmacies to meet customer needs. Expanding the system to cover all point of care areas but not limited to hospital pharmacies also to community pharmacies in Palestine.

### **Recommendations for further research.**

Based on this study, it is recommended that the future studies in this area use other variables in addition to those in this study, which would be of great advantage to the patient's satisfaction. The researcher recommends studying each variable of this study separately. The population size can be increased in order to cover all north districts of West's Bank as well as Palestine as a whole, to allow for the generalize ability of the findings.

### **5.5 Summary**

This chapter has discussed the main study findings from the researchers point of view and in comparison with other similar previous studies. The main findings of the study showed that the total degree of satisfaction with pharmaceutical health services in Nablus hospitals as perceived by patients was good. More training for the health professionals on pharmaceutical care services and increase awareness of patient on expected pharmaceutical services from their health providers should be implemented. We finally provided conclusions and recommendations in regard to the main study findings.



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## Annexes

### 1. Institutional review board(IRB) approval the study protocol

An-Najah  
National University  
Faculty of medicine  
& Health Sciences  
Department of Graduate  
Studies

جامعة النجاح  
الوطنية  
كلية الطب وعلوم الصحة  
دائرة الدراسات العليا

Approval Letter

Ref: MAS

Study Title:  
"Assessment of patients' satisfaction with pharmaceutical care services in Nablus City hospitals: A cross sectional study"

Submitted by:  
Renad Z. Shraim

Supervisor:  
Dr. Hamzeh Al Zabadi

Date Reviewed:  
15<sup>th</sup> October 2018

Date Approved:  
13<sup>th</sup> November 2018

Your Study titled ***"Assessment of patients' satisfaction with pharmaceutical care services in Nablus City hospitals: A cross sectional study"*** with archived number (19) November was reviewed by An-Najah National University IRB committee and was approved on 13<sup>th</sup> November 2018

Hasan Fitian, MD  
IRB Committee Chairman  
An-Najah National University

IRB

نابلس - ص.ب 7 أو 707 || هاتف (970) (09) 2342902/4/7/8/14 || فاكس (970) (09) 2342910 || E-mail : hgs@najah.edu  
Nablus - P.O Box :7 or 707 | Tel (970) (09) 2342902/4/7/8/14 | Faximile (970) (09) 2342910 | E-mail : hgs@najah.edu

## 2. An-Najah national university letter to facilitate the student mission.

National University  
Faculty of Graduate Studies



النجاح الوطنية  
كلية الدراسات العليا

التاريخ: 2018/12/23

حضرة الدكتورة أمل أبو عوض المحترمة  
مدير عام التعليم الصحي  
وزارة الصحة الفلسطينية  
تحية طيبة وبعد ،

الموضوع: تسهيل مهمة الطالبة/رناد زهير علي شريم، رقم تسجيل (11659705)  
تخصص ماجستير الصحة العامة

الطالبة/ رناد زهير علي شريم، رقم تسجيل 11659705، تخصص ماجستير الصحة العامة، في كلية الدراسات العليا،  
بصدد إعداد الأطروحة الخاصة بها بعنوان:

(تقييم مدى رضى المرضى من خدمات الرعاية الصيدلانية في مستشفيات مدينة نابلس: دراسة مقطعية)  
(Assessment of Patients' Satisfaction with Pharmaceutical Care Services in Nablus  
City Hospitals: Across Sectional Study)

يرجى من حضرتكم تسهيل مهمتها من أجل جمع معلومات عن رضى المرضى عن الخدمات الصيدلانية في  
مستشفيات مدينة نابلس بشكل عام والاستفسار عن بعض المعلومات حول الموضوع في المستشفيات التالية:  
(المستشفيات الخاصة / المستشفيات الأهلية / وزارة الصحة الفلسطينية)، وذلك لاستكمال مشروع البحث.

علماً أن المعلومات سوف تستخدم لأغراض البحث العلمي و لاستكمال مشروع البحث، ولن يتم ذكر اسم أي  
مستشفى من المستشفيات.

شاكرين لكم حسن تعاونكم

واقبلوا فائق الاحترام

د. علي عبد الحميد

عميد كلية الدراسات العليا



فلسطين، نابلس، ص.ب 7070 هاتف/ 2345115، 2345114، 2345113 (09) 972 \* فاكس: 2342907 (09) 972

Nablus, P. O. Box (7) \*Tel. 972 9 2345113, 2345114, 2345115 هاتف داخلي (5) 3200

\* Facsimile 972 92342907 \* www.najah.edu - email fgs@najah.edu

### 3. The study Questionnaire

#### i. Socio-demographic characteristics of patients

<b>I. General information(socio-demographic factors).</b>	
Age (year)	<input type="radio"/> 18-29 <input type="radio"/> 30-39 <input type="radio"/> 40-49 <input type="radio"/> Above 50
Sex	<input type="radio"/> Male <input type="radio"/> Female
Marital status	<input type="radio"/> Single <input type="radio"/> Married <input type="radio"/> divorced <input type="radio"/> widow
Living place	<input type="radio"/> City <input type="radio"/> Village <input type="radio"/> Camp
Educational status	<input type="radio"/> No formal education <input type="radio"/> Primary education(1-10 years of education) <input type="radio"/> Secondary education(11-12 years) <input type="radio"/> Bachelor's degree <input type="radio"/> Master degree <input type="radio"/> Doctorate
Occupation	<input type="radio"/> Employee <input type="radio"/> Unemployed
If employee your work	<input type="radio"/> Private sector <input type="radio"/> Governmental sector <input type="radio"/> NGOS sector
Family income	<input type="radio"/> less than 2000 Nis <input type="radio"/> 2000-3000 Nis <input type="radio"/> more than 3000 Nis

## II. Opinion of patients toward availability of medications

Availability Aspect	
1-Did you get this medicine the last time from the hospital pharmacy	<input type="checkbox"/> Yes <input type="checkbox"/> No
2-Did you have any problems to get the medicine the last time?	<input type="checkbox"/> Yes I have <input type="checkbox"/> No I have not
3-Did you have problems with the medicines because it is hard to read the instructions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4-Did you have problems with the medicines because it is hard to adapt their use with your working routines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5-Did you have problems with the medicines because there are different medicines with the same shape and colors?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## III. Opinion of patients toward waiting time in the pharmacy

Waiting Time	Satisfactory	Unsatisfactory
1-Time require to locate the pharmacy		
2-Time require to getting registered		
3-The time you usually wait to obtain the medicines in the pharmacy		
4-The period of time the pharmacists offer to spend with you		
5-Working hours inside the pharmacy		

#### IV. Scores of patients' satisfaction with pharmaceutical services

Questions	Poor	Fair	Good	Excellent	Very excellent
1-The professional appearance of the pharmacy.					
2-The availability of the pharmacists to answer your question.					
3-The pharmacists professional relationship with you.					
4-The pharmacist ability to advice you about problems that you might have with your medications					
5-The promptness of prescription drug service.					
6-The professionalism of the pharmacy staff.					
7-How well the pharmacists explain what your medication do.					
8-How well the pharmacists instructs you about how to take your medications					
9-How well the pharmacists answers your questions.					
10-The respect shown to you by pharmacy staff.					
11-The pharmacists interest in your health.					
12-How well the pharmacists help you to manage your medications.					
13-The pharmacists effort to solve problems that you have with your medications.					
14-The responsibility that the pharmacists					



assume for your drug therapy.					
15-The pharmacists effort to help you improve your health and stay healthy.					
16-The privacy of your conversations with the pharmacists.					
17-The pharmacist efforts to ensure that your medications do what they are supposed to.					
18-How well the pharmacists explains possible side effects.					
19-The pharmacist provide you proper method of storage.					
20- The pharmacist provides you written instructions for medicine use.					

جامعة النجاح الوطنية

كلية الدراسات العليا

تقييم مدى رضى المرضى من الخدمات الصيدلانية في  
مستشفيات مدينة نابلس: دراسة مقطعية

اعداد

ريناد زهير شريم

إشراف

د. حمزه الزبيدي

قدمت هذه الأطروحة استكمالاً لمتطلبات الحصول على درجة الماجستير في الصحة العامة بكلية الدراسات العليا في جامعة النجاح الوطنية في نابلس-فلسطين.

2019

ب

تقييم مدى رضى المرضى من الخدمات الصيدلانية في مستشفيات مدينة نابلس : دراسة مقطعية

اعداد

ريناد زهير شريم

اشراف

د. حمزه الزبيدي

الملخص

مقدمة:

رضا المرضى هو أحد العوامل المهمة التي تحدد نجاح مرافق الرعاية الصحية. لذلك، هناك حاجة لتقييم نظام الرعاية الصحية فيما يتعلق برضا المرضى لضمان جودة الخدمات الرعاية الصحية. تهدف هذه الدراسة إلى قياس رضا المرضى عن الخدمات الصيدلانية في مستشفيات نابلس ، فلسطين.

طريقة البحث:

هذه دراسة مقطعية. تم فيها اختيار ثلاثة مستشفيات في مدينة نابلس وصمم استبيان رضا لقياس مدى رضا المريض. احتوى الاستبيان على عناصر ركزت على العوامل المؤثرة: السرعة، الموقف، وقت الانتظار، التعليم الدوائي، والجوانب الديموغرافية للمجيب. تم اختيار 90 مجيباً لملء الاستبيان من خلال أخذ عينات ملائمة.

نتائج الدراسة:

بلغ إجمالي عدد المرضى الذين كانوا على استعداد لملء استبيان البحث 90. الخصائص الديموغرافية للمرضى توزعت كالتالي: كان عدد المرضى الإناث أعلى من عدد المرضى الذكور (58.9 - 41.15 %) وكانت الفئة العمرية المهيمنة أكثر من 30-39 سنة بنسبة 30%. كان 58.9% من المرضى متزوجين. وكان مستوى تعليم غالبية المرضى في المرحلة الثانوية 44.4%. ما يصل إلى 58.9 % من المرضى كانوا عاطلين عن العمل. من بينهم 36.7% دخل الأسرة لديهم أقل من 2000 شيكل . 42.2% منهم كانوا يعيشون في القرية. كانت هناك فروق ذات دلالة إحصائية في الرضا عن الخدمات الصيدلانية وفقاً لوقت العمل بين الفترة الصباحية والمسائية ، وكانت قيمة P-value هي 0.009.

أظهرت البيانات تأثير إيجابي لوقت الانتظار في الصيدلة على رأي المرضى ورضاهم. كان 81.1% من المرضى راضين عن وقت الانتظار في الصيدلية. في حين أن 18.9% من المرضى لم يكونوا راضين عنه. غالبية المشاركين 70% لديهم مشكلة مع الدواء في آخر زيارة بسبب عدم توفر الأدوية ، 97.8% ليس لديهم مشاكل مع الأدوية التي لها نفس الشكل واللون.

أبلغت الدراسة عن درجة معتدلة (جيدة) من رضا المرضى عن الخدمات الصيدلانية في المستشفيات الثلاثة وكان متوسط الاستجابة 3.24. المرضى عموماً راضون عن خدمات الصيدلانية في المستشفيات بنسبة 64.8%.

### الخلاصة

كان رضا المرضى عن خدمات الرعاية الصيدلانية جيداً. وقد انعكس ذلك على الخدمات الصيدلانية الجيدة المقدمة للمرضى والتي منها العلاقات بين الصيدلي والمريض، والاحترام الذي أبداه الصيدلي تجاه المرضى، وسرعة خدمة صرف الأدوية ورضا المرضى عن وقت الانتظار. يجب مراجعة تواصل الصيدلي مع المرضى والاستشارات الدوائية لمنع المشاكل المتعلقة بالأدوية وتحسين الخدمات الصيدلانية في مستشفيات نابلس. توصي الدراسة بمزيد من التدريب للعاملين الصحيين على الخدمات الصيدلانية وزيادة وعي المريض اتجاه الخدمات الصحية المتوقعة من قبل مقدمي الخدمات الصحية.

