HOME DELIVERY AND TELEPHARMACY PROGRAMME: SATISFACTION OF PATIENTS

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➢ Descriptive retrospective study was conducted.
➢ Patients included in a telepharmacy and home delivery programme between November 2020 and September 2021.
➢ Electronic clinical history and prescription software Farmatools® → sex, age, pathology, locality, transport conditions of the medication and number of shipments per patient.

56 patients: 35 (63%) women and 21 (37%) men. Mean age = 65 (37-90) years.

A total of 456 medication shipments were delivered during the study period, with a mean of 8 (2-24) per patient.

The shipments were distributed among 31 different localities in the same health area.

The medication for 27 (48%) patients required refrigerated transport, and 29 (52%) required ambient temperature.

A telephonic survey was conducted, consisting of 4 questions about:
1. satisfaction with telepharmacy programme (yes/no)
2. adequate pharmaceutical telephone support (yes/no)
3. medication delivery conditions (correct/incorrect)
4. global assessment (ranged 1-10)
Comments and suggestions were also requested.

5 (PSQ-084) 4. Historical research

AIM AND OBJECTIVES
To analyse the degree of satisfaction of patients included in a telepharmacy and home delivery programme.

RESULTS
➢ 56 patients: 35 (63%) women and 21 (37%) men. Mean age = 65 (37-90) years.
➢ A total of 456 medication shipments were delivered during the study period, with a mean of 8 (2-24) per patient.
➢ The shipments were distributed among 31 different localities in the same health area.
➢ The medication for 27 (48%) patients required refrigerated transport, and 29 (52%) required ambient temperature.

1 and 2. All (100%) patients were satisfied with telepharmacy programme and reported an adequate pharmaceutical telephone support.
3. Medication delivery conditions were considered correct to 54 (96%) patients, and incorrect to 2 (4%).
4. Mean global assessment score was 9.6 (8-10).

4 (7%) patients suggested an improvement in delivery conditions.

CONCLUSION AND RELEVANCE
The survey results indicated a high degree of satisfaction of the patients included in the telepharmacy and home delivery programme. Although this system of pharmaceutical care and distribution of medicines was implemented because of the pandemic, its subsequent maintenance has allowed vulnerable patients to benefit. Further measures could be implemented to improve delivery conditions.