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OBJECTIVE

• To assess the degree of satisfaction of health professionals on the Pharmacy Service.
• To analyze the factors that have influenced on the results and identify areas of improvement.

MATERIAL AND METHODS

Observational and retrospective study from 2011 to 2014.

The annual surveys allowed to assess the degree of satisfaction across 24 item based on closed questions that were scored:

1: Strongly disagree
2: Disagree
3: Neither agree nor disagree
4: Agree
5: Strongly Agree.

The mean scores per item were analyzed per professional category and per hospital (Maternity and Children Hospital MCH ; General Hospital GH, Rehabilitation and Trauma hospital RTH)

RESULTS

In general for all centers:
- In 2012 a clear decrease in the valuation was observed.
- In 2013 the scores improved significantly.
- In 2014 the highest values compared to previous years

Factors that have influenced and explain the results are:
- In 2012 Incorporation of a comprehensive system of procurement (A1), reducing working hours (A2) and change the pharmacy computer system (A3).
- In 2013-2014 The implementation of electronic prescribing in the GH (B1)
- In 2014 Automation Project of MCH (C1)

The best valued item: "The personal attention of professionals Pharmacy"
"The quality of the preparations "
"Drug distribution system in unit-dose provides the rational use drug"

The worst rated item: "Management procedures with the Pharmacy is easy"
"The consumption information that facilitates Pharmacy seems adequate"

CONCLUSION

The services provided by the Pharmacy are valued positively. Factors such as electronic prescribing and the automation system have been able to improve the quality of services provided.