

# USER SATISFACTION ASSESSMENT IN OUTPATIENT PHARMACEUTICAL CONSULTATIONS: RESULTS AND FUTURE PERSPECTIVES

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## BACKGROUND AND IMPORTANCE

Implementation of an user satisfaction evaluation system for outpatient consultations at the Pharmacy Service of a tertiary-level hospital.

## AIM AND OBJECTIVES

- Identify deficiencies and improvement areas in the outpatient consultation area.
- Evaluation and proposal of posible solutions.

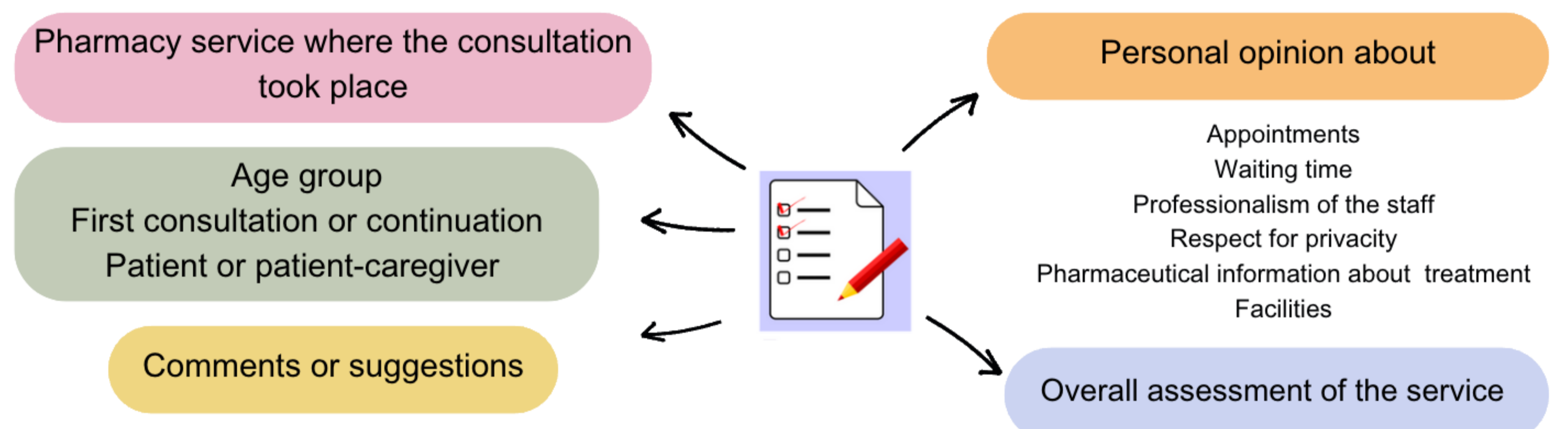
## MATERIAL AND METHODS



January – September 2023

→ Access to the survey via QR code

### "Sections of the survey"



## RESULTS

86 surveys



82.6% Pharmacy HUAC

10.6% First-time appointment

67.4% Patient

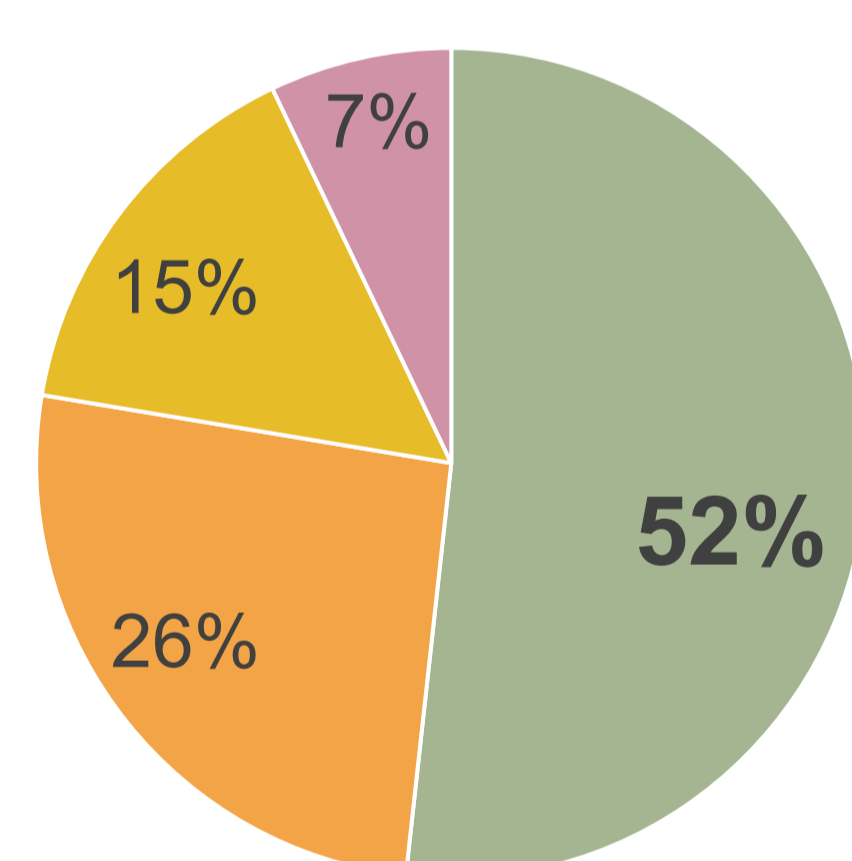
32.6% Patient-caregiver

Mean age:

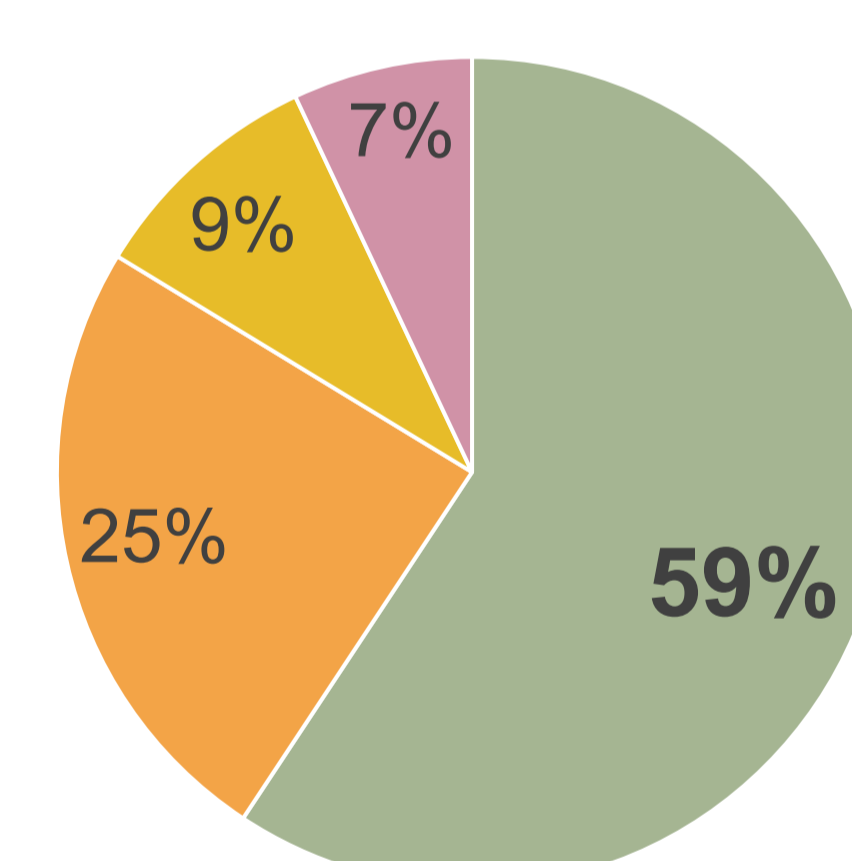
41-65 years (67.4%)



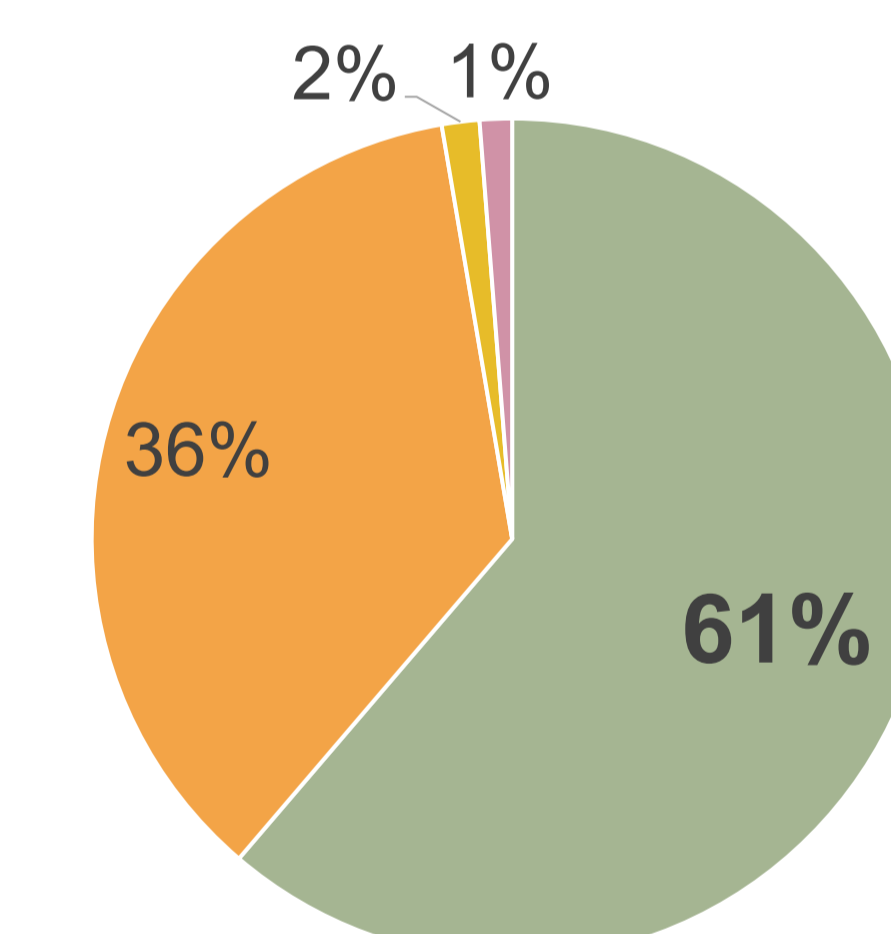
Information about appointments



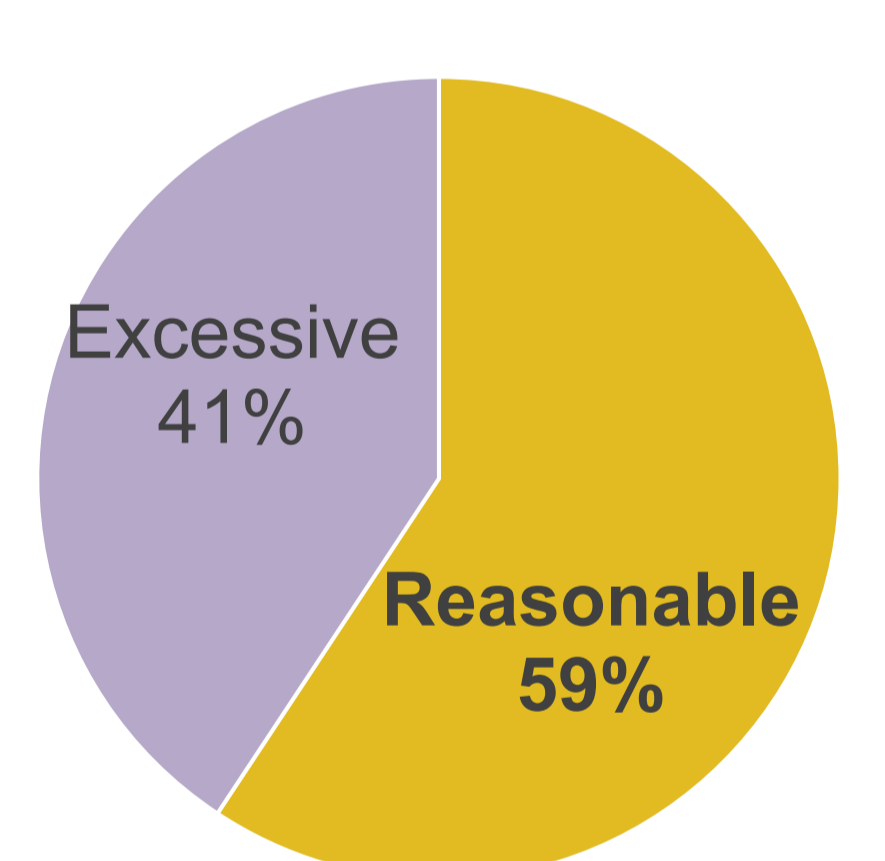
Professionalism of the staff



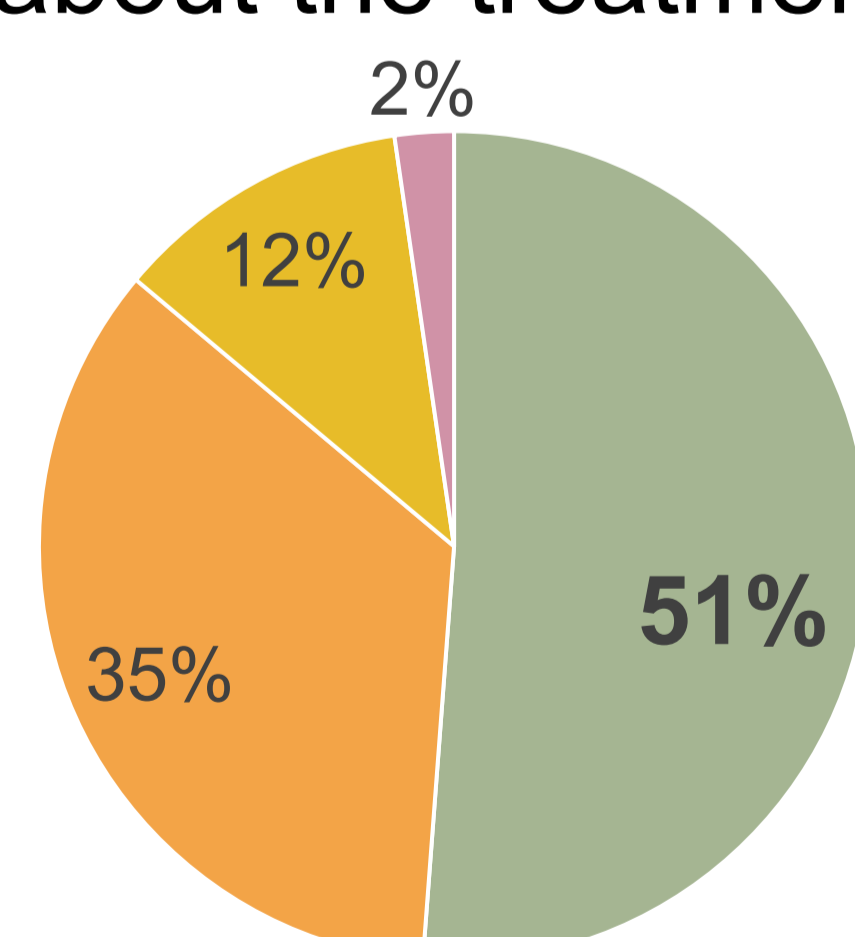
Respect for privacy



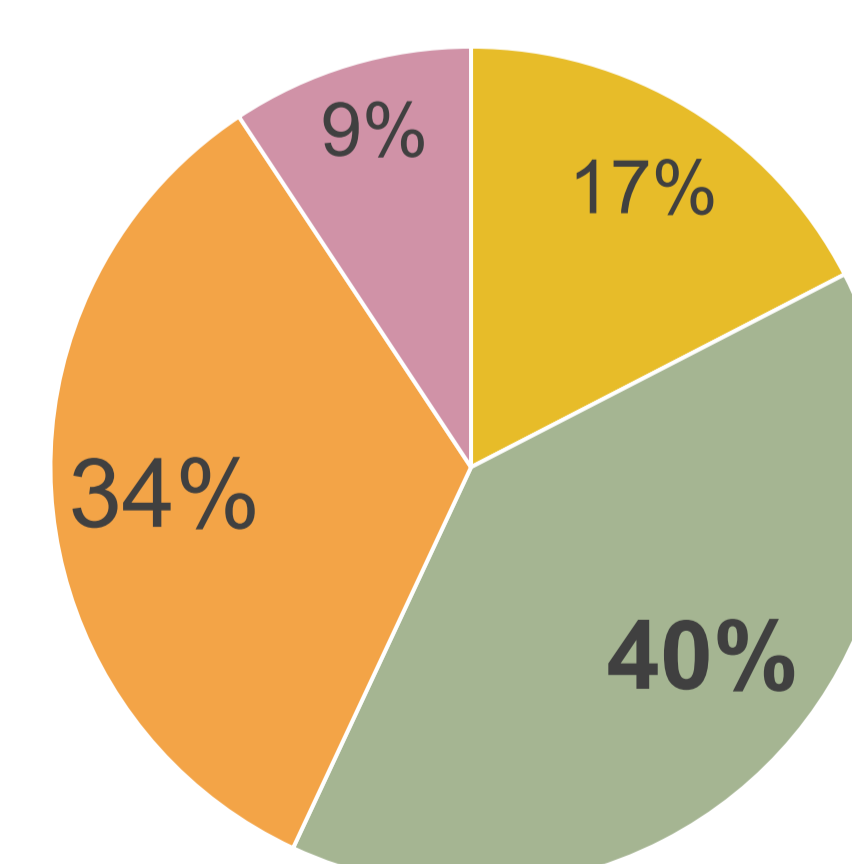
Waiting time



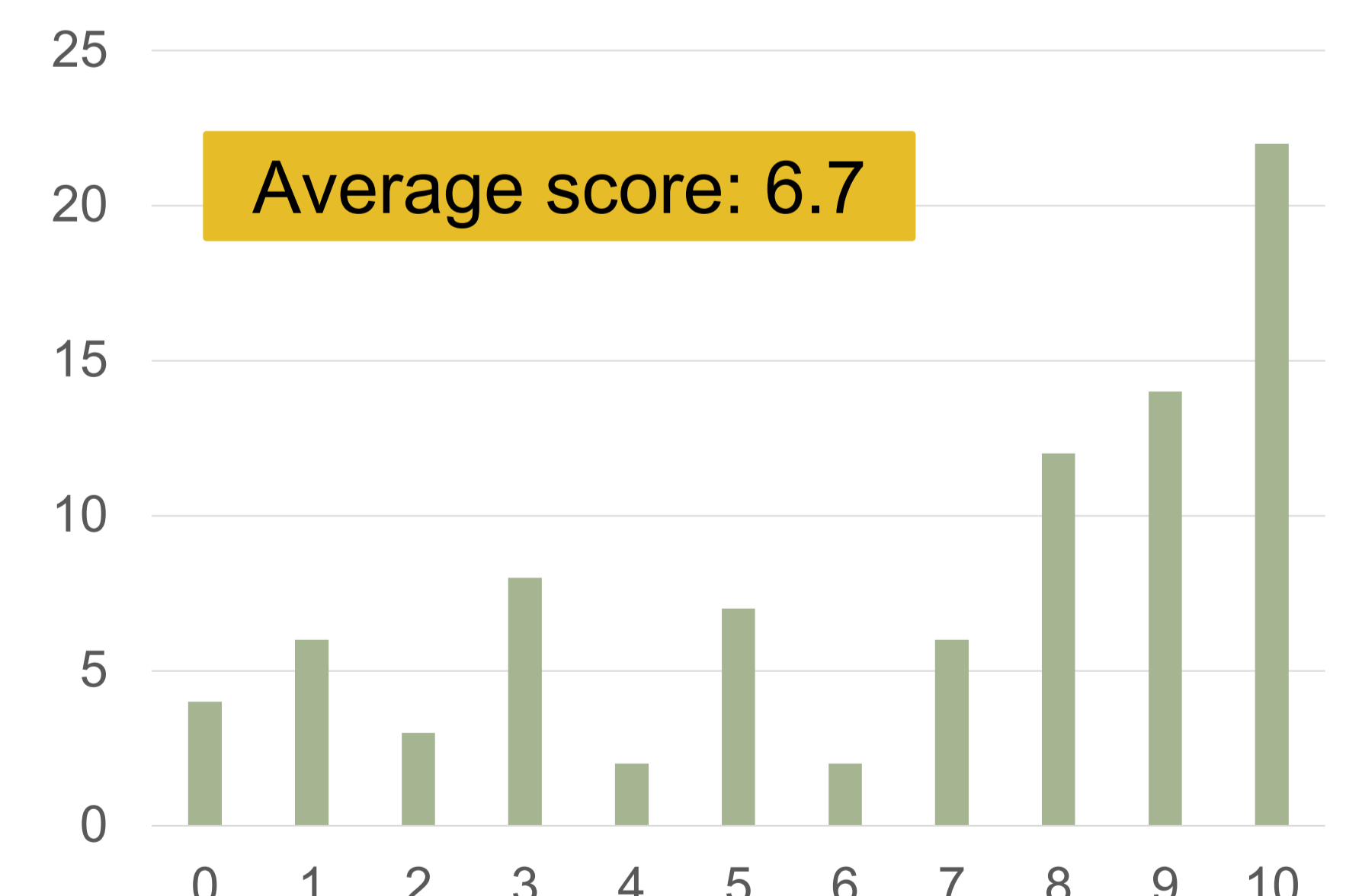
Pharmaceutical information about the treatment



Facilities



Overall assessment



## CONCLUSION

The evaluation of the information obtained from the surveys will serve as a basis for implementing corrective measures and possible improvements.

The progressive increase in the number of survey will facilitate the detection of new issues and allow us to track changes in user satisfaction over time.

