

# Perception of patients accessing out- patient pharmacy on the quality of pharmaceutical services in a tertiary health facility in Lagos, Nigeria

*R.I. Aderemi-Williams, P.G. Musa, R.O. Soremekun, O.C. Adeyemi, I.O. Abah*

## Abstract

**Background:** Periodic assessment of Pharmacists' services is beginning to be of necessity in resource constrained settings. This study aimed to provide baseline information of patients' perception and associated factors on different aspects of pharmaceutical services currently provided at the out- patient pharmacy of Lagos University Teaching Hospital (LUTH).

**Methods:** A cross-sectional survey was conducted between August and October 2015 amongst patients accessing services provided in three LUTH out-patient pharmacies. Patients' perception on different aspect of pharmacy services were assessed by a 28-item questionnaire. Factors associated with patients' perception of pharmacy services were evaluated by appropriate non parametric tests.

**Results:** Participants included a total of 428 patients; 54% females (n=231), 54% married (n=229), and a little above onethird in the age bracket of 30-39 years. The median percentage score of overall perception of pharmacy services was 59% [interquartile range (IQR):45%-73%]; appearance of the pharmacy and pharmacists, 80% (IQR: 80%-100%); prescription services, 60% (IQR:40%-100%); and counselling and drug information, 58% (IQR:33%-75%). There was no correlation between patients' knowledge of pharmacy profession and perception of pharmacy services ( $r=0.02$ ,  $p=0.72$ ). There was significant variation in the patients' perception across different pharmacy service points ( $p=0.009$ ). Also, more educated patients had lower perception of pharmacy service, while self-employed respondents had high perception of pharmacy services.;

**Conclusion:** Patients' overall perception of pharmacy services was above average. There is need for improvement in the quality of services, especially in the availability of essential drugs at competitive prices and provision of adequate counselling and drug information services to patients.

**Keywords:** Patient satisfaction, Hospital Pharmacy Services, Pharmacists, Pharmaceutical care