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**COMMUNITY PHARMACISTS'
PERCEPTION OF CLINICAL SERVICE
PHARMACY FUNCTION**

Abstract Community pharmacy is often seen as an excellent opportunity to conduct basic preliminary health assessments of patients. Quick evaluation of symptoms, laboratory values, and other indicators can be helpful in directing patients' therapy, especially as the community pharmacists' role in overall patient care continues to expand, such as by providing immunizations and medication therapy management (MTM) services. **Aim:** The aim of this survey was to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction. **Methods:** Study was carried out in 100 adult visitor (≥ 18 years of age) to different community pharmacy in Basra city in order to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction (Appendix 1). The study was conducted between February 2019 to May 2019. All data are collected by community pharmacy visitor questions. **Results:** from 100 visitor to pharmacy (49% male and 51%female) The main stated reasons visiting community pharmacy were to obtain prescription medication (66%) and over-the counter medications (27%). The highest number of visits to pharmacy were once a month (55%) , followed by once a year(18%). The main factors influencing the choice of any particular was the pharmacy close to GP's clinic (44% of respondents) followed by the location close to home (29%). 48% of patient said that they have to ask to get an advice , 30% of them was given the advice without asking for it, 22% of them give no response. 38% of them said that the pharmacist is more concerned with health of his patients than with business side of work , 36% consider the pharmacist have good balance between health and business , 15% said he more concern with making money than with the health of his patients. 77% of them feels ease about asking the pharmacist for an advice , 18% feel awkward, 3% not given response , 1% said it more easy to ask another person , 1% feel awkward and would not ask at all. **Conclusion:** there was missing for the roll of pharmacy in community pharmacist and poor communication with pharmacy visitors on the other had there was poor understanding about the role of pharmacist and their role in patients education.

Introduction

1.1 What is community / clinical pharmacy ?

Community pharmacists any place under the direct supervision of a pharmacist where the practice of pharmacy occurs or where prescription orders are compounded and dispensed other than a hospital pharmacy or a limited service pharmacy, its the health professionals most accessible to the public. They supply medicines in accordance with a prescription or, when legally permitted, sell them without a prescription. In addition to ensuring an accurate supply of appropriate products, their professional activities also cover counselling of patients at the time of dispensing of prescription and non-prescription drugs, drug information to health professionals, patients and the general public, and participation in health-promotion programmes. They maintain links with other health professionals in primary health care.

Clinical pharmacy is a kind of service where pharmacists provide patient care that optimizes the use of medication and promotes health, wellness, and disease prevention. Is often seen as an excellent opportunity to conduct basic preliminary health assessments of patients.

The term “clinical” suggests a direct interaction between health care providers, the health care system and patients .To the extent that they apply clinical approaches in their practice, community pharmacists could be described, in part, as offering clinical pharmacy services . Thus, the scope of clinical services extend beyond the hospital into the community setting.

1.2 How its developed ?

Community pharmacists were known in the past as chemists. Like GPs, community pharmacists are part of the NHS family. Every day about 1.6 million people visit a pharmacy in England. The traditional role of the community pharmacist as the healthcare professional who dispenses prescriptions written by doctors has changed. In recent years community pharmacists have been developing clinical services in addition to the traditional dispensing role to allow better integration and team working with the rest of the NHS. Community pharmacy is consequently a socially inclusive healthcare service providing a convenient and less formal

environment for those who cannot easily access or do not choose to access other kinds of health service.

Decades ago, community pharmacists exclusively practiced certain roles such as compounding, marketing-selling, and dispensing medications. This gave them specialization and autonomy as healthcare professionals. However, rapid advances in technology, research, education, the changing cultural/socioeconomic status of many populations and the escalating needs and requirements of patients have fostered many changes which eventually led to the minimized and gradual beating of specialization of pharmacists in these traditional roles. In an attempt to adapt to the changes occurring and to the growing needs of patients and to maximize the utilization of community pharmacists' unique structured knowledge of a drug's safety profile (side effects, interactions and contraindications), drug efficacy, patients' preferences, monitoring outcomes, and drug selection.

There is a powerful tool that can be employed to help patients avoid dangerous drug interactions and adverse health effects—that tool is the pharmacists themselves. The pharmacist often interacts with patients more often than the prescribing medical professional. Helping patients understand their medication regimens certainly improves health outcomes, but it also strengthens pharmacist–patient relationships and helps reinforce the role of the pharmacist as a trusted health advisor.

- ❖ Pharmacists are in a unique position to improve medication safety because:
 - Pharmacists have the time and clinical expertise to make a difference in the way patients manage chronic conditions for which they may be taking multiple medications.
- ❖ Pharmacists are an affordable and accessible health care resource. For many patients, it is probably easier to consult with a pharmacist than with a physician.
- ❖ The community pharmacy often becomes the de facto community health center, with pharmacists acting as the first point of care.
- ❖ Pharmacists already play an active role in coaching patients on potential side effects of their medications and why it is important to take them exactly as prescribed. For patients with chronic conditions, pharmacists have an opportunity to monitor their patients' use of combined medications and pass along information about possible interactions.

However, to increase the effectiveness of these ongoing interactions, pharmacists need a plan for how best to communicate with their patients, because an ad hoc approach does not yield success.

1.3 What is the role of them ?

The clinical role of community pharmacists includes taking medical history; consulting with patients about medication; managing the treatment process and follow up ,The role of pharmacists has changed from preparing and providing drugs include control of drug use, a milestone in services rendered by pharmacists .This patient-oriented concept of pharmaceutical care was first advanced by Hepler and supports the process of optimal therapeutic care is as important as the outcomes in enhancing quality of life for patients. Pharmaceutical care supports the responsible provision of medication treatment for the patients .In this model, community pharmacists assist in the treatment of patients using prescribed drugs and self treatment of patients with over-the-counter (OTC) drugs. American Pharmaceutical Association Board of Trustees states that, “The mission of Pharmacy is to serve society as the profession responsible for the appropriate use of medications, devices and services to achieve optimal therapeutic outcomes.” .Analysis and making up of prescriptions, advising patients about medicine taken on or without a prescription, education and training of patients are described as the topics among clinical scope of community pharmacy services. Communication and consultancy are basic components of clinical pharmacy.

In line with other health care professions, pharmacists have an ethical and professional obligation to develop their practice to improve patient care. The fact that the counseling function is traditional and routine for all community pharmacists does not remove the need to ensure that standards of practice are high and that patients are receiving a good pharmaceutical service.

The main activities of community pharmacists are described below:

1. Processing of prescriptions : The pharmacist verifies the legality, safety and appropriateness of the prescription order, checks the patient medication record before dispensing the prescription (when such records are kept in the pharmacy), ensures that the quantities of medication are dispensed accurately, and decides whether the medication should be handed to the patient, with appropriate counselling, by a pharmacist. In many countries, the community

pharmacist is in a unique position to be fully aware of the patient's past and current drug history and, consequently, can provide essential advice to the prescriber.

2. Care of patients or clinical pharmacy : The pharmacist seeks to collect and integrate information about the patient's drug history, clarify the patient's understanding of the intended dosage regimen and method of administration, and advises the patient of drug-related precautions, and in some countries, monitors and evaluates the therapeutic response.

3. Monitoring of drug utilization : The pharmacist can participate in arrangements for monitoring the utilization of drugs, such as practice research projects, and schemes to analyse prescriptions for the monitoring of adverse drug reactions.

4. Extemporaneous preparation and small-scale manufacture of medicines : Pharmacists everywhere continue to prepare medicines in the pharmacy. This enables them to adapt the formulation of a medicine to the needs of an individual patient. New developments in drugs and delivery systems may well extend the need for individually adapted medicines and thus increase the pharmacist's need to continue with pharmacy formulation. In some countries, developed and developing, pharmacists engage in the small-scale manufacture of medicines, which must accord with good manufacturing and distribution practice guidelines.

5. Traditional and alternative medicines : In some countries, pharmacists supply traditional medicines and dispense homoeopathic prescriptions.

6. Responding to symptoms of minor ailments : The pharmacist receives requests from members of the public for advice on a variety of symptoms and, when indicated, refers the inquiries to a medical practitioner. If the symptoms relate to a self-limiting minor ailment, the pharmacist can supply a non-prescription medicine, with advice to consult a medical practitioner if the symptoms persist for more than a few days. Alternatively, the pharmacist may give advice without supplying medicine.

7. Informing health care professionals and the public : The pharmacist can compile and maintain information on all medicines, and particularly on newly introduced medicines, provide this information as necessary to other health care professionals and to patients, and use it in promoting the rational use of drugs, by providing advice and explanations to physicians and to members of the public.

8. Health promotion : The pharmacist can take part in health promotion campaigns, locally and nationally, on a wide range of health-related topics,

and particularly on drug-related topics (e.g., rational use of drugs, alcohol abuse, tobacco use, discouragement of drug use during pregnancy, organic solvent abuse, poison prevention) or topics concerned with other health problems (diarrheal diseases, tuberculosis, leprosy, HIV-infection/AIDS) and family planning. They may also take part in the education of local community groups in health promotion, and in campaigns on disease prevention, such as the Expanded Programme on Immunization, and malaria and blindness programmes.

9. Domiciliary services : In a number of countries, the pharmacist provides an advisory as well as a supply service to residential homes for the elderly, and other long-term patients. In some countries, policies are being developed under which pharmacists will visit certain categories of house-bound patients to provide the counseling service that the patients would have received had they been able to visit the pharmacy.

Aim of the study

The aim of this survey was to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction. Also to explore the perception of community pharmacists on their current professional role They almost dispense all categories of medicines over-the-counter without the need of prescriptions.

2. Material and method

2.1. Study design

Study was carried out in 100 adult visitor (≥ 18 years of age) to different community pharmacy in Basra city in order to assess pharmacist and pharmacy services being provided and identify opportunities to improve patient satisfaction (Appendix 1). The study was conducted between February 2019 to May 2019. All data are collected by community pharmacy visitor questions.

2.2Subjects

All subjects are 18 years of age or older. enrolled subjects had a visiting community pharmacy in different area in Basra city. All visitor and pharmacy are selected randomly from different area in Basra city including pharmacy near to medical center or not. Exclusion criteria included age less than 18 years, mentally impaired, some non respond subjects, and hospital pharmacy.

2.3 Materials

Demographic information and objective data, were collected from enrolled subjects during their visiting to community pharmacy, then entered into Microsoft Access database and analyzed.

3. Results

3.1 General characterization of survey

Table 1. summarizes demographic characteristics for the study population. During the 4-week study period, 100 respondents answered the survey. Their characteristics are summarized in Table 1. The mean age was 39.5 years with a standard deviation of 19.5 years. A total of 86% participants were in the 20–59 years age group. The majority of the participants (51%) were females, 36.5% had college graduate and 22.9% high school graduate.). Only 29% of the participants had three or more prescriptions during the one month, 27% had two prescriptions, 41% had one prescriptions, and 3% had no prescriptions during the one month. More than (44%) of the patients had part-time jobs, 33.6% not seeking employment (usually females). About 68% indicated they had fair economic status and over 20% had good or very good overall economic status. With regard to patients' health status, about 32% were CVD, 26% had arthritis, muscle or back pain problems, 8% had GIT problem and approximately 8% had Gynecological disease, 7% had diabetic disease .

Table 1. summarizes demographic characteristics for the study population

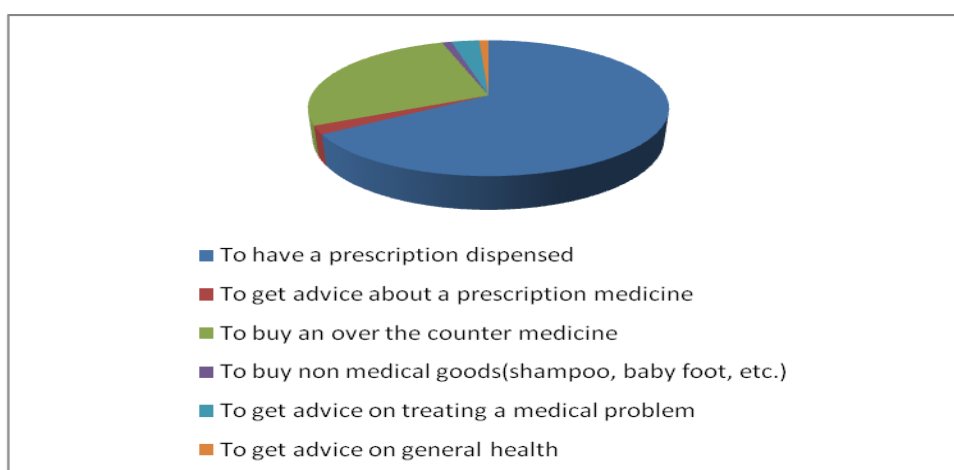
Demographic		%
Gender	Male	49%
	Female	51%
Age	15_19	4%
	20_29	21%
	30_39	27%
	40_49	17%
	50_59	21%
	>=60	10%
Body wt.	40_59	10.5%
	60_79	46%
	80_99	31.5%
	>=100	11.8%
Education level	College graduate	36.5%
	High school graduate	22.9%
	Institution	8.3%
	Post graduate degree	3.1%
	Some high school	8.3%
	Grade school	18.7%
	Illiterate	2%
Work	Full time	9.1%
	Retired	3%
	Not seeking employment	33.6%
	Part-time	9.1%
	unemployed	
Economic status	Very good	3%
	Good	20%
	Fair	68%
	poor	9%
NO. of pharmacy visit per month	0	3%
	1	41%
	2	27%
	3	12%
	4	12%
	more	5%
History of disease	Infections	4%
	CVD	32%
	CNS	3%
	Arthritis, muscle, back pain	26%
	Diabetes	7%
	GIT disease	8%
	kidney disease	3%
	liver disease	1%
	Endocrinology	7%
	Gynecological disease	8%
	Pulmonary disease	4%
	Hypersensitivity	3%
	Hematopoietic disease	3%
	Neoplastic disease	2%

3.2 Patient attendance of community pharmacies

Table 2. Main reasons for visiting a community pharmacy (n =100)

Why you come to this pharmacy today?	Frequency(%)
To have a prescription dispensed	66%
To get advice about a prescription medicine	2%
To buy an over the counter medicine	27%
To buy non medical goods(shampoo, baby foot, etc.)	1%
To get advice on treating a medical problem	3%
To get advice on general health	1%

3.2.1 The main reasons for visiting pharmacy are shown in Table 2. The main stated reasons visiting community pharmacy were to obtain prescription medication (66%) and over-the counter medications (27%). Due To get advice on treating a medical problem (3%) , 2% To get advice about a prescription medicine and only (1%) To buy non medical goods(shampoo, baby foot, etc.) or To get advice on general health.



3.2.2 Number of visits of patients to pharmacy shown in table 3 . The highest number of visits were once a month (55%) , followed by once a year(18%) , never before (16%), once a week (10%), and no response (1%)

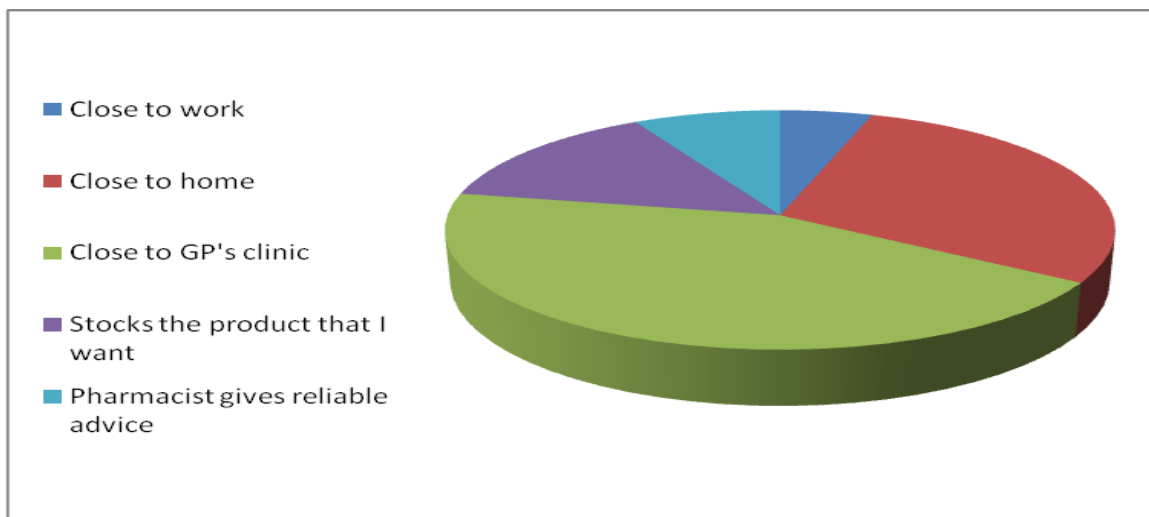
Table 3. Number of pharmacy visit during the year.

Over the last year, how often have your personally been to this pharmacy (including coming here for someone else)?	Frequency(%)
Once a week or more	10%
Once a month or more	55%
Once a year or more	18%
Never before	16%
No response	1%

Table 4. Factors influencing the choice of any particular pharmacy (n =100)

Which of the following are important to you when choosing this pharmacy today ?	Frequency(%)
Close to work	5%
Close to home	29%
Close to GP's clinic	44%
Stocks the product that I want	14%
Pharmacist gives reliable advice	8%

3.2.3 The main factors influencing the choice of any particular pharmacy are in Table 4. The primary factor was the pharmacy close to GP's clinic (44% of respondents) followed by the location close to home (29%), the respond rate about the pharmacy stocks the product that the patient need it (14%), Pharmacist gives reliable advice (8%), and the location is close to work (5%).



3.2.4 Degree of healthiness of patients shown in table 5. 49% of patients consider themselves fairly health , while 26% of them not very health , 23% very healthy , 2% not healthy at all.

Table 5. Healthiness of patients

All things considered, how healthy you are?	Frequency(%)
Very healthy	23%
Fairly healthy	49%
Not very healthy	26%
Not healthy at all	2%

3.2.5 Number of patients having certain type of circumstances shown in table 6. 32% give no response , 28% of them care about someone with long term sickness or disability , 24% have a regular repeat prescription for long term condition ,5% have diabetes ,other 5% were pregnant or a mother of a child under 2 years old , 3% have asthma , other 3% have heart disease.

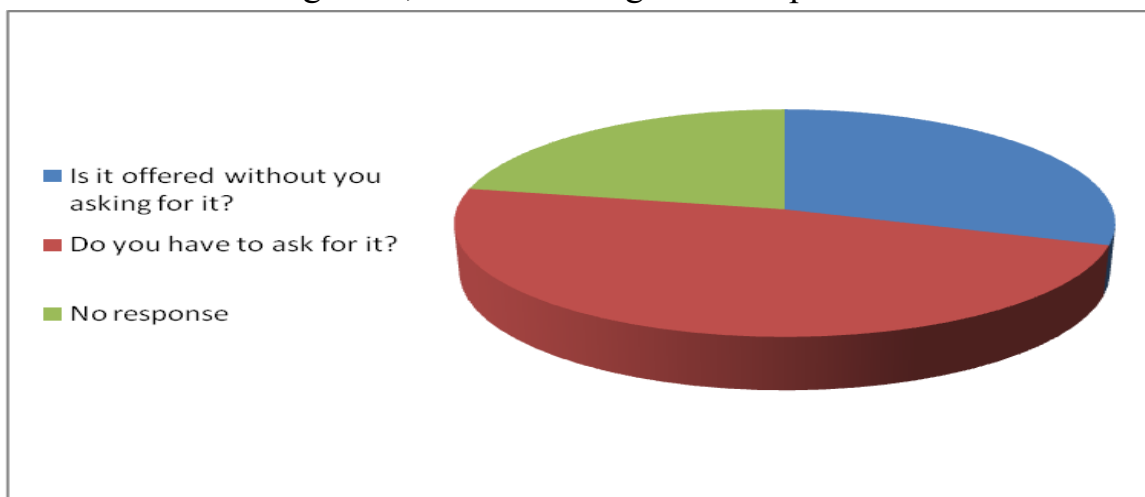
Table 6. Patients having certain conditions

Do you have any of these conditions/circumstances?	Frequency(%)
Asthma	3%
Diabetes	5%
Heart disease	3%
Pregnancy or mother of child under two years	5%
Care for someone who is with a long term sickness or disabled	28%
Have a regular repeat prescription for a long term condition	24%
No response	32%

Table7. Pharmacist advice

When you receive advice from this pharmacy?	Frequency(%)
Is it offered without you asking for it?	30%
Do you have to ask for it?	48%
No response	22%

3.2.6 For the advice given by pharmacist , as shown in table 7 . 48% of patient said that they have to ask to get an advice , 30% of them was given the advice without asking for it, 22% of them give no response .



3.2.7 Number of patients who have asked for an advice in the pharmacy shown in table 8 . 57% of them didn't ask before , 37% ask for an advice , 6% of them give no response.

Table8. Asking for advice from the pharmacist

Have you ever asked the usual pharmacist in this pharmacy for advice about general health issues, such as, why of keeping healthy?	Frequency(%)
Yes	37%
No	57%
No response	6%

3.2.8 The usefulness of advice for patients who asked for it shown in table 9 . 47% of them give no response , 37% of them consider it quite useful ,14% said it was very useful , 1% said it's not very useful , 1% consider it not useful at all.

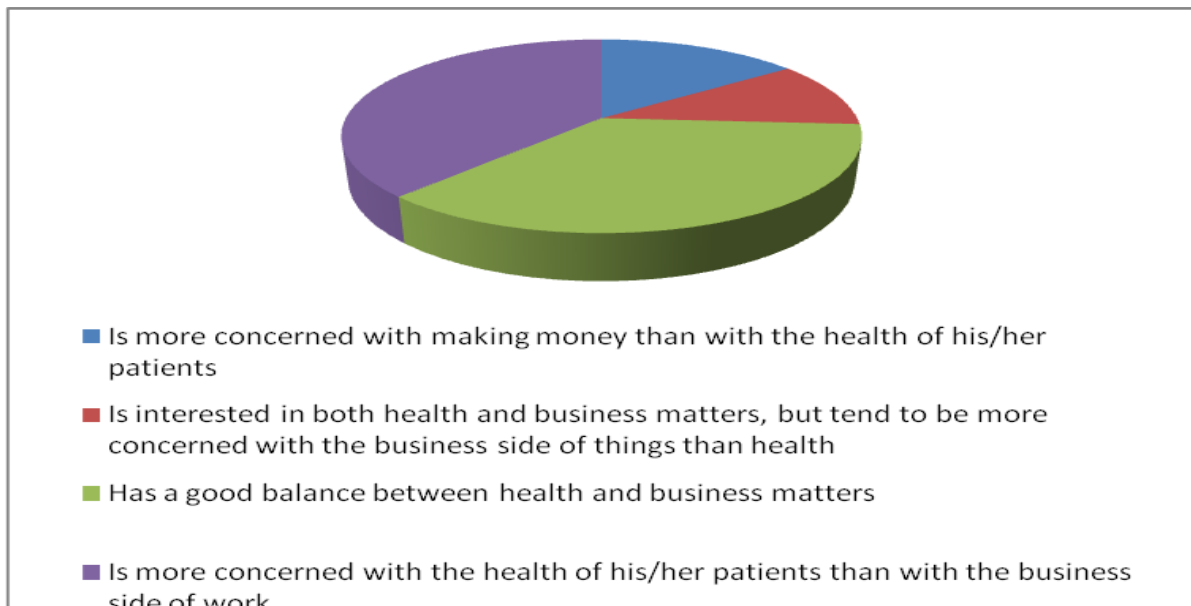
Table 9: Usefulness of advice given by pharmacist

How useful was the advice?	Frequency(%)
Very useful	14%
Not very useful	1%
Quite useful	37%
Not useful at all	1%
No response	47%

Table 10: Opinion of patient in the pharmacist

think this pharmacist...	Frequency(%)
Is more concerned with making money than with the health of his/her patients	15%
Is interested in both health and business matters, but tend to be more concerned with the business side of things than health	11%
Has a good balance between health and business matters	36%
Is more concerned with the health of his/her patients than with the business side of work	38%

3.2.9 The opinion of patients in pharmacist shown in table 10 . 38% of them said that the pharmacist is more concerned with health of his patients than with business side of work , 36% consider the pharmacist have good balance between health and business , 15% said he more concern with making money than with the health of his patients , 11% said he have interest in both but tend to be more concern with business side of things than health.



3.2.10 The patients feeling about asking the pharmacist about something shown in table 11 . 77% of them feels ease about asking the pharmacist for an advice , 18% feel awkward, 3% not given response , 1% said it more easy to ask another person , 1% feel awkward and would not ask at all.

Table11. The patients feeling about asking the pharmacist something

When in this pharmacy	Frequency(%)
Do you feel totally at ease about asking the pharmacist for advice and so will ask if you need to	77%
Do you feel awkward about asking the pharmacist for advice	18%
Do you feel more at ease asking the advice from other	1%
Do you feel awkward and would not ask for advice at all in this pharmacy	1%
No response	3%

3.2.11 The most convenient place to get advice on staying healthy by patients opinion shown in table 12. 60% of them said GP , 33% said pharmacy is the convenient place , 3% said it media , 2% said friend , 1% said family , 1% give no response.

Table 12. The most convenient place to get advice

Where would you say is the most convenient place for you to get advice on staying healthy?	Frequency(%)
Library	0%
Pharmacy	33%
Friend	2%
Media	3%
Supermarket	0%
GP	60%
Family	1%
Neighbors	0%
No response	1%

3.2.12 The place where the best advice get by patients opinion shown in table 13. 65% of them choose GP , 29% choose pharmacy , 4% media , 2% friends .

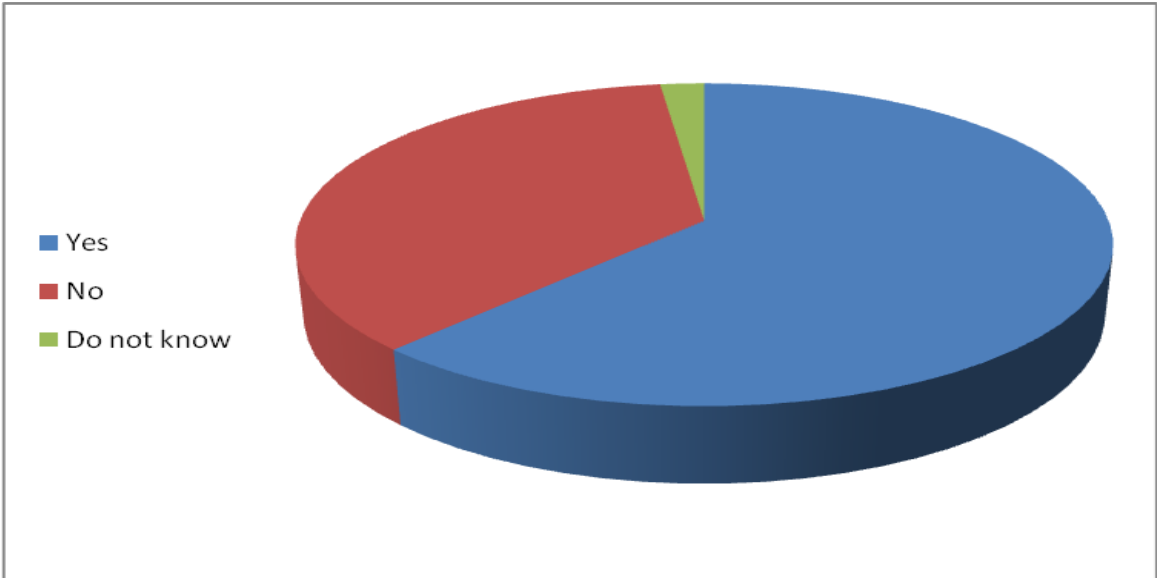
Table 13. The place where the best advice given

In your opinion where do you get the best advice?	Frequency(%)
Library	0%
Pharmacy	29%
Friend	2%
Media	4%
Supermarket	0%
GP	65%
Family	0%
Neighbors	0%

Table 14. Patients opinion about pharmacist job

Do you think that is it the usual job of the pharmacist in pharmacy to give advice about general health issues, such as, ways of keeping healthy?	Frequency(%)
Yes	62%
No	36%
Do not know	2%

3.2.13 The patients opinion about pharmacists job in producing advice about general health shown in table 14 . 62% of them consider that its job to give advice , 36% of them consider that it's not his job , 2% don't know.



4. Discussion:

In this study his efforts were to evaluate the pharmacist's role in the Community Pharmacy

The study was conducted during February 2019. The survey included more than 20 pharmacies and 100 patients were chosen randomly in different areas of the city of Basra.

The pharmacies included in the survey were varied among pharmacies close to medical clinics and far away depend on the work on the disbursement of medicines , as well as the diversity of the ages of patients , the study also included the two genders at very close rates and differed in the level of education, but it was based on intellectuals ones in high percent of them .

In addition to the difference in physical condition, the study included people with a very good economic condition and others with limited income to know their satisfaction about the services provided by the pharmacy commensurate with their economic state . The majority of those included in the study were the people with the middle income .

The medical history of patients coming to pharmacies varied between chronic diseases and other modern. It has been noted that elderly people are the most frequent in visiting pharmacy since most of them have chronic diseases and they knew the role of pharmacist and have gained experience in how to deal the pharmacies with them .

According to the results obtained through the opinions of the people coming to the pharmacies, the number of visitors to the pharmacy for dispensing a prescription exceeded 60%, a very high percentage compare with the percentage that follow it (exceed on double.) , may be due to most of the pharmacies are scattered in near areas to the medical clinics, while others are intensely concentrated in areas with geographically rich of medical care. They contain a significant number of medical clinics, in addition to being close to markets, Popular public roads, making it easier on the patients to access to it . most people with chronic diseases, keep medical prescription to use it every time when they visit the pharmacy.

The percentage of people coming to pharmacy to buy a medical material represents 27%, and through the talking with them, it was found that some of them had decide already about the product that he would like to buy and others want to consult the pharmacist to obtain the medical product commensurate with his medical condition and a very small percentage does not exceed 7% distributed between coming for advice about a health problem which is the main reason to visit the pharmacy, or buy a non-medical product

or get advice on prescription, and from this percentage we conclude that the first visit to the doctor or pharmacist is enough for the patient to get the information's he needs.

As for the number of visits to certain pharmacy throughout the year, the survey showed that more than half of the patients (55%) come once a month or more during the year and the reasons vary for their visit to the pharmacy between obtaining a medical product belonging to them or to another member of the family or medical advice or obtain nonmedical product. There are 18% of those who visit the pharmacy once or more during the year, most of them visit the pharmacy when they visit the specialist doctor only, and may increase their visits compared to this number but within other pharmacies . 10% of the patients were visiting the pharmacy once a week or more and the near of the pharmacy to their homes had helped them. the reasons for their visit to the pharmacy vary between medical condition and medical advice or buy a medical product for a family member .

When taking into account the importance of the pharmacy site, it was found that 44% of the patients prefer a pharmacy that is close to the general practitioner's clinic as it provides all the medicines in the doctor's prescription and easy to return to him for advice on how to use the treatment and the period specified for that . 29% Prefer the pharmacy that is near to the home especially those with chronic diseases where they are frequently visit the pharmacy to spend a fixed prescription for a long time. The proportion of those who prefer the pharmacy because they provide the product they want 14% , and 8% the important thing for them is that they trust in the advice of pharmacist in the pharmacy.

As for the patient's health, from his personal point of view, the survey showed that 49% of the arrivals to the pharmacies assess their health as good enough, despite the fact that they are not free of diseases as considering that it's not chronic diseases and do not limit their daily activity or work with the good control of the disease and adherence to medication. And 23% of the people assess their health as very good, It is very close to those who attribute their coming to the pharmacy as they take care of someone. Others were 26%, their assessment of their health was not very good which in turn its a percent close to the one of those with chronic diseases and a small proportion of 2% assess their health as not good at all, but some of those people their condition was not worse than those before them but they are obsessed with health.

survey show that 28% of those who were coming to the pharmacy are healthy people, but they take care of someone who has long-term illness or is unable to move, and percent 24% have prescriptions that dispensed frequently or have chronic diseases, which is very close to people who have assessed their health as not good and for those who visit the pharmacy to buy over-the-counter medicines, as well as its close to the proportion of people visiting nearby pharmacies, 30% of incoming to the pharmacists showed no response, from these patients percent who came to buy non-medical items or get advice, and most of them are those who want to buy a medical product but without a prescription, usually this product is for another person of the family

When taking the advice given by the pharmacy, survey shows that 30% of the patients receive advice without asking for it in the pharmacy, which is very close to the percentage of pharmacies that the patients visit since they are close to the home , which are usually concentrate their work on the dispensing of OTC medicines. It is imperative for the pharmacist to direct the patient about the medications he is taking because the patient does not have a second referral to guide him and 48% said they do not receive the advice without asking, which is close to the percent of the pharmacies visited by patients as it close to the general practitioner's clinic as most patients prefer, in addition for knowing that the patient will return to his doctor to direct him, so he does not worry about the false use of medication, in addition to the numerical momentum that usually is in these pharmacies, which does not give the pharmacist sufficient time to direct the patient. About 22% of the people who arrived at the pharmacy did not show a response some of them said that he did not have a condition requiring advice or that the product he bought was not medical or that he did not need the advice because he had received prior advice from his GP or the medicine prescribed to him frequently .

As for the patient's question about public health, 57% of the visitors to the pharmacy did not ask the pharmacist about public health, which is very close to those who consider the doctor as the best person to ask for an advice. 37% asked the pharmacist about public health, and it's a close percent to the patients who trust in the pharmacist's advice and usually who want to buy OTC drugs.

38% of the visitors to the pharmacy gave their opinion about the pharmacist that his more concerned with the health of his/her patients than with the business side of work, and this answer was obtained from people who receive advice from the pharmacist without asking him , people who trust in

the opinion of the pharmacist and people who visit the pharmacies that's nearby their homes . 36% believe that the pharmacist has a good balance between health and business. 15% think that his more concerned with making money than with the health of his/her, these people were the ones who visited the crowded pharmacies, which usually belong to a medical congregation that has a group of doctors, so they didn't had the chance to ask the pharmacist about something, and according to what's observed that these pharmacies sell the medications with a higher prices compared to other pharmacies . 11% believed that the pharmacist Is interested in both health and business matters, but tend to be more concerned with the business side of things than health and these people passed cases similar to the survey that precede it but they gave their opinion without extremism or anger at the pharmacist.

77% of those who come to the pharmacy feel very comfortable when they ask for an advice from the pharmacist. The majority of them think that it is his job to give advice, in addition to those who visit the pharmacy for medical advice in particular, and others confirm that there is nothing wrong with asking for advice as long as it's for their health. 18% feel embarrassed about asking for advice, but that does not prevent them from asking, and when asked about the reasons for embarrassment, including that the pharmacy is crowded, do not get enough privacy for the question and the other part of the answers were obtained from women because the pharmacy does not contain a female pharmacist, so they embarrass asking about special things. 3% did not respond to our question as their answer was varied according to the case. One person was more comfortable when asking for advice from another person and it turns out that the other person was the GP. 1% is very embarrassed and never asked in the pharmacy where he is shy in nature.

From the point of view of the patient in terms of the most appropriate place to ask for advice on staying healthy, 60% believe that it's the doctor, because their confidence in the doctor exceed the difficulties they encounter in their visit to him and 33% chose pharmacy, because of the easy access to the pharmacist and get advice in addition to their confidence in the pharmacist and a proportion of them cannot go to the doctor because of the poor economic situation. 3% of them choose media, as it consider to be an open book for everything in their mind, doesn't require trouble to get advice, 2% friend and 1% family. When comparing these results with his opinion on the best advice,

65% chose the doctor and 29% pharmacist Where patients are frequently visit the pharmacy to get advices ,are the ones who think that the best advice is from the pharmacist and 4% media advice while family 0% , 5% have changed their minds in terms of choices the place best suited to them and chose the doctor as the person who gives them the best advice.

62% of those who come to the pharmacy think that giving advice on public health issues is one of the pharmacists' jobs. They explain that saying the pharmacist is an educated person who has extensive information about medicines and their relationship to diseases. 32% do not think this is a pharmacist's job. They are not very familiar with the profession of pharmacy and what the pharmacist can provide from information and they consider that his duty is to dispense treatment only and can give advice if he asked to do so.

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(Appendix I)

استمارة استبيان المريض

Serial NO. :

Name:

Sex:

Age:

BW:

Tel. NO.:

Education level:

Work:

Economic status:

History of disease (type and duration):Current medication (dose and frequency):NO. of pharmacy visit per month:**Questionnaire for assessment the role of pharmacist in community healthcare services****Q1\Why you come to this pharmacy today?**

To have a prescription dispensed	
To get advice about a prescription medicine	
To buy an over the counter medicine	
To buy non medical goods(shampoo, baby foot, etc.)	
To get advice on treating a medical problem	
To get advice on general health	

Q2\Over the last year, how often have your personally been to this pharmacy (including coming here for someone else)?

Once a week or more	
Once a month or more	
Once a year or more	
Never before	
No response	

Q3\Which of the following are important to you when choosing this pharmacy today ?

Close to work	
Close to home	
Close to GP's clinic	
Stocks the product that I want	
Pharmacist gives reliable advice	

Q4\All things considered, how healthy you are?

Very healthy	
Fairly healthy	
Not very healthy	
Not healthy at all	

Q5\Do you have any of these conditions/circumstances?

Asthma	
Diabetes	
Heart disease	
Pregnancy or mother of child under two years	
Care for someone who is with a long term sickness or disabled	
Have a regular repeat prescription for a long term condition	
No response	

Q6\When you receive advice from this pharmacy?

Is it offered without you asking for it?	
Do you have to ask for it?	
No response	

Q7\Have you ever asked the usual pharmacist in this pharmacy for advice about general health issues, such as, why of keeping healthy?

Yes	
No	
No response	

Q8\How useful was the advice?

Very useful	
Not very useful	
Quite useful	
Not useful at all	
No response	

Q9\I think this pharmacist...

Is more concerned with making money than with the health of his/her patients	
Is interested in both health and business matters, but tend to be more concerned with the business side of things than health	
Has a good balance between health and business matters	
Is more concerned with the health of his/her patients than with the business side of work	

Q10\When in this pharmacy?

Do you feel totally at ease about asking the pharmacist for advice and so will ask if you need to	
Do you feel awkward about asking the pharmacist for advice	
Do you feel more at ease asking the advice from other	
Do you feel awkward and would not ask for advice at all in this pharmacy	
No response	

Q11\Where would you say is the most convenient place for you to get advice on staying healthy?

Library	
Pharmacy	
Friend	
Media	
Supermarket	
GP	
Family	
Neighbors	
No response	

Q12\In your opinion where do you get the best advice?

Library	
Pharmacy	
Friend	
Media	
Supermarket	
GP	
Family	
Neighbors	

Q13\Do you think that is it the usual job of the pharmacist in this pharmacy to give advice about general health issues, such as, ways of keeping healthy?

Yes	
No	
Do not know	