

INFLUENCE OF INCOME AND NATIONALITY ON PARENTAL SATISFACTION WITH PHARMACEUTICAL SERVICES IN PAEDIATRIC HOSPITAL PHARMACIES



K. NIKOU¹, N. KOURI², C. GEORGI³, O. GOUNA⁴

¹ Children's Hospital "Agia Sofia", Pharmacy Department, ATHENS, GREECE.

² Children's Hospital "Panagiotis & Aglaia Kyriakou", Pharmacy Department, ATHENS, GREECE.

³ University of Piraeus, Department of Economics, PIRAEUS, GREECE.

⁴ International Hellenic University, Department of Organisation Management, Marketing and Tourism, THESSALONIKI, GREECE.

Background

Parental satisfaction with pharmaceutical services in paediatric hospitals is an important **quality indicator**, reflecting communication effectiveness, accessibility, and safety in medicine use.

Demographic variables, particularly parental **nationality** and **socioeconomic status**, may shape satisfaction.

Understanding these influences is crucial for designing equitable, **patient-centered pharmacy services** that address diverse populations in increasingly multicultural healthcare systems.

Aim and objectives

To evaluate **parental satisfaction with hospital pharmacy services** and determine whether **nationality** and **income status** significantly influence:

- Communication quality
- Clarity of medication instructions
- Professionalism
- Accessibility
- Waiting times
- Overall satisfaction

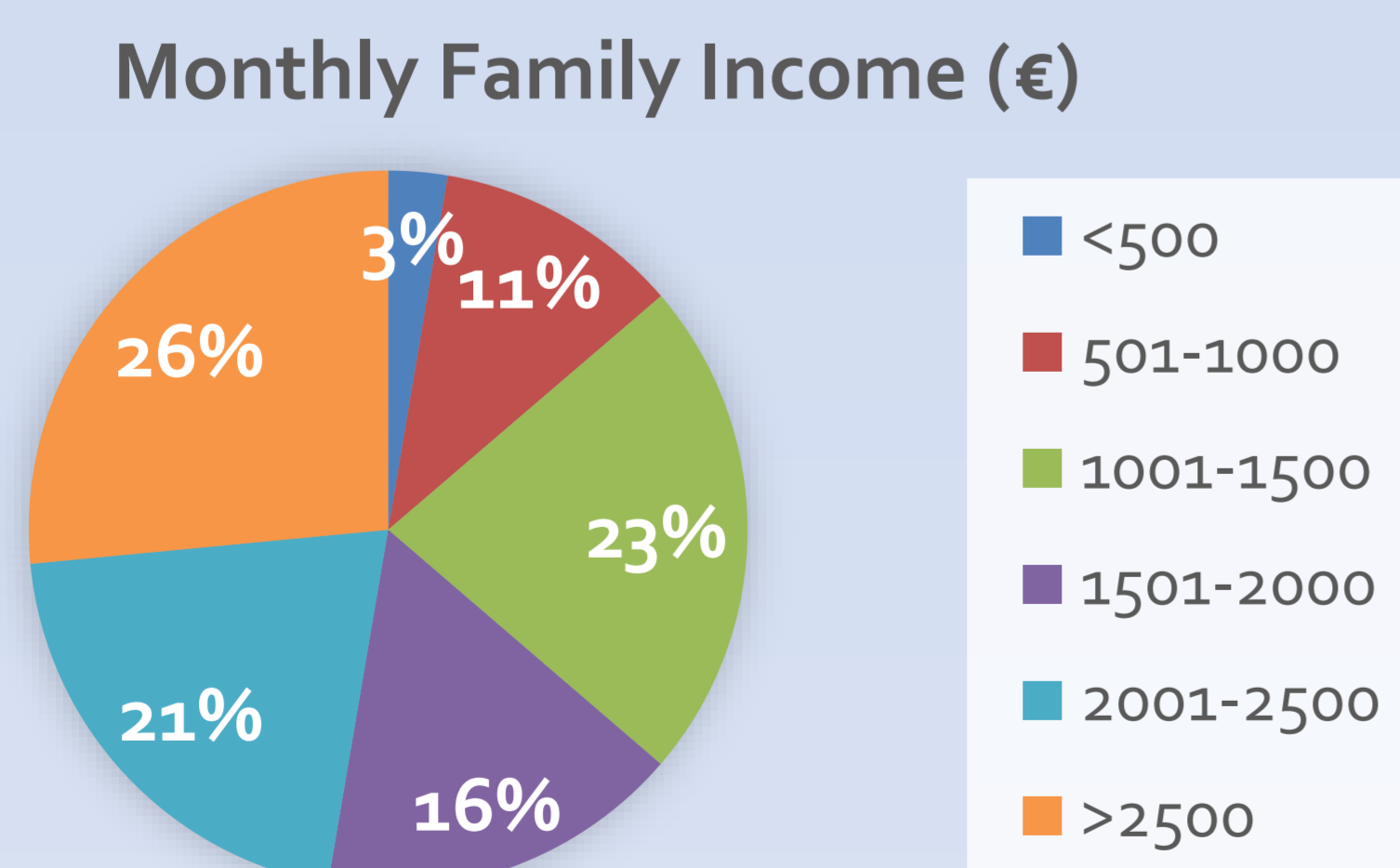
Materials and Methods

- **Study design:** Cross-sectional quantitative survey
- **Instrument:** Adapted Pharmacy Services Patient Satisfaction Questionnaire (*PSPSQ 2.0*)
- **Population:** Parents of paediatric patients
- **Duration:** 3 months
- **Sample size:** n = 233
- **Response scale:** 5-point Likert scale ("Strongly disagree" → "Strongly agree")
- **Statistical analysis:** SPSS software
- **Variables analyzed:**
 - ❖ Parental nationality
 - ❖ Income level
 - ❖ Satisfaction domain scores

Results

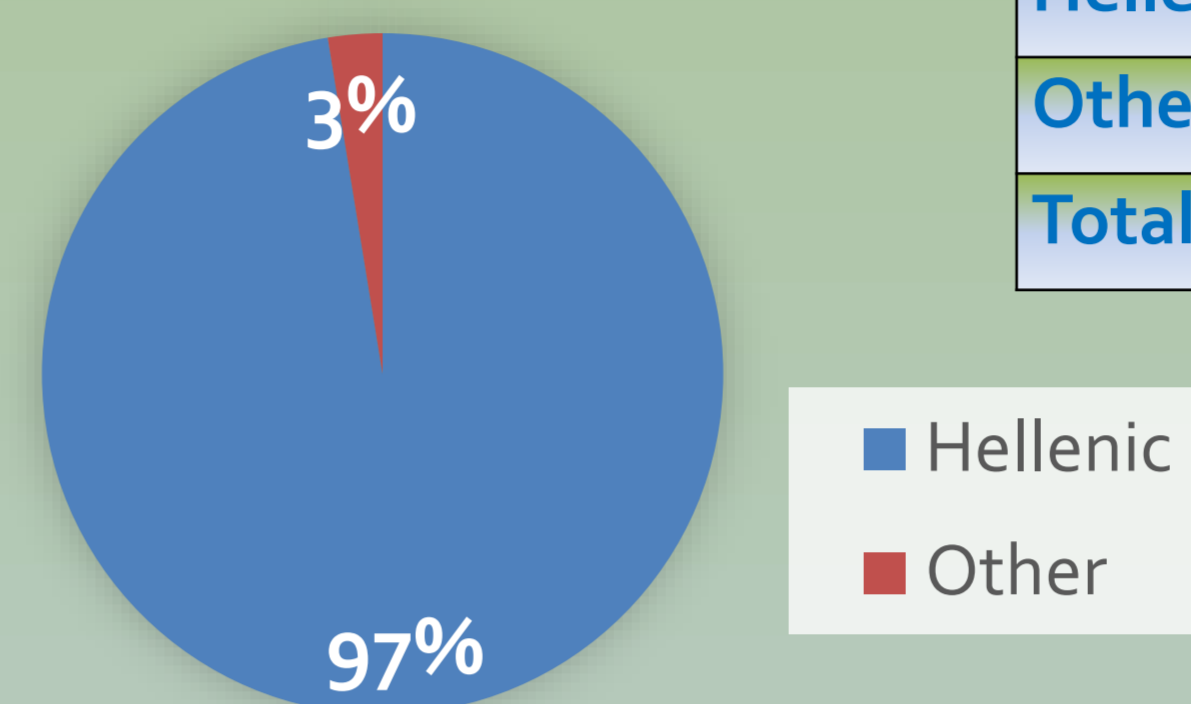
Overall Findings

- ❑ **Statistically significant** differences in satisfaction based on **nationality** and **income level**



| Monthly Family Income (€) | Frequency | Percent | Valid Percent |
|---------------------------|-----------|---------|---------------|
| <500 | 6 | 2,6 | 2,7 |
| 501-1000 | 25 | 10,7 | 11,1 |
| 1001-1500 | 51 | 21,9 | 22,6 |
| 1501-2000 | 37 | 15,9 | 16,4 |
| 2001-2500 | 47 | 20,2 | 20,8 |
| >2500 | 60 | 25,7 | 26,5 |
| Total | 226 | 97,0 | 100,0 |
| Empty | 7 | 3,0 | |
| | 233 | 100,0 | |

Nationality



| Nationality | Frequency | Percent | Valid Percent |
|-------------|-----------|---------|---------------|
| Hellenic | 227 | 97,4 | 97,4 |
| Other | 6 | 2,6 | 2,6 |
| Total | 233 | 100,0 | 100,0 |

Income-Related Differences

➤ Lower-income parents:

- Higher appreciation of pharmacist communication
- Greater satisfaction with clarity of verbal instructions
- More concerns about waiting times and medicine availability

➤ Higher-income parents:

- Dissatisfaction with physical organization of pharmacies
- More critical of longer waiting times
- Higher expectations of service efficiency

Nationality-Related Differences

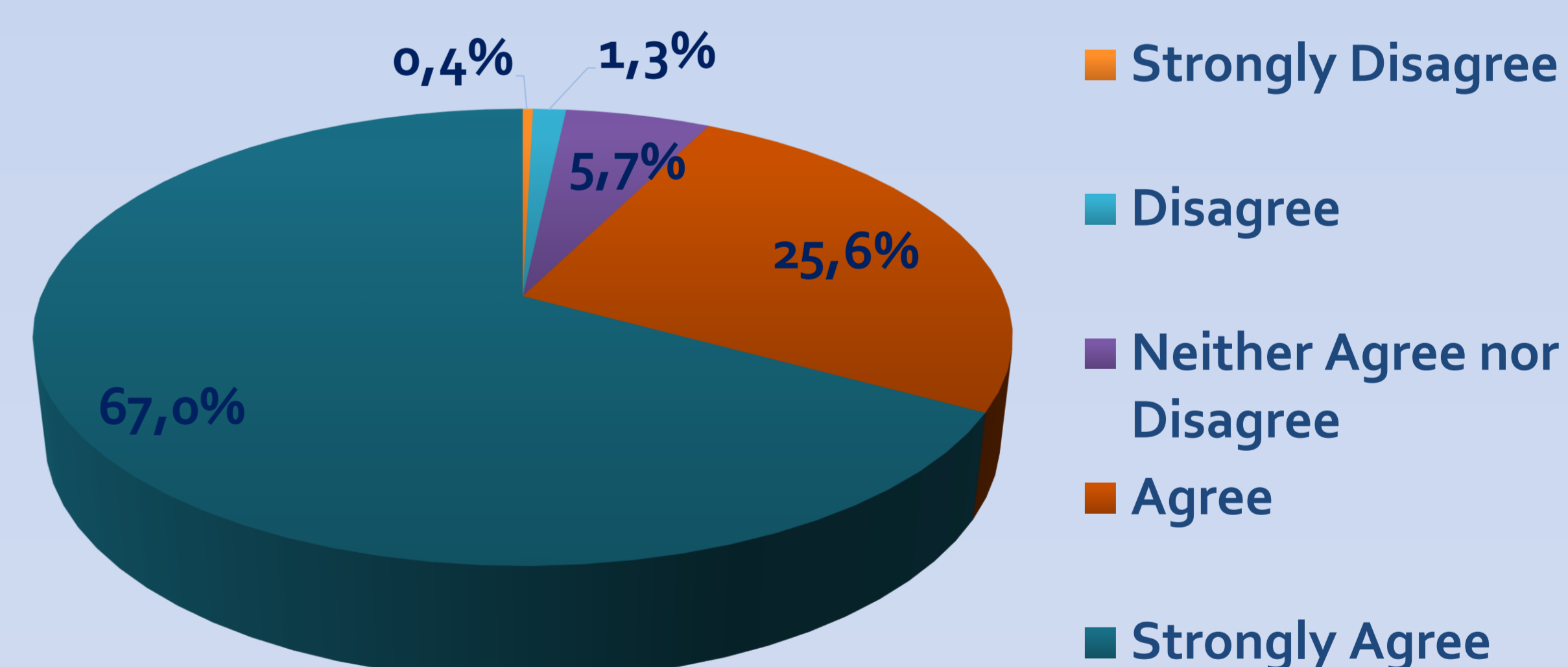
➤ Non-native parents:

- Reported communication barriers
- Lower overall satisfaction
- Greater difficulty understanding medication instructions

➤ Native parents:

- Higher overall satisfaction scores

Overall satisfaction with the pharmacy



Conclusion and relevance

- ✓ **Income status** and **nationality** significantly influence parental satisfaction.
- ✓ **Clear communication** and **shorter waiting times** are key drivers of satisfaction.
- ✓ Service **expectations** differ across demographic groups.

To promote equity and improve service quality:

- ✓ Enhance language support for non-native parents
- ✓ Improve workflow efficiency and reduce waiting times
- ✓ Address disparities in medicine availability
- ✓ Implement demographic-sensitive pharmacy service design

These strategies may strengthen:

- Treatment **adherence**
- Parental **trust**
- Healthcare **equity** in paediatric populations

Correspondence

Konstantina Nikou, PharmD, MSc, PhD, Children's Hospital "Agia Sofia", Pharmacy Department
e-mail: dinanikou@gmail.com

