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## BACKGROUND

- Patient satisfaction reflects the quality of service provided by healthcare professionals.
- In our Outpatient Unit(OU)important changes have been implemented:change of location,development of a Programme of Scheduled Appointments(PSA) and extension of opening hours.

## PURPOSE

After the implementation of the changes:

- To assess the degree of satisfaction of outpatients.
- To collect all comments/suggestions in order to identify areas we could improve

## MATERIALS AND METHODS

- Non-experimental,cross-sectional study over six months duration (1stMarch-1stSeptember) on all patients who attended our OU
- Patients filled two types of questionnaires(all anonymous and voluntary).
- All the questions had 5 possible answers, arranged in an ordinal Likert-type scale(1:In disagreement-5:In fully agreement)and a section for comments/suggestions.
  1. Overall satisfaction was assessed with a previous validated questionnaire,including three sections(patient satisfaction,pharmaceutical care and surroundings)
  2. The patient's opinion about the changes. was assessed with a satisfaction survey designed by us including three direct questions .

## RESULTS

A total of 432 patients filled the questionnaires(response rate of 99%).5% with no education,43% with basic education,52% with college education.

SATISFACTION	Nursing-Assessment	Pharmacist- assesment	Global satisfaction	Resolution of patient needs
average scores(1-5)	4.63+/-0.56	4.59+/-0.62	4.56+/-0.41	4.57+/-0.55
PHARMACEUTICAL CARE	Disposition to answering your questions	Treatment information	Consultation privacy	Personal dedication
average scores(1-5)	4.58+/-0.56	4.35+/-0.74	4.29+/-0.53	4.0.2+/-0.57
SURROUNDINGS	Schedule	Location	Signage	Waiting-time
average scores(1-5)	3.96+/-0.72	4.06+/-0.91	2+/-0.86	3.95+/-1.04

- Direct questions about the changes, revealed that the worst valued was the new location(3,2+/-0.55), the best was the extension of opening hours (4,8+/-0.22).
- The most frequent suggestion was to open the OU in the afternoon(22%).

## CONCLUSIONS

- Overall,a high degree of satisfaction was detected.
- We have detected significant improvement opportunities ,some of which could be implemented in the short term as the signalling of the consultation .Others,will be treated in the long term as the demand for continued care in the afternoon.