



## STUDY OF PATIENT SATISFACTION IN A PHARMACY UNIT FOR CLINICAL TRIALS

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### Aim and objectives

To study the perception of patients regarding the service received by the Clinical Trials Pharmacy Unit



### Material and methods

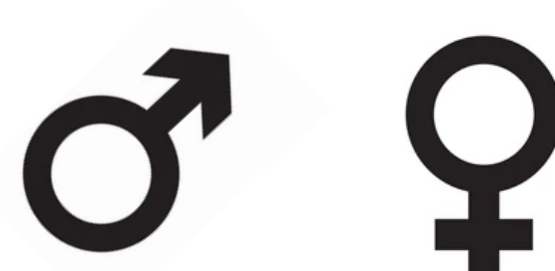
- Type of study: descriptive and prospective
- Participants: patients with medication dispensed in Clinical Trials Pharmacy Unit
- Center: Hospital Universitari i Politècnic La Fe (Valencia, Spain)
- Data collection period: January – April 2024
- Material: virtual survey with 10 closed questions (scale of 1-5 and multi-choice) in Google® forms
- Variables: satisfaction according to space, organization, dispensing process and treatment
- Results expression: average score and percentage of patients who highlight the attention



### Results



n = 30

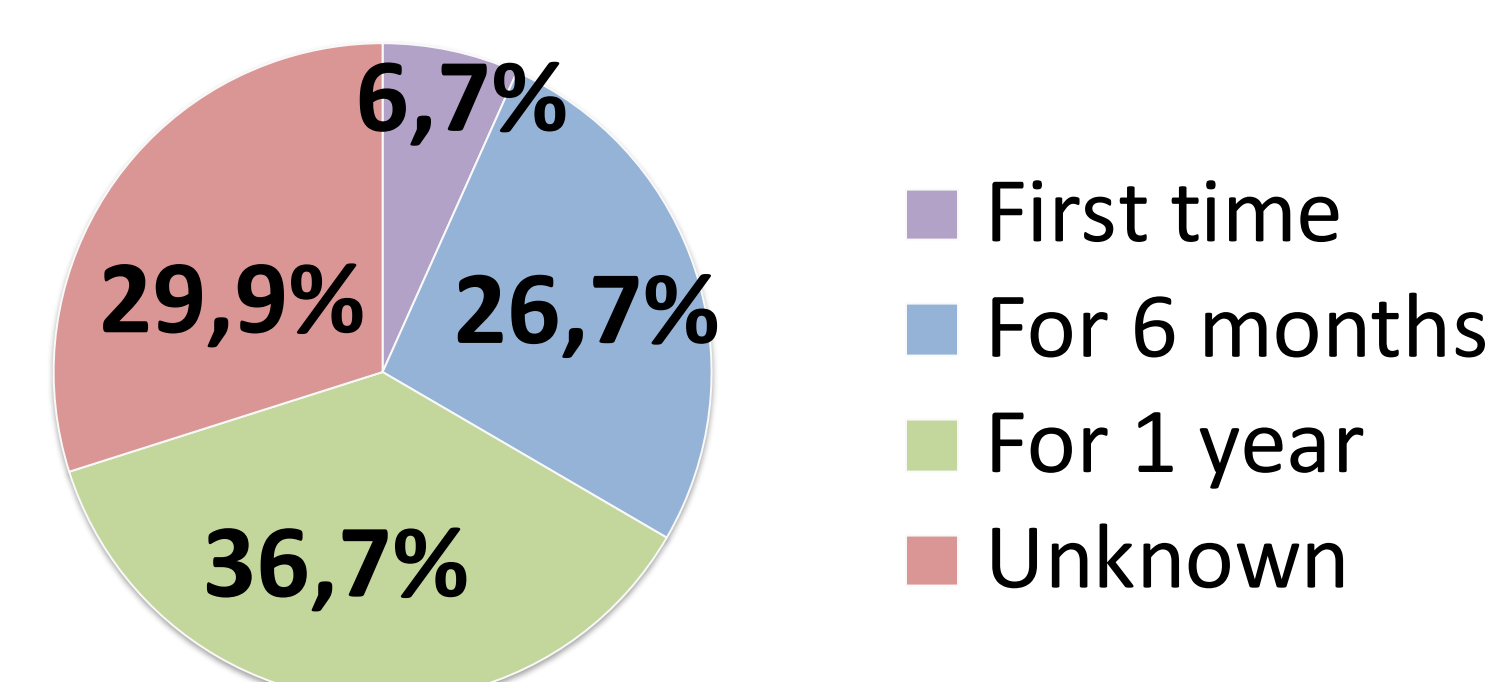


63.3% vs 36.7%

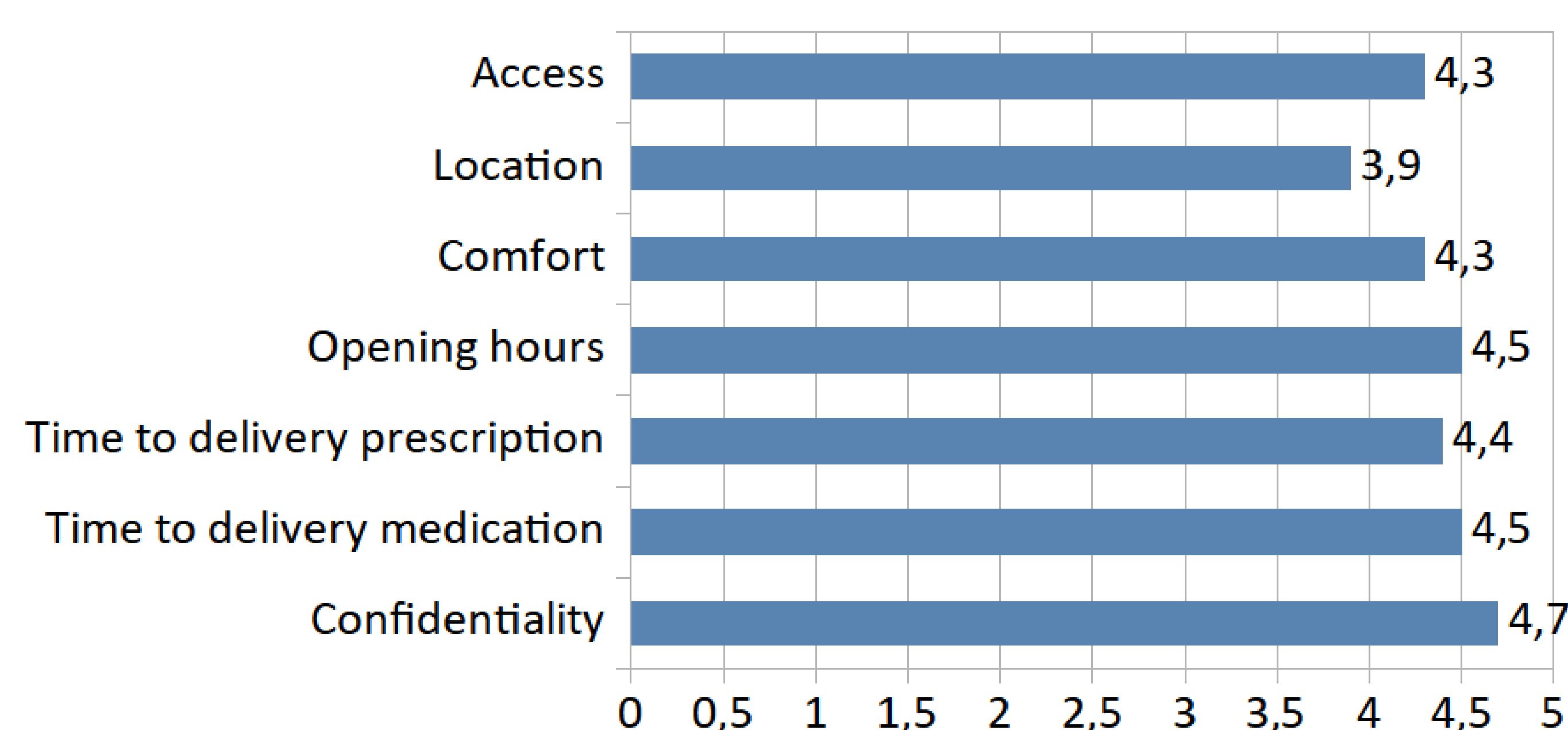


Median 65 years  
[28 – 79 years]

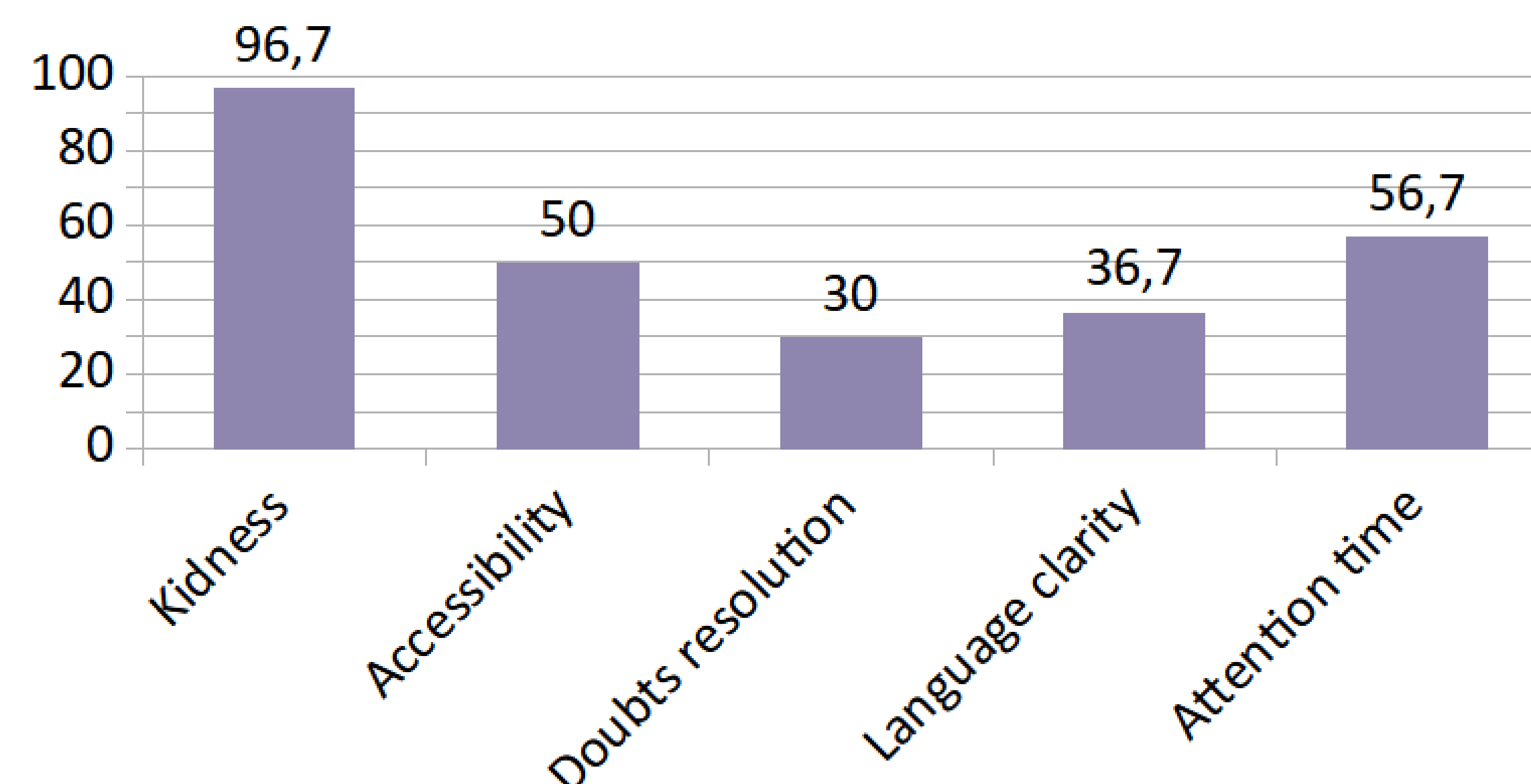
#### Patients follow-up



#### Space, organization and dispensing process



#### What do patients highlight?



### Conclusion and relevance

- ✓ The survey results showed high satisfaction among patients treated, which is important for achieving adequate health outcomes
- ✓ Work must continue to achieve excellence in pharmaceutical care

