

# The Medicines Use Review: patient satisfaction survey

In collaboration with the East of England Respiratory Clinical Network, and the Day Lewis Pharmacy group

## About the research

The Medicines Use Review (MUR) is a community pharmacy service funded by the NHS to improve patients' adherence to medication and/or reduce medicines waste. However, patients' satisfaction with MURs was until now untested.

What are the pharmacist behaviours that patients value during MURs? What other elements of the MUR do patients like and what impression does the service leave on them? How satisfied are patients with MURs? These questions formed the basis of a 9-month research project conducted by researchers at the University of Reading in collaboration with the East of England Respiratory Clinical Network as well as the Day Lewis Pharmacy group.

Using an existing framework of MUR patient satisfaction, a questionnaire development phase followed by a pilot phase leading to the main data collection phase involving 105 pharmacies nationwide and 490 completed questionnaires, this project explored patient satisfaction with pharmacist-delivered MURs during June – August 2016. It asked: are patients satisfied with their experience of MURs?

The research ascertained a very high degree of patient satisfaction with MURs: 97% agreed or strongly agreed they were satisfied with the MUR service they had received. There was 94%-98% agreement with other satisfaction-related questions. Interestingly, only 65% of people had wanted to have an MUR at the outset yet nine out of ten people would use the service again and recommend it to others.

**Dr Parastou Donyai:** [p.donyai@reading.ac.uk](mailto:p.donyai@reading.ac.uk)

**Ali Hindi**

**Dr Nilesh Patel**

**Division of Pharmacy Practice  
Reading School of Pharmacy**

## IMPLICATIONS:

### Asserting the value of MURs:

Professional, representative and trade associations for pharmacy should use the results of this study to demonstrate the patient-held value of MURs to policy makers and defend the importance of the service within a patient-centred paradigm of care.

### Recruitment of patients for MUR

**consultations:** The high level of patient satisfaction with MURs should be highlighted to patients at the point of recruitment to the service where there is reluctance to take part.

### Auditing MURs locally and

**nationally:** The MUR patient satisfaction questionnaire developed and validated in this study provides a valid and reliable tool for pharmacies to audit their MUR services.

### Assessing other pharmacy services:

The MUR patient satisfaction questionnaire can be modified to measure satisfaction with other pharmacy services such as the New Medicines Service.

### Conducting real-world research:

We welcome discussions about the findings and future work.

## Key Details:

- To our knowledge, this is the first quantitative, nationwide study of patient satisfaction with the MUR service conducted in the UK, albeit within one pharmacy chain. Patient satisfaction is particularly important because satisfaction is a key determinant of adherence to healthcare advice. Logically then, if patients are satisfied with the MUR then the service has the potential to positively influence medication adherence, meeting its intended aims.
- We developed a questionnaire for patient self-completion using a published framework of MUR patient satisfaction<sup>1</sup>.
- We validated the questions with a panel of 12 academic patient-facing pharmacists and piloted the questionnaire with 30 patients through three community pharmacies and the East of England Respiratory Clinical Network<sup>2</sup>.
- The validated MUR Patient Satisfaction Questionnaire (MUR-PSQ v2) contained 12 questions with five response options each from Strongly Agree to Agree, Neither agree/disagree, Disagree, and Strongly Disagree. The questionnaire also contained a box for additional comments.
- We partnered up with the Day Lewis Pharmacy chain whose pharmacists handed out the MUR-PSQ v2 to patients following an MUR consultation during June – August 2016.
- At least 105 pharmacies took part in the exercise as evidenced by the return of one or more questionnaires from each pharmacy; the median number of questionnaires returned from 105 pharmacies was three.
- As well as examining the responses to explore the validity and reliability of the questionnaire, we determined the number (and overall percentage) of people who either strongly agreed or agreed with each question.
- A total of 490 questionnaires were completed and returned by 14 Sept 2016.
- Exploratory factor analysis revealed the questionnaire to be valid and reliable.
- The results of the survey demonstrate a high degree of patient satisfaction with the delivery of the MUR service as well as a high degree of satisfaction with its impact. This was despite some people's lack of knowledge about the service beforehand and some reluctance to take part, signifying an ultimately valuable service.
- A total of 474 people (97%) agreed or strongly agreed they were satisfied with the MUR service they had received.
- Agreement was highest in relation to satisfaction with the time spent by the pharmacist listening (98%) and the pharmacist's personal approach towards the patient (99%).
- There was also high satisfaction with explanations of the aims of the service (96%), the comfort and privacy of the consultation room (96%), the opportunity to raise questions or concerns (97%) and have these answered (94%), and generally the pharmacists' advice and recommendations (96%).
- Eight out of ten patients agreed they felt more confident about their condition following the MUR.
- Interestingly, only 320 people (65%) had wanted to have an MUR at the outset. Despite this, nine out of ten people would use the service again and the same number would recommend it to others.
- The handwritten comments made by people related to perceptions (mostly positive) about the MUR service itself, pharmacists' delivery of MURs, the consultation room setting, and prior lack of awareness of the service.
- There is now an urgent need to develop a platform for disseminating the MUR-PSQ v2 to a broader population of patients to confirm our findings.



<sup>1</sup> Van den Berg M, Donyai P. A conceptual framework of patient satisfaction with a pharmacy adherence service. *International Journal of Clinical Pharmacy*. 2014; 36(1): 182–91.

<sup>2</sup> Hindi A, Patel N, Rashidi Y, Ho SH and Donyai P. Development and field validation of a new medicines use review patient satisfaction questionnaire based on an existing qualitatively-derived framework. *International Journal of Pharmacy Practice*. 2016; 24(S3): 47-48.