

# Pharmaceutical consultations in oncology – a satisfaction survey

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## Background

In our regional hospital, pharmaceutical consultations are offered to outpatients starting an oral anticancer therapy, as a part of multidisciplinary care.

It aims to inform patients on how to take their medicines, how to identify, prevent and limit possible side-effects and what to do if a serious side-effect occurs.

The oncology pharmacist also carries out a pharmaceutical analysis of the complete drug treatment (including medicine, phytotherapy, food supplements, complementary and alternative medicine) and informs patients on any potential interactions.

## Objective



1,5 years after the first pharmaceutical consultation, the pharmacists of the PHELOnco production unit and the oncology ward staff wished to ask patients to evaluate their experience in a survey, in order to optimize the consultations according to patients' needs.

## Method

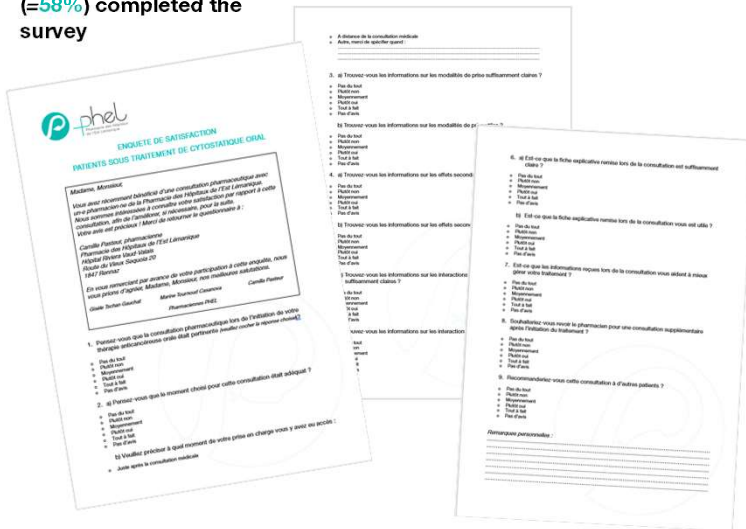
The survey was conducted from end of June to mid-September 2023 and consisted of a paper form with 9 questions, 2 general and 7 related to the consultation itself.

All outpatients of the medical oncology unit in our hospital received the form by post or when coming to the hospital. These patients, who had benefited from a consultation between April and August 2023, were asked on a voluntary basis to rate their experience on a symmetrical Likert scale from 1 (not at all satisfied) to 5 (completely satisfied). They also had the opportunity to leave comments in a field provided for this purpose.

Mid-September, the pharmacy's quality manager analyzed the survey using an Excel® spreadsheet. A focus group then met.

## Results

**22 patients out of 38 (=58%) completed the survey**



## Global satisfaction

Average rating:



Most satisfying elements

CSAT = Customer SATisfaction  
(positive responses\*/total responses)x100 : **91%**  
\* rating 4-5

## Ideas of improvement



Focus group  
(pharmacists, nurses and doctors)



## DISCUSSION & CONCLUSION

Almost all respondents appreciated the pharmaceutical consultations. However, the medical oncology unit, outpatients and pharmacists still need to determine the best time to provide this service, as it was the lowest rated element in the survey.