

Service delivery questionnaireRef. N^o:

Dear clients,

Based on your experience of the service offered by pharmacists at this hospital, please indicate whether you strongly disagree, disagree, are unsure, agree or strongly agree with the following statements by placing an (X) on the corresponding number. You may choose only one number per statement. Please do not place your name on this form, as this information will be treated confidentially.

Thank you.

	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
1. Pharmacists play an important role in the hospital by ensuring that medicines are available at all times	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
2. Pharmacists can contribute more to patients' treatment and well-being by doing more than just dispensing medicines	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
3. Pharmacists are better informed about medicine-related patients rights	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
4. Pharmacists should go on ward rounds to check prescription charts with the option of making suggestions related to patients' prescribed medicines	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
5. Patients should have the option of requesting pharmacists to counsel them regarding their prescribed medication	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
6. Pharmacists always provide a service as expected	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
7. Clients should have means to voice their dissatisfaction with the pharmacy service provided	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>

8. There should be increased cooperation amongst health care providers especially doctors, nurses and pharmacists, regarding patients' medicines and treatment options	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
9. When patients are discharged, pharmacists should inform them about the names of their medicines, indication, storage, how to take them, costs, and possible side effects.	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
10. Once discharged, patients should be able to contact the pharmacist on duty with queries related to their discharge medicines	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
11. Pharmacists always give an efficient service	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
12. Pharmacists always provide an accurate service	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
13. Pharmacists always perform their service in a friendly manner	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
14. Pharmacists always deliver their service on time	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
15. Pharmacists are a helpful resource for medicine related information	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>

Appendix 10

**TWENTY – TWO STATEMENTS
OF THE SERVQUAL INSTRUMENT**



Directions:

This survey deals with your opinions of _____ services. Please show the extent to which you think firms offering _____ services should possess the features described by each statement. Do this by picking one of the seven numbers next to each statement. If you strongly agree that these firms should possess a feature, circle the number 7. If you strongly disagree that these firms should possess a feature, circle 1. If your feelings are not strong, circle one of the numbers in the middle. There are no right or wrong answers. All we are interested in is a number that best shows your expectations about firms offering _____ services.

1. They should have up-to-date equipment.
2. Their physical facilities should be visually appealing.
3. Their employees should be well dressed and appear neat.
4. The appearance of the physical facilities of these firms should be in keeping with the type of services provided.
5. When these firms promise to do something by a certain time, they should do so.
6. When customers have problems, these firms should be sympathetic and reassuring.
7. These firms should be dependable.
8. They should provide their services at the time they promise to do so.
9. They should keep their records accurately.
10. They shouldn't be expected to tell customers exactly when services will be performed. (-)
11. It is not realistic for customers to expect prompt service from employees of these firms (-)
12. Their employees don't always have to be willing to help customers. (-)
13. It is okay if they are too busy to respond to customer requests promptly. (-)
14. Customers should be able to trust employees of these firms.
15. Customers should be able to feel safe in their transactions with these firms to do their jobs well.
16. Their employees should be polite.
17. Their employees should get adequate support from these firms to do their jobs well.
18. These firms should not be expected to give customers individual attention. (-)
19. Employees of these firms cannot be expected to give customers personal attention. (-)
20. It is unrealistic to expect employees to know what the needs of their customers are. (-)
21. It is unrealistic to expect these firms to have their customers' best interests at heart. (-)
22. They shouldn't be expected to have operating hours convenient to all their customers. (-)

Appendix 11

**COPY OF INVITATION LETTER FOR CONSUMERS
TO PARTICIPATE IN QUESTIONNAIRE SURVEY**



Faculty of Natural Sciences
School of Pharmacy
DATE



UNIVERSITY of the
WESTERN CAPE

HOSPITAL

Dear Doctor / Nurse / Patient

Re: Service delivery questionnaire for quality improvement purposes at Afrox Healthcare pharmacies

This serves to introduce myself as a postgraduate student at the University of the Western Cape (UWC) and pharmacist intern. I am involved in research to investigate factors affecting pharmaceutical service and their relation to delivery of quality pharmaceutical service in the Afrox Healthcare Limited (AHL) pharmacies. Afrox Pharmacy Management Service (APMS) is sponsoring my research.

The project that I am involved in is part of the overall continuous quality improvement efforts by APMS. Based on your experience of the service offered by pharmacists at this hospital, please indicate on the attached questionnaire whether you strongly disagree, disagree, are unsure, agree or strongly agree with the following statements by placing an (X) on the corresponding number. You may choose only one number per statement. Please do not place your name on this form, as this information will be treated confidentially.

Thanking you in anticipation

Sincerely yours

Moeketsi Thobeli

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