

Title : Pharmacists' attitudes and services on drug and health care information in drug store in Bangkok

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Type of degree : Independent Study Master of Pharmacy (Community Pharmacy)  
Naresuan University, 2005

### **Abstract**

#### **Purposes of the study**

The purposes of this study were:

- (1) to study drug and health care information services of community pharmacists in Bangkok
- (2) to study attitudes of community pharmacists in Bangkok on their drug and health care information services
- (3) to determine relationship between factors and the drug and health care information services of community pharmacists in Bangkok
- (4) to study problems and solutions of the drug and health care information services of community pharmacists in Bangkok

#### **Methodology**

The current research study employed a questionnaire submitted to 740 community pharmacists in Bangkok who operate their own drug stores.

The instrument of this study was questionnaire and attitude measurement form which questionnaire consisted of two parts. The first part contained general background of community pharmacists and their drug and health care information services. The second part contained comments toward the drug and health care information services. For the attitude measurement form involved attitudes about the drug and health care information services. The established questionnaire was tested by examining its content

validity and by using pilot study. After that, it was tested reliability by using the Cronbach method. According to the test results, the questionnaire was modified and sent to community pharmacists by mail. The response mails data were received, and were analyzed statistically to determine frequency, percent, means, standard deviation and the relationships were found by Chi-Square and Fisher's Exact Test.

## Results

From the study has been found that most of the response pharmacists were male with average age of  $46.49 \pm 9.94$  years. Most drug stores were single (93.27%) and had not been joined with the quality drug store project. More than 80% provided drug and health care information services by answering questions. The first three most frequently asked questions were questions about adverse drug reaction/toxicity, general information of products and dosage form/dose. There were only few types of the other information services. From this study, community pharmacists had good attitude toward the overall service.

From the analysis of relationship between factors and service, it was found that internal factors affecting the service were experience ( $p=0.017$ ), overall comments toward the service ( $p<0.001$ ), while the affecting comments were comment about patients, comment about pharmacists and overall attitudes toward the service ( $p=0.002$ ). The affecting attitudes were attitude about patients, pharmacists and pharmacy professional role. While external affected factors on the service of community pharmacist were being training sources for pharmacy student ( $p=0.010$ ).

The first three problems of drug and health care information services were time, data resources and knowledge. The community pharmacists suggest that custom should come at the appropriate time or answer by telephone. For data resources and knowledge, community pharmacists need supporting from academic and other concerning organization.