questionnaires with 12 items concerning patients' satisfaction and patients' opinion on outpatient delivery premises, patient care and drug delivery. Professionals had to complete a questionnaire about training, working hours, technology tools, work conditions, professional collaboration and documentation.

Results Regarding delivery time, the extended opening hours contributed to evening it. The average delivery time decreased (2017: 19 min; 2018: 11 min, $p<0.01$). By making appointments, we reduced the delivery time (without: 13 min, with: 7 min; $p<0.01$). The proportion of very satisfied patients increased (from 50% to 78%). No one was dissatisfied (from 1% to 0%). Patients appreciated extended opening hours, availability and being listened to. They disliked the premises and the lack of confidentiality. Regarding the professionals, 82% of them were very satisfied in 2018. They valued the close collaboration between pharmacists and technicians, registration systems and training. They were dissatisfied about lack of confidentiality and inadequate awareness of documentation. They expressed a willingness to develop skills and knowledge.

Conclusion Based on our results, our new outpatient drug-delivery organisation increased the quality of the service provided for patients and for professionals. In a Plan-Do-Check-Act cycle, we planned different actions: renovation of premises in 2019 and providing ongoing training based on simulating situations at the counter.

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No conflict of interest.

4CPS-233 ANALYSIS OF DRUG PRESCRIPTIONS OF INCOMPATIBLE DRUGS THROUGH DRUG UTILISATION REVIEW

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10.1136/ejhp-pharm-2019-eahpconf.382

Background The Drug Utilisation Review (DUR) notifies alerts to clinicians and pharmacists when contraindicated drugs have been prescribed and dispensed. If clinicians want to override alerts, they must input reasons for not changing drugs. Pharmacists dispense prescriptions and inform patients using reasons provided by the clinician.

Purpose The purpose of this study was to confirm cases when contraindicated drugs have been prescribed overriding alerts, and to investigate prescriber's reasons for overriding drug-drug interaction alerts.

Material and methods This study investigated outpatient cases where contraindicated medications with drug-drug interaction were prescribed and administered unaltered, through the DUR, using the Electronic Medical Record, at this centre from 1 January 2018 to 30 June 2018. Prescriptions of identical medications for the same patient, prescribed on a different day, were regarded as a different case, due to having a different reason for issuing a prescription.

Results A total of 514 cases of prescriptions having contraindicated medications of drug-drug interaction were confirmed. The grounds for prescribing 514 cases of

4CPS-232 REORGANISATION IN HOSPITAL OUTPATIENT DRUG DELIVERY: ANY PROGRESS?

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10.1136/ejhp-pharm-2019-eahpconf.381

Background In our hospital outpatient drug delivery, approximately 600 patients per month were received. Following surveys among patients and pharmacy professionals in 2017, our outpatient pharmacy service was changed in January 2018. It now involves a smaller, specialised team: four pharmacists and six pharmacy technicians. Opening hours have been extended and treatment is now made ready for pick-up on request.

Purpose To compare the opinion of patients and professionals with the pharmacy service in 2017 and 2018, we conducted the same prospective surveys concerning delivery time and satisfaction.

Material and methods For one week in March 2017 and March 2018, a first prospective survey was conducted about delivery time: from patient arrival time to departure time. During March 2017 and March 2018, we collected