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

E Jouhanneau*, I Girault, H Perrier, A Bruel, S Bourg, A Deboes, G Ligneul, M Raoul, I Taine, S Toutain, D Bruel. Centre Hospitalier du Mans, Pharmacy, Le Mans, France

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**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 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.

**REFERENCES AND/OR ACKNOWLEDGEMENTS**


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