

ABSTRACT

Assessment of Pharmacy Service in Primary Care in Kingston and St Andrew

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Pharmacy has been an integral part of quality health care delivery from its inception. It provides comfort, security and care in filling the needs of customers with quality products, professional excellence and service. In this qualitative thesis, the primary care pharmacy service was placed under scrutiny.

The sample facilities were randomly selected and the data analyzed on the EPI 6 then SPSS information database. Further analysis produced correlations, as tables were cross-matched. This allowed for a thorough assessment of the service.

The perception of the clients and health staff when surveyed proved to be unfounded. The study has shown that the pharmacy staff has been providing quality care.

Pharmacy staff islandwide need to be aware that the service they provide is being recognized by clients and other team players. National and regional stakeholders need to utilize their authority to complement the work that is being achieved by their staff in the community to maximize the quality of service offered.

Keywords: Claudette Marie Hobbins; Pharmacy service; Primary Care; Patient satisfaction