



Project Title: Benchmarking a new patient-reported experience measure (PREM): consumer's perceptions of service quality of Australian community pharmacies		Code: SPS1
Host School / Institute: Sydney Pharmacy School		Address: Room 509, Building A15, Camperdown campus, University of Sydney, NSW
Certificates & Clearances required: Yes *Police clearance <i>Information on how to obtain certificates, where necessary, will be given to successful applicants.</i>		
Primary Supervisor: Dr Stephen Carter		
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Co-Supervisor/team: Dr Carl Schneider , School of Pharmacy		
Project Type: Survey; Data Analysis		
Project Category: Pharmacy; Chronic Diseases/Illness		
Skills / Attributes of a successful student: Students should have good interpersonal skills because they will need meet with community pharmacy owners, pharmacy brand managers and pharmacy staff and consumers. Students should be comfortable with processing numerical data and have a good idea for detail. Students should be willing to learn SPSS to perform fairly basic statistical calculations.		
Project Keywords: Patient-reported experience measures (PREMs); Surveys; Quality of care; Community pharmacy		
<p>Project Description: Health services should be patient-centered and provided with high quality. Governments are increasingly placing more weight on the “voice of the patient” when evaluating the quality of health services. Recently, our team has developed [1] and validated [2], a patient-reported experience measure (PREM) (a survey tool) to evaluate how patients rate the quality of care provided by their regular community pharmacy. We have recently shown that patients rate discount pharmacies lower than full-service pharmacies and that lower service ratings predict poorer adherence to medications [3]. That finding is highly significant and has important implications for the Australian government who subsidises the cost of dispensed medicines. It begs the questions: is discount service good value?</p> <p>It would be interesting to consider how patients might use online, publicly-available ratings of individual pharmacies, as has been considered in the United States [4]. Before that can happen, there is a need to “benchmark” consumers’ ratings of service quality for Australian community pharmacies. Benchmarking requires obtaining survey responses from a wide variety of patients who will rate the performance of their regular pharmacy. The summer scholar will work with community pharmacy owners, pharmacy brand managers, pharmacy staff and patients in order to capture and analyse consumers’ survey responses. The student will receive training in survey methods and in basic descriptive statistics in order to report the results. It is expected that by the end of the project, the student will assist with the drafting of a manuscript which will later be submitted to an international pharmacy journal.</p> <p>1.Mirzaei A, et al . Res Social Adm Pharm. 2018 2.Grew B, et al. Res Social Adm Pharm. 2018 3.Carter SR, et al. Manuscript in preparation 2019 4.Patterson JA, et al. Res Social Adm Pharm 2018</p>		