## Survey Questionnaire

**Assessment of Public’s Knowledge and Perspective towards Pharmacy Value Added Services**

Pharmacy Value Added Services (VAS) are pharmacy activities or practices introduced/initiated by government pharmacists through innovation and creativity to improve pharmaceutical care deliveries to patients in Malaysia. Pharmacy Value Added Services include Pharmacy Drive Through, Pharmacy Home Delivery Service (Medication posted to patient’s house), Integrated Drug Dispensing System (collect medicine from other government clinics or hospitals apart from the regular clinics that you visit), SMS and Take, Telephone and Take, Email and Take, to name a few.

The purpose of this study is to assess the public’s knowledge and perspective towards Pharmacy Value Added Services. The questionnaire will take approximately 15-20 minutes. Your participation in this research study is voluntary. There are no known risks or discomforts associated with this study. Your responses will help us to understand and address any issues regarding pharmacy services and thus hope to improve our services in near future.

This study has been registered with National Medical Research Register (NMRR) and is approved by Medical Research & Ethics Committee (MREC). Your responses will be kept confidential. We strongly encourage you to answer all questions as far as possible. This survey has 4 pages in total. Please take a few moments to complete this survey. The return of this survey is your consent to participate in this research. Your cooperation is very much appreciated. Thank you very much.

Note: *Monthly medicine refers to partial supply of medicine that you collect repetitively (almost every month) from your pharmacy with a given appointment date by the pharmacist.*

## PART A: KNOWLEDGE ABOUT PHARMACY VALUE ADDED SERVICES

This section is to find out how much you known about Pharmacy Value Added Services. For every questions below, please circle the nearest answer to your best.

<table>
<thead>
<tr>
<th>No</th>
<th>Survey Questions</th>
<th>Response options</th>
</tr>
</thead>
<tbody>
<tr>
<td>K1</td>
<td>Have you heard about “Drive Through Pharmacy Service” which is offered by the government hospitals or clinics?</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K2</td>
<td>Have you heard about “Pharmacy Home Delivery Service” that provides delivery on partial medications (monthly medication supply) to patients’ home using Poslaju service?</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K3</td>
<td>Do you know that you can collect your medicine in other government clinic/hospital beside the clinic/hospital which you regularly attend?</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K4</td>
<td>One of the objectives of Pharmacy Value Added Services is to reduce patient’s waiting time at the pharmacy counter.</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K5</td>
<td>One of the objectives of “Drive Through Pharmacy” is to reduce parking problem in hospitals and clinics.</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K6</td>
<td>One of the objectives of Pharmacy Value Added Services is to ensure continuous supply of medications to patients.</td>
<td>No (0) Yes (1)</td>
</tr>
<tr>
<td>K7</td>
<td>All Value Added Services are free of charges except “Pharmacy Home Delivery Service” that charges a delivery fee (Poslaju fee).</td>
<td>No (0) Yes (1)</td>
</tr>
</tbody>
</table>
PART B: PERSPECTIVE TOWARDS PHARMACY VALUE ADDED SERVICES

We would like to know what you think of Pharmacy Value Added Services. Given response options from 1 to 7, please circle one answer for every question asked.

<table>
<thead>
<tr>
<th>No</th>
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</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Overall I think using Pharmacy Value Added Services to collect monthly medication supply from the government pharmacy is convenient.</td>
<td>Strongly disagree 1 2 3 4 5 6 7 Strongly agree</td>
</tr>
</tbody>
</table>
PART C: EXPECTATIONS TOWARDS PHARMACY VALUE ADDED SERVICES

*We would like to know your personal expectations towards Pharmacy Value Added Services. Given response options from 1 to 7, please circle one answer for every question asked.*

<table>
<thead>
<tr>
<th>No</th>
<th>Survey Questions</th>
<th>Response format</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>E1</td>
<td>I expect a more efficient and hassle-free service if I use Pharmacy Value Added Services to collect medicine.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
<td></td>
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<tr>
<td>E2</td>
<td>I expect sufficient medications supply when I use one of the Pharmacy Value Added Services to collect medicine.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>E3</td>
<td>Pharmacy staff must be friendly.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>E4</td>
<td>I expect more promotions and announcements about these services to be made so that more people know about these services.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>E5</td>
<td>I expect Pharmacy Value Added Services to provide additional information on the medicines that I am taking.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>E6</td>
<td>Registration procedure to use these services should be simple and easy.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>E7</td>
<td>I expect big shades at drive through counter to ensure patients do not get wet in rain while collecting medicine.</td>
<td>Strongly disagree 1 2 3 4 5 6 7</td>
<td></td>
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</tbody>
</table>

PART D: DEMOGRAPHIC (*Please tick (√) in the box that describe yourself.*)

D1. Gender

[ ]¹ Female  [ ]² Male

D2. Age

[ ]¹ ≤17 year old
[ ]² 18-30 year old
[ ]³ 31-40 year old
[ ]⁴ 41-50 year old
[ ]⁵ 51-60 year old
[ ]⁶ ≥61 year old

D3. Race

[ ]¹ Malay  [ ]² Chinese  [ ]³ Indian  [ ]⁴ Others ( …………)
D4. What is the highest education that you have received?

- [ ] 1. No formal education at all
- [ ] 2. Primary school / UPSR
- [ ] 3. Secondary school/ PMR/ SPM/ O Level
- [ ] 4. STPM / A level / Matriculation/ Diploma/ other similar standard
- [ ] 5. Degree
- [ ] 6. Postgraduate
- [ ] 7. Others. (Please state……………………………………………..)

D5. Where do you spend most of your time working in now?

- [ ] 1. Government agency
- [ ] 2. Private sector
- [ ] 3. Own business
- [ ] 4. Home maker / House wife
- [ ] 5. Student
- [ ] 6. Retired
- [ ] 7. Others. (Please state ………………………..……………………)

D6. Which monthly income level below describe yourself? (Malaysia Ringgit)

- [ ] 1. No income / not applicable
- [ ] 2. RM 1.00-RM 2000.00
- [ ] 3. RM 2001.00-RM 4000.00
- [ ] 4. RM 4001.00-RM 6000.00
- [ ] 5. > RM 6000.00

D7. How many items of medicine are you collecting from the government pharmacy currently?

- [ ] 1. None
- [ ] 2. 1-3 items
- [ ] 3. 4-6 items
- [ ] 4. 7-9 items
- [ ] 5. ≥ 10 items

Thank you for your time for participating in the survey. If you have any additional information or comments to add to this survey, please write down here:

………………………………………………………………………………………………………………………

End of survey. Thank you so much.