

**PHARMACISTS' PERCEPTION ABOUT PROVIDING SERVICES TO PATIENTS
WITH HEADACHES IN PRIMARY CARE**

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Since headaches represent one of the most common disabling conditions in the world¹ and can be treated with over-the-counter drugs, the role of pharmacists in caring for these patients has been recognized as very important. The research aim was to review primary health care pharmacists' perception regarding patient service they provide and the conducted education devoted to headaches. Data were collected through a survey adapted from the published article² and analysed in SPSS and Microsoft Excel. The survey was completed by 43 primary health care pharmacists (90.7% women, age 27-64). The survey reliability was verified using the Cronbach's test ($\alpha_B = 0.727$; $\alpha_C = 0.880$). Most of the surveyed pharmacists believe that they listen carefully to patients with headaches (65% always, 27.9% often), 44.7% always check interactions, while 86.04% always advise the patient on proper drug administration. However, 34.88% report that they never contact doctors if the drug is expensive, not reimbursable or causes an adverse reaction that limits its use, and 32.55% only sometimes do so. Most pharmacists believe education was useful to better understand patients and counsel them about headaches (97.67-100%), while a slightly smaller percentage (93.02%) thinks it helped them learn to identify a migraine patient and refer him to a doctor. The perception of most pharmacists is that they advise patients on headache treatment even without prior education, but after it, the service would be more complete. The study results indicate that future education should focus on improving communication with doctors.

References

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PERCEPCIJA FARMACEUTA O PRUŽANJU USLUGE PACIJENTIMA SA GLAVOBOLJOM U PRIMARNOJ ZDRAVSTVENOJ ZAŠTITI

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Kako glavobolje predstavljaju jedno od najčešćih onesposobljavajućih stanja u svetu,¹ a mogu se lečiti lekovima koji se izdaju bez recepta, uloga farmaceuta u zbrinjavanju ovih pacijenata prepoznata je kao veoma značajna. Cilj istraživanja bio je da se ispituju percepcije farmaceuta u primarnoj zdravstvenoj zaštiti o pružanju usluge pacijentima, kao i o sprovedenoj edukaciji specijalizovanoj ka glavoboljama. Podaci su prikupljeni putem ankete, prilagođene prema prethodnom radu² i obrađeni u programima *SPSS* i *Microsoft Excel*. Popunjavanju ankete pristupilo je 43 farmaceuta iz primarne zdravstvene zaštite (90,7% žene, raspon godina 27-64). Provera pouzdanosti ankete potvrđena je upotrebom *Cronbach*-ovog testa ($\alpha_B = 0,727$; $\alpha_C = 0,880$). Najveći broj anketiranih farmaceuta smatra da pažljivo sluša pacijente sa glavoboljom (65% uvek, 27,9% često), interakcije uvek proverava čak 44,7%, dok o pravilnoj primeni leka njih 86,04% uvek posavetuje pacijenta. Međutim, 34,88% prijavljuje da nikada ne kontaktira lekare ukoliko je lek skup, ne refundira se ili izaziva neželjenu reakciju koja ograničava primenu, a 32,55% samo ponekad to učini. Većina farmaceuta smatra da je edukacija korisna za bolje razumevanje pacijenata i savetovanje o glavoboljama (97,67-100%), dok nešto manji procenat (93,02%) smatra da je edukacija korisna da lakše prepoznaju pacijenta sa migrenom i upute ga lekaru. Percepcija većine farmaceuta je da savetuje pacijente o terapiji glavobolje i bez prethodne edukacije, ali da bi uz edukaciju usluga koju pružaju bila kompletnija. Rezultati studije upućuju da buduće edukacije treba fokusirati na unapređenje komunikacije sa lekarima.

Literatura

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