

## Appendix: VASQ English language version

### 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.

No	Survey Questions	Response options	
		Please <b>circle</b> your answers.	
K1	Have you heard about "Drive Through Pharmacy Service" which is offered by the government hospitals or clinics?	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K2	Have you heard about "Pharmacy Home Delivery Service" that provides delivery on partial medications (monthly medication supply) to patients' home using Poslaju service?	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K3	Do you know that you can collect your medicine in other government clinic/hospital beside the clinic/hospital which you regularly attend?	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K4	One of the objectives of Pharmacy Value Added Services is to reduce patient's waiting time at the pharmacy counter.	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K5	One of the objectives of "Drive Through Pharmacy" is to reduce parking problem in hospitals and clinics.	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K6	One of the objectives of Pharmacy Value Added Services is to ensure continuous supply of medications to patients.	No <sup>(0)</sup>	Yes <sup>(1)</sup>
K7	All Value Added Services are free of charges except "Pharmacy Home Delivery Service" that charges a delivery fee (Poslaju fee).	No <sup>(0)</sup>	Yes <sup>(1)</sup>

## 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.*

No	Questions	Response options								
		Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P1	Overall I think using Pharmacy Value Added Services to collect monthly medication supply from the government pharmacy is convenient.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P2	Overall I think using Pharmacy Value Added Services to collect monthly medication supply saves my time.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P3	Using Pharmacy Value Added Services to collect monthly medication supply is beneficial.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P4	Most people who are important to me think that I should use one of the Pharmacy Value Added Services to collect monthly medicine in the next 3 months.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P5	It is expected of me to use one of the Value Added Services to collect monthly medicine.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P6	I am encouraged to use one of the Pharmacy Value Added Services to collect my monthly medicine.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P7	Overall I think using Pharmacy Value Added Services to collect monthly medication supply from the government pharmacy is not good.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P8	I think "Home Delivery Service" (medicine post to patient's house) reduces my transportation cost.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P9	I think using Pharmacy Value Added Services to collect my monthly medication supply from the government pharmacy is easy.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P10	I have no obstacles using Pharmacy Value Added Services to collect my monthly medicine in the next 3 months.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P11	I want to use Pharmacy Value Added Services to collect my monthly medicine supply within the next 3 months.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P12	The decision to use one of the Pharmacy Value Added Services in the next 3 months is entirely up to me.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P13	I am confident that I can use one of the Pharmacy Value Added Services to collect my monthly medicine within the next 3 months.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P14	I am interested to use one of the Pharmacy Value Added Services to collect my monthly medicine within the next 3 months.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P15	Given a scale from 1 to 7, how far is your intention to use one of the Pharmacy Value Added Services to collect your monthly medicine within the next 3 months?	Very low intention	1	2	3	4	5	6	7	Very strong intention

### 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**.

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

### PART D: DEMOGRAPHIC (Please tick (✓) in the box that describe yourself.)

D1. Gender            <sup>1</sup> Female    <sup>2</sup> Male

D2. Age                <sup>1</sup> ≤17 year old  
<sup>2</sup> 18-30 year old  
<sup>3</sup> 31-40 year old  
<sup>4</sup> 41-50 year old  
<sup>5</sup> 51-60 year old  
<sup>6</sup> ≥61 year old

D3. Race                <sup>1</sup> Malay        <sup>2</sup> Chinese    <sup>3</sup> Indian        <sup>4</sup> Others (.....)

D4. What is the highest education that you have received?

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

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

- <sup>1</sup> Government agency
- <sup>2</sup> Private sector
- <sup>3</sup> Own business
- <sup>4</sup> Home maker / House wife
- <sup>5</sup> Student
- <sup>6</sup> Retired
- <sup>7</sup> Others. (Please state .....

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

- <sup>1</sup> No income / not applicable
- <sup>2</sup> RM 1.00-RM 2000.00
- <sup>3</sup> RM 2001.00-RM 4000.00
- <sup>4</sup> RM 4001.00-RM 6000.00
- <sup>5</sup> > RM 6000.00

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

- <sup>1</sup> None
- <sup>2</sup> 1-3 items
- <sup>3</sup> 4-6 items
- <sup>4</sup> 7-9 items
- <sup>5</sup> ≥ 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:

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End of survey. Thank you so much.