

Pharmacists' Evaluation of the Role of Non-Pharmacists in Community Pharmacy Practice

***Jegede A. O, Dinyo J. O and Erhun W.O**

***Corresponding author**

dapojegede@oauife.edu.ng

+2347066415687

Abstract

Background: The involvement of non-pharmacists in community pharmacy practice has raised significant concerns in recent years, prompting a need for this study to examine their roles, impact on pharmacists, and the satisfaction levels of pharmacists employed by non-pharmacist owners.

Methods: This cross-sectional descriptive study was conducted across Osun state, Nigeria, involving 122 pharmacists from selected community pharmacy stores. A pretested semi-structured questionnaire comprising four sections was utilized to gather data on the roles of non-pharmacists, their effect on community pharmacists, and pharmacists' satisfaction levels. Data analysis incorporated descriptive statistics, including frequencies, percentages, means, and weighted averages, alongside inferential techniques such as factor analysis, KMO, and Bartlett's test.

Results: Non-pharmacists were found to engage in process-oriented roles ($\lambda=1.766$), maintenance tasks ($\lambda=1.169$), and the sales of nonprescription items within community pharmacy settings ($\lambda=1.010$). A notable proportion of pharmacists (90%) attributed a decline in client patronage to neighbouring medicine stores operated by non-pharmacists. Pharmacists employed by non-pharmacist owners reported high levels of job satisfaction, with parameters measuring satisfaction averaging 3.83 on a Likert scale, while dissatisfaction parameters averaged 2.53. Dissatisfaction was notably associated with preferences for pharmacist-owned establishments.

Conclusion: In conclusion, this study found that non-pharmacists undertake process-oriented tasks, maintenance responsibilities, and nonprescription sales within community pharmacy settings. Additionally, it revealed that most pharmacists employed by non-pharmacists expressed satisfaction with their jobs. The study highlights non-pharmacists' diverse roles and advocates transparent regulation to ensure high-quality patient care and safety in pharmacy practice.

Keywords: Non-pharmacists; Pharmacists; Community pharmacy practice; Regulation; Satisfaction levels