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French people's view of COVID-19 vaccinations administered by community pharmacists: evaluation of their satisfaction by the PharmaCoVax study

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Introduction and aims

- COVID-19 vaccination is one of the most effective measures to reduce serious illness and death from infection with the highly contagious SARS-Cov-2 virus¹.
- In France, vaccination was made available in hospitals, specific vaccination centers, and primary healthcare practices².
- Since March 2021, pharmacists have been authorized to prescribe and administer COVID-19 vaccines. This is in addition to the new missions entrusted to pharmacists of pharmacy; they were authorized to administer influenza vaccinations in 2019.

The objective of the PharmaCoVax study is to evaluate the satisfaction of people who received their COVID-19 vaccination from a community pharmacist during the first period of their involvement in the COVID-19 vaccination program.

Methods

- Study offered to any adult, vaccinated against Covid-19 by a community pharmacist, between March 16 and June 30, 2021.
- Self-questionnaire divided in 3 parts: vaccination history, motivation to be vaccinated in a pharmacy, and satisfaction about the vaccination. The satisfaction was studied via the Net Promoter Score³ (Figure 1).
- Analysis divided into 4 periods, according to the French vaccine recommendations.

Period	1	2	3	4
Date	16/03 – 10/04	11/04 - 30/04	01/05 – 30/05	31/05 – 30/06
Age	≥ 50 years	≥ 50 years	≥18 years	≥ 18 years
Comorbidites	+	-	+	-

Net Promoter Score

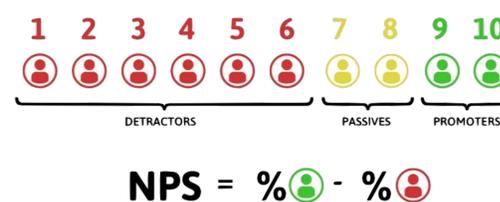


Figure 1 Schematic representation of the NPS - Net promoter score³. The percentage of detractors (scores of 1 to 6) is subtracted from the percentage of promoters (scores of 9 and 10).

Results

- 123 pharmacies participated in the distribution and collection of the questionnaires, resulting in 5,800 responses and 5,733 usable responses:
 - One third of those vaccinated against COVID-19 received influenza vaccination in a pharmacy; this was the same pharmacy in 9 cases out of 10.
 - A second third received the vaccine outside a pharmacy;
 - One third had never received an influenza vaccination.
- Important differences in terms of previous influenza vaccination are visible according to the period considered (Figure 2).
 - They were very frequent during the first period (about 1 in 2)
 - They were less frequent during the second period (about 1 in 4)
 - They were few during the last periods (about 1 in 6)
- The opinion of the French towards pharmacists offering vaccination against COVID-19 was very largely positive (Figure 3).

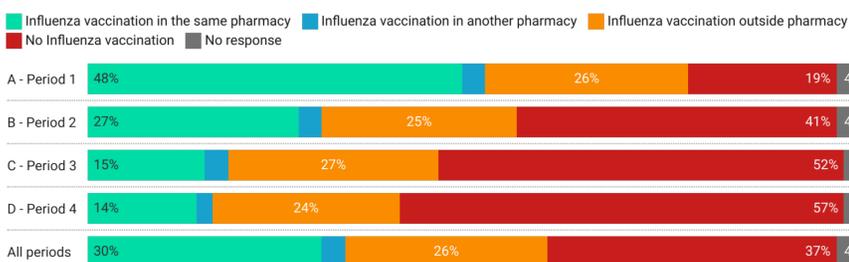


Figure 2 : Previous influenza vaccination of respondents depending on survey period (n = 5733)

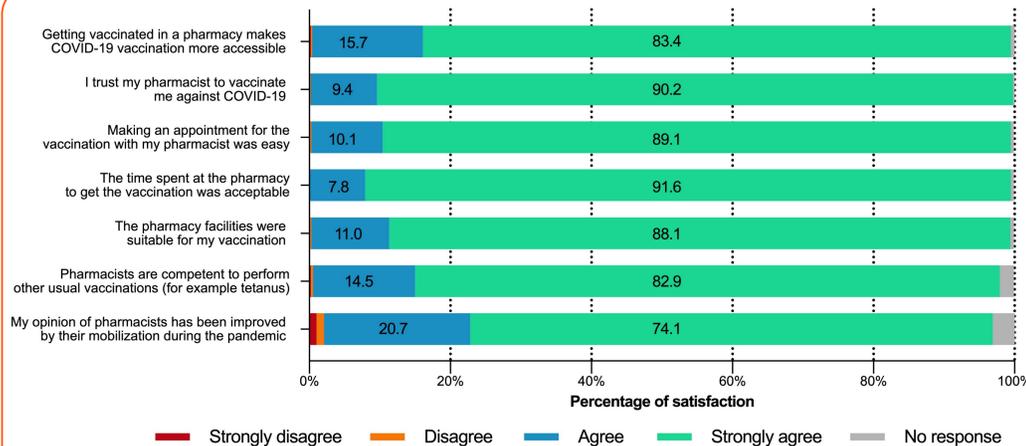


Figure 3 : Respondent opinion on the PharmaCoVax survey (n = 5733)

- Vaccination in the pharmacy was highly rated, with a score of 4.92 out of 5.
- User satisfaction received a score of 93 out of 100, indicating strong user commitment to promoting the service (Figure 4).



Figure 4 : User satisfaction with COVID-19 vaccination administered by a pharmacist (n = 5733)

Discussion and conclusion

- These results support international studies of patient satisfaction with pharmacist vaccination⁴.
- The extension of their competence in the field of vaccination could help to improve the vaccination coverage of French citizens.
- Accessibility and availability are key to this success.
- This study has highlighted the skills of pharmacists in carrying out vaccination. The vaccine coverage achieved in France is the result of a multidisciplinary mobilization, in which each person plays a key role.

More information



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