



Pharmacovigilance in Community Pharmacy: Knowledge, Use, and Perception of Professionals Regarding Adverse Drug Reactions Notifications in Central Portugal

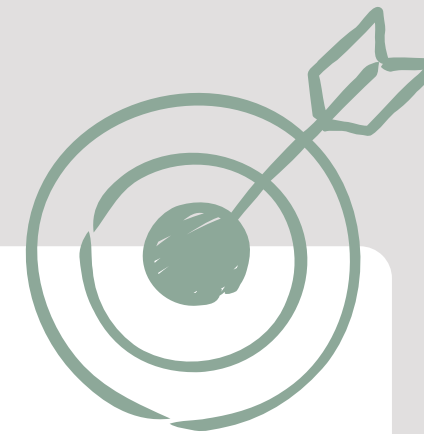
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1. Introduction

- ✔ Medicine safety remains a key concern for healthcare systems worldwide, with pharmacovigilance playing a crucial role in **detecting** and **preventing** Adverse Drug Reactions (ADRs).¹
- ✔ **Community pharmacists**, due to their accessibility and frequent patient contact, are ideally positioned to contribute to pharmacovigilance by identifying and reporting ADRs.^{1,2}
- ✔ In Portugal, the national authority INFARMED, I.P., developed the **ADR Portal** to facilitate ADR reporting by **healthcare professionals** and **patients**.¹ However, **underreporting** remains a major global **challenge**, particularly in community pharmacy settings.^{3,4}

2. Objective

- ✔ To evaluate the **knowledge, practices, and perceptions** of **community pharmacists** in **Central Portugal** regarding ADR reporting, with a particular focus on the use of INFARMED, I.P.'s **ADR Portal**.



4. Results

3. Methodology

March–May 2025



Study Design

- Quantitative
- Descriptive
- Cross-sectional

Participants

Community pharmacists in Central Portugal

(Coimbra, Aveiro, Leiria, Viseu, Guarda, Castelo Branco)

Sample

254 pharmacists who voluntarily responded

Data Collection

- Online structured *questionnaire*
- Covering *demographics, knowledge, practices, perceptions, and ADR Portal use*

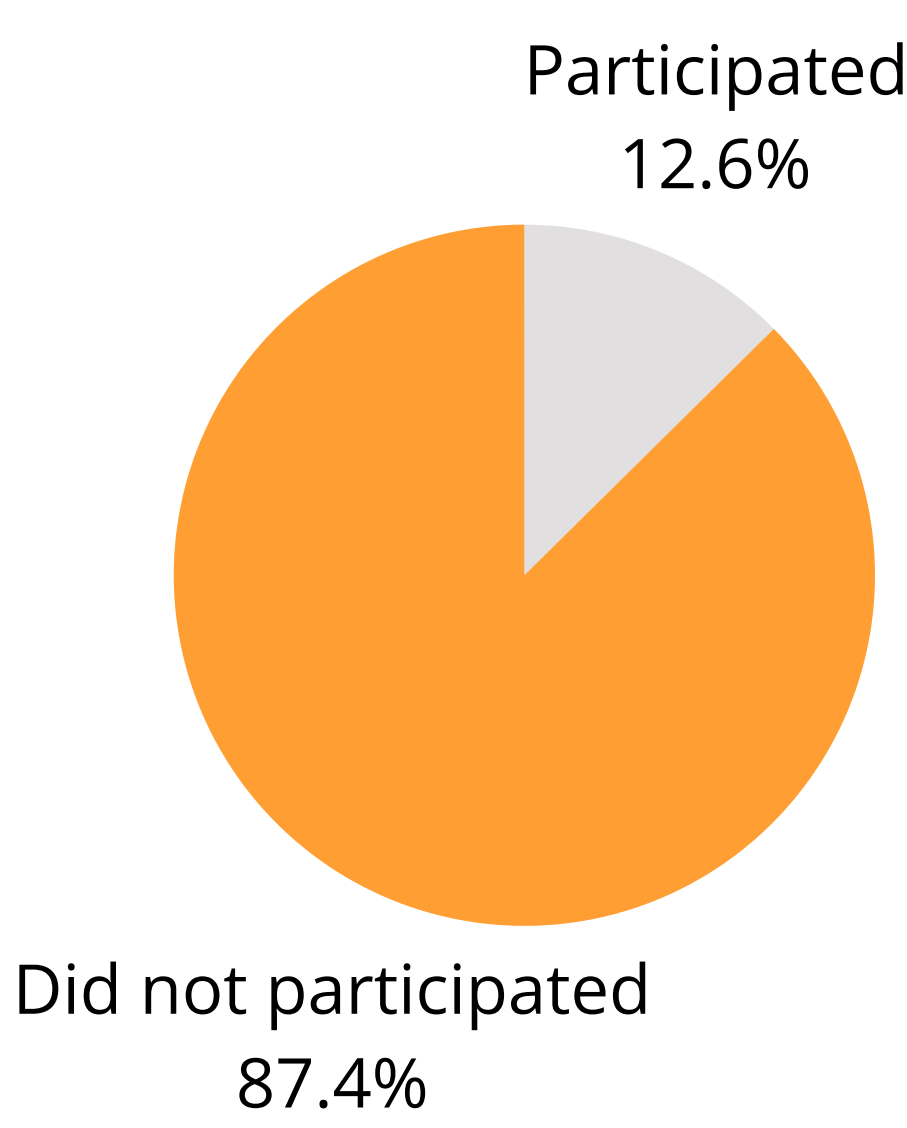
Analysis

Descriptive statistics
(frequencies, percentages, Likert-scale responses)

Knowledge and Use of the Portal

- **98.8%** are **aware** of the Portal, but **only 56.7%** have **used** it

Specific Training



Main Barriers

- Lack of **internal protocols** in pharmacies
- Little specific **practical training**:
 - Uncertainty about *causal relationship*;
 - Difficulty in *completing the form*;
 - Questions about the use of *MedDra terminology*.
- Lack of time

Patient Involvement

- **58.7%** of pharmacists believe that **only a few are aware** of the possibility of reporting

Perceptions and Attitudes Toward Reporting

- “I have sufficient training and knowledge to use the ADR Portal.”

●●●○○○ **34.6%** (*neutral*)

- “Reporting ADRs by pharmacy professionals impacts medicine and patient safety.”

●●●●●○ **70.9%** (*strongly agree*)

- “ADR reporting by pharmacy professionals is less relevant than reports from other professionals.”

●○○○○○ **59.4%** (*strongly disagree*)

- “Receiving feedback on ADR reports would be important.”

●●●●○ **39.0%** (*agree*)

Note: Likert scale from 1 (strongly disagree) to 5 (strongly agree). The **most voted** option is shown, represented by the corresponding number of **circles** filled in and the respective **percentage**.

5. Future Prospects

- ✔ Extend **research**, both nationally and at European level
- ✔ Enhance **training**
- ✔ Direct **integration** of the Portal into **pharmacy software**
- ✔ Institutionalise **internal protocols**
- ✔ Promote **patient involvement** through educational and awareness actions in community pharmacies

6. Conclusions

- ✔ Despite recognising the importance of pharmacovigilance, many community pharmacists continue to **report little** due to a lack of **specific training**, absence of **internal protocols** and **limited feedback**.
- ✔ Integrating the RAM Portal into pharmacy software systems and promoting continuous practical training can **increase adherence**.
- ✔ User involvement should be strengthened through **awareness-raising actions**.
- ✔ A **collaborative approach** between professionals, INFARMED, I.P., and academic institutions is essential to strengthen pharmacovigilance in Portugal.

References

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4. De Meestere D, Saevels J. Belgian community pharmacists' pharmacovigilance perspective and practice. Research in Social and Administrative Pharmacy. 2019 Dec 1;15(12):1446–52.
5. INFARMED I.P. Sistema Nacional de Farmacovigilância - Relatório de Atividade 2024.