

**A STUDY OF RELATIONSHIP BETWEEN OUT PATIENT  
DEPARTMENT PHARMACEUTICAL SERVICE ON PATIENT'S  
SATISFACTION WITH SPECIFIC REFERENCE TO AYURVEDIC  
PHARMACEUTICAL IN NORTH WESTERN PROVINCE**

**W.N.S. Fernando**

**Gampaha Wickramarachchi Ayurveda Institute**

**University of Kelaniya**

**Yakkala Sri Lanka**

This study was conducted to describe the patient's satisfaction towards outdoor patient's Ayurveda hospital in North Western Province. The study population was 3,35,892 patients. Sample size was 384 in three hospitals and eleven Central dispensaries. Data was collected by self-administered questionnaires. The study was analyzed by based on different variables of the nature of drugs, quality of drugs, qualified staff dealing with drugs and clear instructions dealing with drugs.

According to the data analysis, the relationship between satisfaction to Out Patient Door services (O.P.D) Ayurvedic pharmaceutical service of outdoor patients and the nature of drugs is 53% while the relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and clear idea about the usage of the drug is 58%. The relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and qualified staff dealing with drugs is 62% while the relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and the quality of drugs is 56%.

When discussing about the study, current difficulties of O.P.D pharmaceutical service can be arranged as follows. They are divided into sub topics. One of these topics are, the nature of drugs that was 18.9%, second one was, quality of drugs, it was 32% , third one was O.P.D pharmaceutical staff dealing with patients was 26.6%. According to the data