

## Medicines Partnership Project Evaluation Toolkit

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### Assessment tool T05

| Name of tool  | Satisfaction with Medicines Information Scale   |
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| What does it assess?  | Patients' satisfaction with the information they have been given about prescribed medicines. (A detailed description of the tool is given below.)   |
| Who fills it in?  | The patient   |
| Reference for tool  | Horne R, Hankins M and Jenkins R (2001): The Satisfaction with Information about Medicines Scale (SIMS): A new measurement tool for audit and research. <i>Quality in Health Care</i> , 10, 135-140 |
| Tool developer's contact details                                  | Professor Rob Horne<br>University of Brighton<br><a href="mailto:r.horne@bton.ac.uk">r.horne@bton.ac.uk</a> or <a href="http://www.teqs.co.uk">www.teqs.co.uk</a>                                   |
| Do you have to contact the developer(s) for permission to use it? | Yes   |
| Information you need to give the developer(s)                     | Please contact the tool developer   |
| How much does it cost to use it?                                  | For some projects a fee may be required. This will depend on how the project is funded and why it is being carried out. Please contact the tool developer for more details.                         |
| Specific instructions:  | None  |

## Satisfaction with Medicines Information Scale (SIMS)

The SIMS provides a profile of patients' satisfaction with the information they have received about prescribed medication. It has been shown to be valid and reliable in studies involving several illness groups including asthma, diabetes, cardiovascular disease and cancer .

The SIMS comprises 17 items derived from the published recommendations of the ABPI for the type of information that patients require in order to facilitate the safe self-management of medication. Each item refers to a particular aspect of their medicines. Examples include "*How to use your medicine*" and "*What you should do if you experience unwanted side effects*". Respondents are asked to rate the amount of information they have received using the following response scale: 'too much', 'about right', 'too little', 'none received', 'none needed'. Responses can be analysed at three levels:

- 1 Detailed medicine information profile**, obtained by examining the ratings for each individual item or topic of information, to identify individual types of information that patients feel they are lacking;
- 2 Total satisfaction rating**, obtained by summing the scores for each item. If the patient is satisfied that they have received a particular aspect of medicine information (i.e., with a rating of 'about right' or 'none needed'), this is given a score of 1. If the patient is dissatisfied with the amount of information received (i.e. with a rating of 'too much', 'too little' or 'none received'), this is scored zero. Scores range from 0 to 17, with high scores indicating a high degree of overall satisfaction with the amount of medicine information received;
- 3 Sub-scale analysis** The items within the *SIMS* can be summarised under two topic headings or sub-scales: *the action and usage of medicines* and *the potential problems of medication*. The SIMS can be used to provide a single score for each topic and this is useful when comparing groups or conditions over time.

### Usage and adaptations

The SIMS is copyrighted. Permission to use the questionnaire and information about adaptations (e.g. to assess satisfaction with information about illness) can be obtained from Professor Rob Horne University of Brighton ([r.horne@bton.ac.uk](mailto:r.horne@bton.ac.uk) or [www.teqs.co.uk](http://www.teqs.co.uk))