

ABSTRACT

The main object of this diploma thesis is to compare two dental units from the patient points of view in both countries in the Czech republic and Great Britain. The first part of this thesis is focused on theory, characteristics, structure and history of the health care systems in both countries in the Czech Republic and England. The next part defines the patient satisfaction and determinants of this satisfaction.

The practical part of this thesis is focused on quantitative assessments questionnaire from two dental units. Both dental units are described and the questionnaire structure is defined. The result of this thesis indicates key factors which are important for patients from different cultural and social groups.

KEY WORDS

Patient Satisfaction, Health Care System, Assessment Questionnaire, Comparing Dental Facilities.