

SUMMARY

PHARMACIES IN THE CZECH REPUBLIC FROM POINT OF VIEW OF PATIENT - SPACE ZONING AND SELECT SERVICES

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Background: Work is focused on pharmacies in the Czech Republic from point of view of their spatial arrangement of dispensing space accessible by patients and on provision of selected services for pharmacy clients.

Aim of study: Was to analyze basic division of dispensing spaces in pharmacies accessible by patients, determine the situation in pharmacies in the Czech Republic in the sphere of provision of selected services for pharmacy clients and confront findings with requirements of relevant legal standards and obligatory standpoints, capture progress in time of observed phenomenons in years 2007-2009.

Methods: Questionnaire survey. Respondents – first grade students of pharmacy specialization of Faculty of Pharmacy of Charles University in Hradec Kralove after completion of their practice in pharmacies. Questionnaires included data from years 2007 and 2009. Main database constituted of 158 pharmacies in 2007 and 152 pharmacies in 2009. Processing results – computer program Microsoft Excel.

Results: From examined pharmacies, more than 80 % of them were community, had less than 10 employees and were situated in cities with 10 001-50 000 inhabitants. About 75 % of pharmacies had separated dispensing place, from which were most common one dispensing place for Rx medicaments and one over the counter place. In 2007, only 24 % of examined pharmacies had discrete area, in 2009, more than one half of them had it. In 2007, only one half of examined pharmacies accepted credit cards whereas in 2009, more than 70 % accepted them. Discount cards were provided by almost 30 % of pharmacies in 2007 and almost 50 % in 2009. Blood pressure measuring was offered in almost one half of examined pharmacies in both years and in more than 40 % of examined pharmacies employees didn't wear any nameplates.

Conclusion: Results of survey shows, that not all pharmacies respect law and obligatory standpoints. Such as regarding nameplates and numbers of dispensing places. Some examined facts also changed over the years, such as number of pharmacies accepting credit cards and providing discount cards increased.