

Abstract

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Title of thesis: Opinions and Attitudes of Patients to Differences in Health Care Systems in the Czech Republic and Germany

Key words: health care systems, extra care, questionnaire survey, Czech Republic, Germany

Introduction: Czech Republic and Germany are two neighboring countries, located in central Europe, but there are number of differences between them. This thesis focuses on the differences in their health systems. Official statistics provide an objective view on the situation in both healthcare systems. Nevertheless those statistics don't include patient's opinions. A questionnaire survey was therefore created to include their point of view.

Objectives: The aim of this thesis was to compare selected characteristics of the Czech and German health care systems, to recognize the major differences between them and to identify their greatest advantages and disadvantages.

Methods: The survey was realized in selected towns in the Czech Republic and in Germany. All pharmacies in these towns were asked to take part. Patients were interviewed with adherence to the created questionnaire. The interview was conducted by the author of this thesis or by a trained interviewer. The questions concerned primarily extra care, the use and the private expenditures on medicines, the satisfaction with own health and services provided in pharmacies and the determinants of choosing community pharmacy. In the Czech Republic, 201 patients participated on the survey. There were 65 participants in Germany. Results were compared with official statistics and to results obtained from other resources.

Results and conclusions: The main differences between the systems are in their organisational structure, in definition of the obligation to be insured in the public insurance, the costs of insurance, the amount of private expenditures and in the definition of protective limits for private expenditures to healthcare. From the results of the survey, the main

differences are higher amounts spent for medicines and a lower interest in using extra care in case of Germany. Conversely, a strong consensus was been given in questions concerning satisfaction with their health and their opinion on establishing uniform (fixed) prices for medicines in all pharmacies.