

# ABSTRACT

## Today's Pharmacists as the Clients of the Pharmacy See Them

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**Introduction:** This thesis is focused on pharmacists' professional role, pharmaceutical care in community pharmacies and the public awareness thereof.

**Aim:** The core aim of the experimental part was to obtain opinions on contemporary pharmacists from a pool of clients in Slovak and Czech Republic.

**Methodology:** Questionnaire-based survey with both open- and closed-end questions. The survey had been carried out during the months of March and June 2017 in two pre-selected pharmacies in Liptovský Hradok (Slovak Republic), two pharmacies in Hradec Králové (Czech Republic) and with help of online Google Form. The acquired data had been processed and the results were published in the form of corresponding graphs and tables.

**Results:** The total count of participants was 200 Slovak and 200 Czech clients. Patients coming to the pharmacy expect predominantly pharmacist's willingness to advise them on the choice of medication whilst at the same time majority of them trusts the pharmacist completely and considers their advice crucial to the selection process. Moreover, the clients perceive pharmacists to be experts in the field of medicinal products who can be relied upon when healthcare consulting is concerned. Patients are aware of their qualification, what tasks they perform as well as alternative career paths in the field. However, there was a number of clients stating negative experiences in relation to pharmacies and pharmacists themselves.

**Conclusion:** The survey results clearly show patients' solid insight on the profession of community pharmacist and trust-based relationship between the respective parties. No significant differences between the two states were found. Considering the scope of the survey the results are of purely illustrative nature.

**Keywords:** pharmacy, society, health care, professionalism