

## **Abstract**

**Title of diploma thesis:** Analysis of individual counselling in pharmacy I

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**Introduction and objective:** Individual consultations are a relatively new and developing service provided for patients in community pharmacies within the pharmaceutical care. The aim of this paper was to analyse professional individual consultations in community pharmacy in period of 2009–2019.

**Methodology:** Professional individual consultations were provided in the form of a discreet dialogue between a pharmacist and patient in a consulting room of a basic pharmacy with two dispensing places. Pharmacy is located in a municipality of up to 5000 inhabitants, where no other pharmacy is available. The content of every consultation was recorded into a consultation form, while its extent corresponded with the focus of the given consultation. Patient's medical history was obtained during the consultation: demographic data, personal history data, lifestyle, use of medicines and food supplements including dosage information. The data was transferred into an electronic form with the use of web application containing a structured template. Consequently, the data was analysed. The identified drug related problems (DRPs) were evaluated using The Pharmaceutical Care Network Europe classification version 5.01. The results were described by descriptive statistics.

**Results:** A total of 346 individual consultations were provided to 148 different patients within the analysis. In 113 (76.0%) cases, they were women. The average age of the patients was 68 years. More than one individual consultation had 81 (55.0%) patients. On average patient used 7.1 drugs for consultations. The individual consultations were divided according the focus, while the most common topic was the management of DRPs (243; 70.0%). In summary, 462 DRPs were identified and most typically involved the choice of drugs (148; 32.0%), administration of drugs (143; 31.0%) and side effects of drugs (65; 14.1%). The DRPs concerned 679 drugs.

**Conclusion:** The analysis indicated that providing individual consultations in the pharmacy can, among other things, strengthen the culture of safety in use of pharmacotherapy. Conclusions need to be verified on a larger sample of pharmacies.

**Key words:** pharmaceutical care, individual counselling in the pharmacy, drug-related problem.