

Abstract

The diploma thesis deals with the provision of conciliatory palliative care at the General University Hospital in Prague. The main aim of the work is to answer three research questions, formulated in connection with the aim of the work, which is: *„To identify important aspects of the quality of care and to find out how patients and relatives evaluate the specialized palliative care provided in a hospital environment.“*

The work is divided into two parts: theoretical and empirical. The theoretical part of the thesis defines key concepts and describes the theoretical knowledge that relates to the topic of the thesis. The empirical part of the thesis describes the methodology of the research survey and the analysis of the obtained data, connected with the theoretical framework of the thesis topic. This work contains two main findings, namely satisfaction and identification of important aspects of the quality of specialized palliative care, provided through the palliative care counseling team at the General University Hospital from the perspective of patients and their loved ones who were in the care of this team.

Keywords: Palliative medicine, palliative care, specialized palliative care, palliative care counseling team, multidisciplinary cooperation, quality of care