

Abstract

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Title of thesis Analysis of the provision of consultancy during the dispensing of selected medicinal products by non medical staff

Introduction: Selected medicinal products are medicinal products that are available outside of pharmacy. They can be often obtained in supermarkets and petrol stations.

Objectives: The main goal of this research was to analyse the real situation in the stores selling SMP, according to good practise and the provision of consultancy during the selling of SMP by staff in Hradec Králové and its near surrounding. The purpose was extended to finding the availability and selling of SMP in Czech Republic.

Methods: The practical part consisted of two phases. In the first phase, two anonymous visits were done. The first visit went on without asking staff. During the second visit the staff was asked for advice. The second phase consisted of an online questionnaire about demand, availability and saleability of SMP. In total, 2632 retailers were asked about took part in it.

Results: In the most cases from 28 ones (89 %) SMP were stored free in selling area, in 3 stores (11%) VLP were in a locked cabinet. All stores had security system. The stores fulfilled temperature requirements (presence of air conditioning, no exposure to sunlight and cold). In the majority, 48 % of staffs didn't provide advice, in 30% the patient was given full advice and in 22% the patients's health was directly at risk. No questionnaire was replied mainly due to ignorance or disinterest of asked retailers.

Conclusion: In the most cases, sellers follow good practise in terms of storage and handling SMP as the law requires them to do. Consultancy is very limited and may put patient's health at risk. The sellers of SMP were not helpful to cooperate in monitoring of availability SMP in

the Czech Republic, which could contribute to improving care and assessing the benefits of SMP.

Key words: selected medicinal products, paracetamol, moxastine, ibuprofen