

# Summary

## Analysis of counseling practices in a pharmacy

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**Background:** In the context of modern trends in pharmaceutical care patient counselling is one of the activities, which should form an integral part of pharmaceutical care provided in Czech pharmacies.

**Aim of study:** The aim of this study was to evaluate the rate and conditions of patient counselling in pharmacies in the Czech Republic and compare data and knowledge with the experiences gained from the literature search.

**Methods:** Data of the prospective study were collected by questionnaire. The questionnaire was sent to 2287 Czech pharmacies in February 2011. Questionnaire consisted of 21 questions. Data were evaluated by software MS Excel and processed by frequency analysis.

**Results:** 260 pharmacies responded (corresponding to 11 % of the total number of pharmacies in the Czech Republic). 92 % of respondents were community pharmacies and 8 % hospital pharmacies. The greatest response was from the South Moravia region (15 %). 64 (24 %) of respondents provide patient counselling. Other pharmacies don't offer patient counselling especially for lack of suitable workspace for this activity. The most significant development of patient counselling was recorded in 2009. Almost 50 % of the pharmacies carried out only less than 20 consultations per year. 25 % of pharmacies have a separate consultation room and more than 30 % of them make record during consultation. The vast majority of consultations are provided free of charge for patients.

**Discussion and conclusion:** There is lack of legislative establishment for counselling practices in the Czech Republic. Therefore this activity is in conditions of Czech

pharmacies at the beginning and so little relevant evidence was found. The results show that some partial steps such as guidelines and educational activities focused on counselling may constitute the right impulse for the further development of counselling. The recent experiences from country with advanced pharmaceutical care confirm how important is the development of counselling in pharmacies to strengthen the position of pharmacist in the health care system. The counselling practices should represent the key direction, in which the pharmaceutical care will proceed also in the Czech Republic.

**Keywords:** counselling, pharmaceutical care service, Czech Republic.

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