

This can be avoided by using a one-time substance delivery method calculated according to the annual drug-production plan, since this method results in the use of only a single substance analysis in a larger sample, which will be significantly less costly.

Conclusions. Using the method of multiple delivery of a chemical substance, the enterprise spends a considerable amount of resources on control of each supply of raw materials, which is of economic costs of the enterprise. Based on the principle of lean manufacturing – cost minimization, the method of one-time supply of the required amount of raw material, pre-calculated according to the annual production plan of the medicinal product, reduces the total amount of resources used for the input control of the substance.

DEVELOPMENT OF PROPOSALS FOR IMPROVING THE QUALITY OF WORKING OF A PHARMACY

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Introduction. Changes in the external environment, the emergence of new legal and economic norms, the growing needs of the population to receive quality service services, are relevant to our research. It is important to find new approaches to improving the quality of pharmacy facilities. The competitive market requires decisive action from entities providing pharmaceutical services in Ukraine. Increasingly, pharmacy executives are deciding whether to expand their operations, comply with regulations, and, as a consequence, increase their profit margins.

Aim. The purpose of the study is to develop a program to improve the quality of service to consumers pharmacy institution. To achieve this, we must fulfill the following tasks: to analyze the regulatory framework governing pharmacies; to investigate the current state of work of pharmacy establishments and to propose a set of measures to improve the quality of the provision of pharmaceutical services in accordance with the principles of Good Pharmacy Practice.

Materials and methods. The basis of the work was the results of the analysis of the regulatory framework for the subjects of the pharmaceutical market and the experience of leading pharmacy networks.

Results and discussion. The organization of pharmacy activities and rules for the provision of pharmaceutical services are governed by a number of legal acts and regulations.

An important influence on the activity of the pharmacy institution in organizing, conducting and evaluating the work is provided by the following regulatory requirements, which are contained in: Law of Ukraine "On Amendments to the Tax Code of Ukraine and some other legislative acts of Ukraine on improving the administration and revision of the rates of individual taxes and fees"; Laws of Ukraine "On the use of registrars of settlement transactions in the sphere of trade, catering and services"; Laws of Ukraine "On Consumer Protection".

To date, our pharmacy establishments operate under the requirements of the License Terms of Ukraine and carry out business activities within the framework of legal relations "pharmacy-consumer".

According to our research, it is not enough for the average citizen to receive only quality medicines and appropriate advice on them. The consumer wants to have full confidence in the safety of the pharmaceutical services they receive and the qualified advice they have given to the standards of pharmaceutical care. Therefore, it is quite important to implement the following requirements:

- on patient well-being;
- influence decision-making on the use of medicines;
- building relationships with other healthcare professionals;

- lack of internal competition between pharmacy employees;
- responsibility for defining, evaluating and improving quality;
- possession of necessary medical and pharmaceutical information;
- knowledge of potential environmental hazards through the disposal of medicines waste;
- Responsibility for maintaining and evaluating one's competence.

Our plan to improve the pharmacy institution's activities includes a number of measures aimed at implementing the principles and provisions of Good Pharmacy Practice presented in the table:

Improvement principles	Suggested actions
Interaction with doctors	Development of information sheets for doctors on the existing product range.
	Developing proposals for friendly seminars on patient self-treatment.
Consumer interaction	Expanding the range of pharmacy services.
	Expanded counseling on disease prevention and medication management.
	Development of methodology for interaction with consumers.
Work with staff	Ensuring availability of up-to-date information on regulatory regulation of pharmaceutical activity and updating the pharmacy's assortment policy (creating a database of up-to-date information)
Staff training	Introducing the practice of regular training of staff to the modern requirements of the legislation (trainings, seminars).
	Development of internal staff training methodology.
Increasing the level of promotion	Development of intangible employee rewards procedure.
Working with internal documental	Development of procedures for specific activities of a pharmacy institution (e.g. risk assessment including environmental hazards through the disposal of medicines waste).

Conclusions. Based on the analysis, we propose a number of measures to improve the competitiveness and quality of pharmaceutical services, namely: the introduction of methods of interaction with consumers in the pharmacy; methods of internal training of pharmacy staff; non-material promotion of pharmacy staff and risk assessment. Today, the main task of the pharmacy should be compliance with the provisions of Good Pharmacy Practice, which will give benefits to the organization in the market of pharmaceutical services in Ukraine.

PHARMACEUTICAL WASTE MANAGEMENT PROBLEMS

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Introduction. The unfavorable situation in Ukraine in the field of pharmaceutical waste management can pose a real threat to public health.

Consumers are forced to throw medicines unsuitable for use together with household waste or sewage.

Medicines after entering sewage can enter the surface water through sewage treatment plants, since many of them are not biodegradable.

Drugs that enter the landfill of household waste first fall into the ground, and then, together with precipitation, into surface water. This water enters the water supply. It is used by various farmers to water vegetables and fruits, which are then consumed by the population.