Name of the study area: Rural, Mirzapur

Data Type: IDI with qualified seller/prescriber

Length of the interview/discussion: 93min.

ID: IDI\_AMR101\_SLM\_Bo\_QP\_R\_14Sep17

Demographic Information:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Male | 35 | SSC | Qualified seller/prescriber | Human &Animal | 10 Years | Bangali |  |

Interviewer: Bhai (Brother), what types of medicine do you have in your drug shop?

Respondent: You will find almost all human drugs.

Interviewer: Hmm, human drugs?

Respondent: You will get human and animal drugs from here. Animal drugs are very little like worms and diarrhea related drugs are available in my drug shop.

Interviewer: For whose drugs?

Respondent: These are for cattle.

Interviewer: How long have you been in this profession?

Respondent: I am doing this job more than seven years, it is around ten years. I started this shop on 17th March 2007.

Interviewer: When you have started this business?

Respondent: Hmm, ten years. I am working as a drug seller since ten years.

Interviewer: You are doing this job since ten years, so what did you do for starting the drug shop?

Respondent: I have taken six month long training. That training institution was “S” hospital at Kaliakoir. It is a Upazila health complex where they provided six month long RMP training and I got training from there. After completing the course I have started this drug shop and prescribe to the patients at a time.

Interviewer: Duration of the course?

Respondent: It was six month long course.

Interviewer: What did you learned from that Six months course?

Respondent: I have admitted in to the course, they taught us in the class room. They showed us how to start operation; we observed and learned from them.

Interviewer: Did you ever take any pharmacy exam for drugs selling?

Respondent: I have to sit exam under that course.

Interviewer: What type of exam that was?

Respondent: It was multiple questions in the answer script for pharmacist test and for prescribing or therapeutic and treatment test knew about medicine which will require for specific treatment and when it will require. It was necessary to know how to diagnose the patient's disease.

Interviewer: What is R.M.P?

Respondent: R.M.P means rural medical practitioner.

Interviewer: Who provide it?

Respondent: I do not know whether it is provided by government or not, but every year they offered a circular for the course. This year they also circulate it, it was three month long for this year.

Interviewer: What will happen if anyone completes the course?

Respondent: If anyone completes the course s/he can learn about medical practice. There are four to five government doctors are available in the upazila health complex and they teach us in the class. They also provided a book, from the beginning they start give lesson from anatomy after that they give lesson from pharmacology. They give emphasis on both topics/course. First they give lesson from anatomy if anyone read anatomy first then they can get knowledge on human body. After getting these knowledge then they give lesson on medicine.

Interviewer: So, did you gained knowledge about how to start drug shop or medical practice?

Respondent: Medical knowledge gained from that course and for starting the drug shop we need pharmacist course. I do not have pharmacist course.

Interviewer: You didn't have pharmacist course?

Respondent: Hmm, I didn't.

Interviewer: Did you start drug shop before completing the R.M. P course?

Respondent: No, it was started after completing the R.M.P course. I couldn't think it before R.M.P.

Interviewer: Well, so when you think that you will start a drug shop?

Respondent: After completing the R.M.P course I have worked for a month in a drug shop near at my grandfather house, after that I have started this drug shop here.

Interviewer: Where?

Respondent: My maternal uncle had a drug shop at kaliakoir.

Interviewer: What did you do there?

Respondent: I worked there as a seller and gained knowledge how to sell the medicine and deal with customer.

Interviewer: That means you started from?

Respondent: Maternal uncle's shop.

Interviewer: When did you wish to start a drug shop?

Respondent: After completing the course I thought that I can start a drug shop, when I started this shop I saw that I can understand everything. If I didn't understand anything then I communicate with my teacher by over phone that what I will do for this problem then they gave suggestion, if they said to refer then I referred the patients to them.

Interviewer: So, for starting the drug shop what did you do for that?

Respondent: I need a pharmacist approval like license from Tangail. After applying for license they provided it to me.

Interviewer: What type of license that is?

Respondent: Drug license.

Interviewer: That means after getting the drug license you have started this drug shop.

Respondent: Hmm.

Interviewer: After starting the drug shop what were the main activities in the drug shop?

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Respondent: I started both, sell the medicines and prescribing.

Interviewer: Please tell me detail activities in your drug shop what you do every day.

Respondent: Every morning I open the shop, after opening the shop I used to sweep and clean the shop. People used to come and want medicine, some people wants medicine by name like give me Napa, Napa Extra or Ace plus. Some people want antibiotics. There are many people who took partial medicine like eight or ten tables from another drug shop previously, they also come and wants medicines. Most of the times they brings prescription from clinic, here is clinic they visited there and used to come for buying medicines, we provide medicine according to the prescription.

Interviewer: Which drugs they want orally and which are they wants by showing prescription?

Respondent: There are only five to seven medicines written in the prescription like antibiotics, gastric, pain killer or Vitamin. Mostly Napa, Napa Extra, Fimoxyl which is antibiotic they wants orally.

Interviewer: How they want antibiotics?

Respondent: They wants antibiotic by name like Fimoxyl tablet, amodis, Ciprocin for diarrhea, they also wants saline. These kinds of medicines are always in their mind and they take it easily (*এইগুলো তো মানুষের মুখস্ত, চাইয়া চাইয়া খায়।).* When the patient consumes the medicine by himself and it did not work properly then they visit doctor and think that s/he needs good treatment. Then they come to me and said what will do, I used to give advice to go doctor at clinic and follow his instruction and you will get better treatment.

Interviewer: So, when a person is getting sick what does he do?

Respondent: Most of the people started consuming medicine by own, there are some people who visit me and consult with me about their problem then I give treatment to him.

Interviewer: Do they start by themselves?

Respondent: Hmm

Interviewer: What kind of treatment do you give?

Respondent: By observing their symptom I used to give treatment. If the patients told me that he is suffering pain then I give medicine for pain along with gastric, also give calcium. Basically I give these three for seven days after taking these they will cure. This is the system what I am following.

Interviewer: When did you open and close your drug shop?

Respondent: There is no fixed time but I try to open it early at 8.00am, and try to stop it by evening (time of Esha prayer/evening prayer), after evening prayer I do not keep open it.

Interviewer: You told that some people come without prescription, what kind of disease they suffer most?

Respondent: Mostly they suffered from headache, fever and pain.

Interviewer: What types of medicine do you have in your drug shop?

Respondent: There are Vitamins, anti -histamine, eye and ear drop, cream and lotion, calcium and Unani etc. I keep some livestock medicine too.

Interviewer: What is anti-histamine?

Respondent: For allergy drugs they called it anti-histamine.

Interviewer: Do you have antibiotics?

Respondent: Yes, I have. There are almost all company's antibiotics which are prescribed by the doctor.

Interviewer: That means, do you have all the medicines that need for human and animal?

Respondent: There are all but fewer things. It is not possible to keep all, I keep something.

Interviewer: Why not possible?

Respondent: A lot of money is needed for keeping the all medicines. I have no so much money (laughing) moreover keeping the all medicines we need big place or storage.

Interviewer: There are so many drugs are available in your drug shop including antibiotics, now tell me what an antibiotic is?

Respondent: We used to give antibiotic to those who suffered from fever, who took paracetamol but the fever did not cure then we give antibiotic. We start from Amoxicilin or Ciprocin first, it is for five days that I give advice to the patient, that's the way.

Interviewer: When you give or suggest antibiotics?

Respondent: If the patients come with wound or injuries then I give antibiotic for seven days, I also give antibiotic for seven days if the patient suffered from fever. I give lowest dose for five days.

……………………10.12 Minutes………………………..

Interviewer: When an ill person comes to you then when you write antibiotic? What is your experience of prescribing antibiotics?

Respondent: When an ill person visit me then I hear his disease history, if I see he was suffering from disease for two or three days even he takes some medicine from somewhere else and he was not cure then I start antibiotic first, if he does not like this then I do not give antibiotic to him.

Interviewer: How many days?

Respondent: Three to four days.

Interviewer: When patients used to come?

Respondent: At the very beginning they used to come but they did not take full treatment due to money crisis.

Interviewer: Please tell me the details.

Respondent: If the patient suffered from fever for five days and he takes some medicines like Napa, Napa extra or any other medicines but he did not cure, then he used to come.

Interviewer: From where he takes/consuming?

Respondent: May be he takes medicine from another drug shop which was not work properly. He said that he consumed Napa for three days but he did not cure, then I give Ciprofloxacin with Napa, after consuming it he will cure within two hours. I give this dose for five days, after completing the five days course he will cure fully.

Interviewer: When a patient visits to you, what did you ask him?

Respondent: I ask about previous medicine what he took, then they said they consumed Napa from three days, I also ask about another medicine if not then I give antibiotic.

Interviewer: Where did he take Napa?

Respondent: Napa, it is available even in grocery shop. You will find some medicine like Napa, tablets for gastric in grocery shops (laughing). Grocery shop keepers keep it in their shop along with their other goods. May be they takes from that shop and eat but it was not work properly then I give them antibiotic.

Interviewer: When he started Napa?

Respondent: It was started from when he feels fever.

Interviewer: How?

Respondent: They started it by own. When they see it was not work or he did not cure then they come to us for treatment. Then we give them antibiotics which work.

Interviewer: Do you see increase or decrease in antibiotic use over the years? please tell me details about your views.

Respondent: The use of antibiotics is increasing.

Interviewer: How?

Respondent: In the past they did not take antibiotics, if we prescribed antibiotics then they said that they would not have antibiotics.

Interviewer: Hmm

Respondent: At that time they left antibiotics rather takes other medicines. But now some patients who used to come and wants antibiotics. They said please give all at a times I will not come again. (Laughing), So, I think it has been increased.

Interviewer: Who said it to give at a time?

Respondent: Patients said it.

Interviewer: Why they said it?

Respondent: It may be difficult for him to come again and again, sometimes they thought that if they leave antibiotic or takes partially then it will not work, that’s why they takes all of them together.

Interviewer: Does the people chose antibiotics most?

Respondent: Peoples prefer more than before.

Interviewer: What is the reason for this choice?

Respondent: If they takes antibiotics it works quickly.

Interviewer: And more?

Respondent: If anybody feels fever then they suffer three or four days for recover, if they takes antibiotics then it works quickly and they get well quickly, for this they likes it most.

Interviewer: Does it quick recovery tendency to the patients?

Respondent: Yes, they thought that if they consume antibiotics then they will recover soon.

Interviewer: What else?

Respondent: What would I say more, now people can understand that they need antibiotics, may be they taught from us.

……………………15.00Minutes………………………………

Interviewer: From whose?

Respondent: They learnt it from peoples that antibiotics may work well, so they have gained faith in antibiotics. Some patients who suffered similar disease they are trying to follow another patients who takes any medicines and get well, they also wish to takes similar drugs by themselves.

Interviewer: Patients?

Respondent: Yes, patients.

Interviewer: Then they came to you?

Respondent: Yes, they wants it by own self. There are some people who have taken medicine before and gets well they also come later when they feel unwell with that stripe and said to me for providing him that drugs. They usually come and wants like give me five tablets then I give them that tablets. Though they come with the stripe so we do not ask him anything. May be he got information about this medicine from anywhere that's why I do not ask anything to him.

Interviewer: Why you give them?

Respondent: I need to sell, I am selling. (*আমার তো বেচার দরকার, আমি তো বিক্রি করি).*  If I do not give him then he will buy it from another shop. So, we also give him. *(সে যদি আইসা চায় আমি যদি নাও দেই তাহলে অন্য দোকান থেকে সে ঠিকই নিবে, এই কারণে আমরাও দিয়া দেয়।)*

Interviewer: When a patient used to come with the stripe then did you ask where did you find this? why you take this medicine?

Respondent: No, I do not ask anything.

Interviewer: Why do not ask?

Respondent: I do not ask because he came with stripe, we think that maybe he takes it before otherwise where he gets it from.

Interviewer: Does he know about this stripe? What types of medicine it is?

Respondent: No, most probably they do not know. Most of the cases son comes to buy father's medicines, that time they comes with stripe. If we ask who takes it they replied it is for their father's medicines.

Interviewer: Do you know why they takes it?

Respondent: No, I do not ask nothing at that time. If any patient asked me what it is for, then we say that it is for this disease.

Interviewer: What do they usually do?

Respondent: Generally those who come with stripe they want medicine directly by showing the stripe. Some people who are conscious they ask us what it is for, then we said to them it is for this disease. If it is similar to his then he takes it otherwise they do not take it.

Interviewer: In whose cases does this happen?

Respondent: Those who come to take drugs to see others. For example if anybody suffered from pain then other one observe him to takes Riboxin for pain and gets well. After hearing from him that person come with that named of medicine*. One who follows another's (একজন কে দেখে বা ফলো করে অন্যের ওষুধ খাওয়া)*

Interviewer: Why they come by hearing this?

Respondent: When a patient takes medicine from a doctor but he didn't cure then he saw another one who takes medicine from another doctor and get well, then he heard the information and come by hearing that information.

Interviewer: Do they suffered from same disease?

Respondent: Yes, for pain we advice them same medicine, same to same.

Interviewer: Is there any other reason that he did not go to the doctor but coming in to the drug shop?

Respondent: Hmm, if you go to a doctor then he will charge two to three hundred taka as a visit fee. But there are some people who make a trick that he will not visit the doctor and he will save the money. Because one of his fellow friends who had a prescription and gets well then he will also follow that prescription.

Interviewer: Who do this?

Respondent: Those who have little amount of money (poor people) they follow this way.

Interviewer: And?

Respondent: Those who are rich and who have money, they do not takes medicine without consulting the doctor. Those who are poor they do this. Rich people always consulting with doctor whenever he needs medicine.

Interviewer: Does it economic factor?

Respondent: Yes

Interviewer: What does poor and rich people do?

Respondent: Poor people come to us for their treatment and rich people visit doctor for treatment.

…………………………………20.01 Minutes………………………………………..

Interviewer: What type of antibiotic do you prescribe most?

Respondent: I am prescribing Ciprofloxacin antibiotic.

Interviewer: Which generation it is?

Respondent: This is from Quilonol group drug. In this group there are Ciprofloxacin, Parfloxacin, Nalidix acid, Levofloxacin, Sprafloxacin and Gatifloxacin.

Interviewer: Why antibiotic use for?

Respondent: It is used for killing the bacteria and viruses.

Interviewer: When you prescribe this group of antibiotics to the patients?

Respondent: It is prescribe that when the patients suffered from disease for four to five days then we prescribe it. We never used it before.

Interviewer: What is the generic name of Quilonol group medicine?

Respondent: Ciprofloxacin is the generic name of Quilonol group.

Interviewer: Which drug company are providing their drugs here?

Respondent: All of the companies are here.

Interviewer: Which one is whose?

Respondent: Ciprocin made by Square pharmaceutical, Neofloxacin is from Beximco pharmaceutical.

Interviewer: And more?

Respondent: Cifex DS from drug international, Ciprox is from Opsonin.

Interviewer: Which one is best seller?

Respondent: Square's one is the best seller.

Interviewer: Which one?

Respondent: Ciprocin.

Interviewer: How much power it contains?

Respondent: These are 500mg, 250mg and 750mg. 500mg is used for more than ten years old, 250mg is used for those who are under 10 years old and it is like syrup. Per spoon it contains 250mg.

Interviewer: How do you advise when a patient comes to you?

Respondent: When a patient comes with fever since three days then we ask him whether he is taking any other medicine, if he says he is taking then we ask him what are those medicine then we have to confirm that did he takes antibiotic if no then we prescribe antibiotic if yes then we try to make sure the group of antibiotic, if needed then we change the group of medicine. It is like if he took Amoxicillin then we change the group and provide Ciprofloxacin. (Ciprofloxacin instead of Amoxicillin)

Interviewer: When do you change?

Respondent: After consuming three to four days antibiotic and does not work.

Interviewer: Which one is not working?

Respondent: Amoxicillin. If it is not working then we have to change it.

Interviewer: Then what did you give?

Respondent: We give them Ciprofloxacin

Interviewer: Amoxicillin, which group it is?

Respondent: It is from Penicillin group.

Interviewer: Which generation it is?

Respondent: First generation. It is the first generation antibiotic in Bangladesh.

Interviewer: If it does not work then which generation do you prefer?

Respondent: We used to for second generation.

Interviewer: Which one are in the second generation?

Respondent: Amoxicillin is the first antibiotic but it does not work anymore. Now, Ciprofloxacin, Azithromycin which is third generation are working good.

Interviewer: Well, that means first generation is not working anymore.

Respondent: No, it is not working.

Interviewer: As a prescriber when a patient come to you which generation do you prefer first?

Respondent: Now, we do not give first generation first, we start from second generation. If we give first generation then it will not work.

……………………………….25.05 Minutes…………………………

Interviewer: Which one is the second generation?

Respondent: This Ciprofloxacin which I am giving that is second generation.

Interviewer: And Cephradine?

Respondent: That is from third generation

Interviewer: So, I want to know, when you are going to prescribe then which one you start first?

Respondent: I am staring from Ciprofloxacin because Cephradine is expensive.

Interviewer: Hmm

Respondent: We prescribe Cephradine to takes three times in a day and Ciprofloxacin for two times in a day. Cephradine per capsule price is twelve taka and it will takes three in day but Ciprofloxacin fifteen taka per capsule and it will takes two times in a day. So, I suggest Ciprofloxacin for saving some money.

Interviewer: How do you decide whether you will give first generation or third generation to patient?

Respondent: If we give first generation to ten patients then we will see that eight patients will not cure by using this, so we start from third generation. Now we will not use first generation anymore. Even we or qualified doctor do not think/consider it first. Now, they start from expensive antibiotics from the beginning which is third generation. Azithromycin is the best selling position in the moment.

Interviewer: When do you give it to a patient?

Respondent: It depends on diseases condition and severity. If we see that patient has been suffering from fever since seven to eight days and fever was not decrease then we used to give antibiotic dose for three days one tablet per day. It will work for twenty four hours and it kills any kind of bacteria. For typhoid we prescribe two Azithromycin two times in a day at morning and evening. We prescribe it for five days or seven days. At the very beginning of this group (Azithromycin), company representative told us that three days course is enough for recover from the disease but now we see that doctor prescribe it for seven days and two times in day. *May be it is not working good, as long as antibiotic is going to become inactive, which generation comes in the market may be it works for five years then it does not perform well. People consumed it as much as that it has been destroyed human body forever and this antibiotics does not work anymore.(* *কাজ করে না দেইখা, যত ই দিন যাইতেছে এন্টিবায়োটিক ততই অকেজো হয়ে যাচ্ছে, যে জেনারেশন ই আসুক দেখা গেল যে বছর পাঁচেক ভাল কাজ করে তারপর ওই এন্টিবায়োটিক আর কাজ করে না। মানুষ খাইতে খাইতে ওইটা শরীরকে শেষ করে দিয়েছে ওইটা আর কাজ করে না।)*

Interviewer: Why does not work?

Respondent: It's became resistant.

Interviewer: What is resistant?

Respondent*: Now, Penicilin which is first generation already resistant in human body which does not work. When a newborn is in her mother's worm it has been resistant and she comes out with that. (এখন ফার্স্ট জেনারেশনের পেনিসিলিন রেজিসন্টস হয়ে গেছে এখন আর কাজ করে না। মায়ের পেটে থাকতে ওইটা রেজিস্টেন্স হয়ে আছে,)*

Interviewer: What types of this?

Respondent: It means this type of antibiotic s/he already consumed, if we give again then it does not work.

Interviewer: Why it become resistance?

Respondent: It happens if you consumed incomplete does. For example, the procedure for taking Penicillin the lowest does for five days, if anybody stop it after taking two days then it will not work later when same antibiotic you will use for same disease. Then you have to change the generation.

Interviewer: What are the issues/challenges/concerns about prescribing/selling of antibiotics?

………………………………..30.00minutes……………………………..

Respondent: I do not feel any challenge but after taking the antibiotic sometimes it occurred allergic reactions to the patients. Depends on patient’s condition and severity we can use it at any time. If the patient suffered from many days then there is no problem to prescribe antibiotics. Sometimes antibiotics occurs reaction to the patient then we give advice to those people never use or consume this group because your body is not comfortable with this antibiotic.

Interviewer: What do you say to the patient at the time of prescribing?

Respondent: Do you mean what problem will be happen after consuming antibiotic?

Interviewer: What did you say to the patient?

Respondent: I say to the patient if you feel bad then don't need to eat, better you will back it to me. Then I will change the medicine.

Interviewer: Did you give any instruction to the patient while prescribing?

Respondent: Yes, I give

Interviewer: What are those instructions?

Respondent: If he suffered from cold then I say to him don't eat frozen food.

Interviewer: What information do you give to customers when you prescribe antibiotics?

Respondent: When I am giving antibiotics, I say to the patient that it will be consumed for at least five days. Never stop it; if you stop it then it will never work.

Interviewer: What else?

Respondent: If you feel bad then stop it and back to me. When you will take it then you will understand that it will comfortable with you or not.

Interviewer: How many day of the lowest does?

Respondent: Five days

Interviewer: Highest?

Respondent: Highest does is for fourteen days, it is Ciprofloxacin which is given.

Interviewer: When it will give for fourteen days and when it will give for five days?

Respondent: Based on test result (lab test for pathology) doctor suggest antibiotics for fourteen days. Initially, we prescribe antibiotics for seven days, if it is not working then you have to go for lab test. At first we give medicine without any test because we have no system for testing, if we have then we would given medicine by testing.

Interviewer: What did you do a qualified doctor?

Respondent: They prescribe it by test, those who are MBBS pass they also give some test and prescribe it. They are not sit in the pharmacy, they sit at clinic. They give suggestion for testing.

Interviewer: Do they start from antibiotics?

Respondent: No, they do not write antibiotics first. After hearing disease history then he suspect something and give advice for some testing. If he got something in the test then he suggests antibiotics.

Interviewer: So, why and how do you give antibiotics?

Respondent: *We are giving/prescribing on guess that it will happen. Then we prescribe antibiotics. (আমরা তো দিচ্ছি আনুমানিক একটা ধারনার উপর যে এইটা হইতে পারে, এই ধারনার উপর।)*

Interviewer: What type of patients usually visit to you and who visit qualified doctor? What are the main reasons?

Respondent: If any patient visit to qualified doctor then he has to pay visit fee to the doctor and he laso pay for lab test but patient thought that if they visit us for fever then he has to pay three to two hundred fifty taka only and he will gets well easily, if he go for test and visit qualified doctor then he needs at least one thousand taka, most of the patients are not capable to pay this amount that's why they firstly try to takes some medicine from us where they do not pay any extra amount. If they do not get well then they will go to qualified doctor.

Interviewer: Did you mention times for antibiotics consumption?

Respondent: Yes, also mentioned time and it will takes twelve hours interval. If you got injury then you needs Flucloxacin that you will take six hour interval, I never mention two times, if say them to two times then they face difficulties in timing.

………………………..35.13 Minutes…………………………………………

Interviewer: What types of difficulties it is?

Respondent: If I say to him for two times then he will takes it at 8am and in the evening at 5 pm but it he does not maintain the accurate time. If I say twelve hours interval then it will be 8 am at morning and 8 am at night/evening.

Interviewer: What will be happen if anybody does not maintain the time?

Respondent: If you do not maintain the time then it will not work properly. When you consumed an antibiotics it will remain in your body for twelve hours then your need another does after twelve hours but if you failed to consume it after twelve hours then it create a gap, for avoiding this gap you should maintain the time accordingly. For this gap your disease will not cure.

Interviewer: What will happen for this gap?

Respondent: It will become resistance.

Interviewer: Did you give this information to the patients?

Respondent: Yes, I say it.

Interviewer: Which patients will get antibiotics?

Respondent: Antibiotics are given to almost all patients. But patients who suffered from pain we do not give him antibiotics. Usually for cold and fever who suffered from four to five days we give antibiotics. We also give antibiotic to the injured or sore patients.

Interviewer: Who will get antibiotics directly, what do you think?

Respondent: If they have major injury or sore with infection then I will give antibiotics directly. For killing the germs we will use Flucloxacin to the patients. If we use it then it will kill the bacteria.

Interviewer: How much price of antibiotics? Could you please explain.

Respondent: The price of antibiotics are costly, if you go for buying Amoxicillin then you have to pay for at least seven taka.

Interviewer: Do you think the price of antibiotic is affordable in general? Do the consumers get the benefits as per their expenditure?

Respondent: The prices of antibiotics are costly, if it is less amount that it would be good. The people of our country are poor, it always keep their mind in low cost treatment expenditures. But they are forced by eating it because they have limited money but they need those essential medicines. So, they forced to eat even if the price is so high.

Interviewer: What are they doing at that time?

Respondent: That's why they do not buy the full course, they take partially.

Interviewer: So, what are the people usually do?

Respondent: They take full course.

Interviewer: Did they complete the course who take partially?

Respondent: Yes, the take it later.

Interviewer: Hmm

Respondent: We see that some people take full course but after three days they stop the medicine that he gets well. We also get some people who takes the full course but eight or nine days later they came to me and said that I have remained some medicine please take it, then I ask why you not consumed it full, they replied that I am getting well after consumed five days, remaining drugs is here please take it as a return.

……………………………….40.07 Minutes ……………………………………………….

Interviewer: Then what do you say to them?

Respondent: I ask them why you do not consume it. They said to me that they got well and why they consume it full? But they are not aware of resistance.

Interviewer: Why they stop it?

Respondent: There are many people who are not accustomed to taking the medicines. They do not like medicine and there are also many people who concern about their money and try to save the money.

Interviewer: How do you give medicine to the patients?

Respondent: I give through the prescription as well as orally. There are many companies who provide some paper where I usually write the drugs name and keep track for that prescribed medicine. If they visit to me later then I have to check with that written document.

Interviewer: Do you prioritize prescription for antibiotic over other types of drugs and how?

Respondent: If he suffered from long time then I prescribe antibiotic first. If it is not for long time then I never give any antibiotics.

Interviewer: How antibiotics are different compared to other medicines?

Respondent: As pain medicines do not need antibiotics, if he suffered from pain then he needs gastric medicines.

Interviewer: Hmm. So, what is the different compared to this gastric medicine?

Respondent: Antibiotic kills’ germ but medicines for pain remove the pain.

Interviewer: Could you tell me from which drugs are largest profit comes?

Respondent: Here are top ten companies are available and they provide their drugs to us. All companies' drug price is equal like Square, Beximco and so on, all companies give same percentage which is 12%. But there are some medicines if we ordered them then they give a bonus packet/box of them medicine. So, top ten companies offered a extra box then it will makes some profit rather than others.

Interviewer: What do you mean by top ten?

Respondent: Top ten means best seller of the companies.

Interviewer: Who are those?

Respondent: There are Square, Beximco, Opsonin, Acme, Renata and Arsitopharma etc who's product are best and their position in the top chart. Those who are qualified doctor they also prescribe that companies drugs that's why we keep it in our drug shop.

Interviewer: Do you get more profit from these?

Respondent: It is not more than 12%.

Interviewer: Is there more profit in selling antibiotics or other common medicines?

Respondent: All medicines are given the same percentage, so there is no difference, all companies offered 12%. Profit depends on sell that means as much as increase the sell and profit will increase that way.

……………………..45.00minutes…………………………………………

Interviewer: What do you think, are antibiotics effective? In what ways?

Respondent: Yes, it is effective.

Interviewer: When people get sick?

Respondent: People getting sick when germs entered in to the body by air or food contamination. This germ occur disease then people comes to us for treatment. When peoples come to us with cold then we prescribe them antibiotics because antibiotics kill the germs.

Interviewer: Which group of antibiotic works good?

Respondent: Azithromycin working good. We prescribe it once in day for three days and it will works good. It will take very few and he will cure shortly.

Interviewer: You mentioned earlier that antibiotics becomes resistance, what are the reasons for that?

Respondent: Antibiotics course has not been completed, if seven days course do not complete accordingly then it will be resistance.

Interviewer: How we will stop it?

Respondent: If we want to stop it then people should understand that if they take antibiotics then they should complete the course first.

Interviewer: How?

Respondent: While prescribing antibiotics it should be describe clearly that course will be complete accordingly.

Interviewer: Does people follow this instruction?

Respondent: No, people do not follow this instruction.

Interviewer: So, what will do for that?

Respondent: We have to let them understand more and more for building their awareness.

Interviewer: Which way we have to let them?

Respondent: There are lots of way like television, paper etc. Television will be the most effective way.

Interviewer: What are the challenges of antibiotic adherence and compliance?

………………………………50.18 Minutes………………………………….

Respondent: Some people do not want to takes medicines because they have no faith and confidence on medicines.

Interviewer: Why people do not maintain doses, what do you think?

Respondent: Most probably they forgot to takes medicines.

Interviewer: Do you sell antibiotics without the prescription of a MBBS doctor?

Respondent: Yes, I give/sell something without prescription. Those who are poor and who have no ability to visit qualified doctor we used to give them antibiotic first.

Interviewer: Do you sell antibiotic to patients on request by them?

Respondent: Yes, they do it. You have observed that sometimes ago one person bought some medicine which is his regular drugs he came and tell by the name of drugs.

Interviewer: Does people wants antibiotic by name?

Respondent: No, people usually do not want antibiotics by name. When they come to us we started antibiotics first. Qualified doctor also prescribe antibiotics but they do not wants by them self.

Interviewer: What dose patients say to you?

Respondent: Patients usually describe their disease condition then the doctor prescribe antibiotics for getting well from disease.

Interviewer: Who decide that they need antibiotics or not?

Respondent: Doctor decided it.

Interviewer: Now I want to monitoring system, are you of any regulatory body to monitor the use of medicines in general and antibiotics in particular?

Respondent: Yes, there is a drug super that comes from Tangail used to visit drug shop.

Interviewer: What does he do at the time of monitoring?

Respondent: He observed there are some medicines such as human and animal drugs cannot keep in a same self, we should keep it separately, some medicine which will keep in the refrigerator, cleanness etc. He also checked the expired date of medicine. If he gets anything wrong then he can be penalized for that.

Interviewer: Are you aware of any government policy in relation to use of antibiotics?

Respondent: No, I have not seen any government policy yet.

……………………………………..55.10Minutes……………………………..

Interviewer: When and how much antibiotics do you prescribe to the patients, do you have any government policy for that?

Respondent: No, no, there is no policy like that. Doctor usually prescribes antibiotic easily. There is no prescription policy that we will not prescribe antibiotics.

Interviewer: Do you think we need to have a policy and an ethical code of conduct in place for selling antibiotics?

Respondent: Yes, we need it. If the patient need seven days course but he takes it for two or three days then it will be resistance. For avoiding this resistance we need a policy. First generation which is penicilin price is only twenty taka but at same time One stripe of Ciprocin price is one hundred and fifty taka, if the patients complete the first generation course accordingly then nothing will need in Bangladesh.

Interviewer: Hmm

Respondent: Peoples can takes cheaper antibiotics. But it was happened due to in complete course now we need expensive antibiotics.

Interviewer: So, who are responsible for that?

Respondent: Both, doctor and patients. There are some people who try to get well instantly if we start them from first generation then they will takes five to seven days but they are too hurry to get well. If we give them Cephardine then they will gets within one or two days. For that patients are liable. They want to get hurry that's why there are many doctors who give them that antibiotics.

Interviewer: What will happen if the patients get well soon?

Respondent: Then doctor hold a good reputation. Peoples used to say that I had taken medicine from him for two days and got better.

Interviewer: So, who will be benefited from that?

Respondent: The patients who want to get well by two days it is his benefit, again doctor also benefited because he helps to patient get well soon. Both are benefited.

Interviewer: Do you think some practitioners unnecessary prescribe antibiotics?

Respondent: No, there is no doctor who wants that patients to take unnecessary medicine. I do not also want that but sometimes we prescribe something for patient's interest.

Interviewer: What is these?

Respondent: While prescribing the antibiotics we consider the patient's condition and others circumstances like distance, age etc.

Interviewer: Do you think that you would give antibiotics to the patients that you will be benefited or drug company will be benefited from that sell of antibiotic?

Respondent: No, no, there is nothing like that. We have lots of medicine but same drug will not work for different patients. We give different medicine for different patients, if we think our profit then patient will never cure.

Interviewer: Do you think that some practitioners do that?

Respondent: I cannot say, I do this but I do not know how others do.

…………………………….60.08minutes………………………………

Interviewer: Are you aware of consumers' right? What is that exactly?

Respondent: A consumer will take it according to his needs,

Interviewer: Do you aware of consumers right at the time of selling?

Respondent: Yes, if anyone come to me for sleeping pill but I do not procure it without prescription. Here he is also a consumer and it is his right to get/buy it but I do not sell because he has no prescription

Interviewer: How you will consider that it is a good prescription?

Respondent: There will have to include the disease history, when and how it was occurred, how he feels etc.

Interviewer: Do drug companies can influence to you for prescribing antibiotics?

Respondent: No, no, they do not influence us. When company representative visit us they said about their product. There are some drugs which test is not good to eat, so some companies made some medicine with different flavor like lemon flavor, banana flavor, mango flavor etc. They give that information to us. But they do not say that if you sell this product it will more profitable. In our patients there are also include children so we suggest them medicine with flavor that they consumed it easily. Children chose flavor of medicine so they give that information to us.

………………………..65.04 minutes…………………………………

Interviewer: Does they change it for antibiotics too?

Respondent: Hmm, they produce it with flavor. All children antibiotics are powder, now some companies produce child antibiotics like grain granule which is not mixed with water but after consuming it will works or broken in the stomach.

Interviewer: Does they modify it?

Respondent: Yes they modified it and they also improved quality, they change it's test. But they do not give any information that his product is more profitable.

Interviewer: Where do people prefer to get their antibiotics from?

Respondent: After taking prescription from doctor they usually go to the pharmacy/drug shop.

Interviewer: Where the doctor sit?

Respondent: At clinic in his chamber.

Interviewer: What are the usual practices to human? What they do?

Respondent: Some patients comes to me some visit qualified doctor directly, after taking the prescription they comes to us for taking medicines. We give them medicines according to the prescription.

Interviewer: Now, we will know about your livestock medicines. What types of animal drugs do you have?

Respondent: For livestock I am selling worms medicine only. These medicines peoples wants from us. I keep Zamovit from Acme company's drug which is very demandable in this area. When the cow's do not eat then they give it to the cow. There are some people who used to come and say to me that his cow do not eat then I give him Zamovit powder. If you mix it with grass then they eats well. Zamovit keep the stomach well and it is also digestive. So, we keep these medicine. I also keep some vitamin for cow's which make the animal healthier.

Interviewer: When and how did you gain knowledge on animal medicines though you have only human training?

Respondent: Most of the people want it by their own self. Company representative also describe it to us that it is for worm and it works on this way. There is libamisol tablet for animal which is for worm it can be used even the cows is pregnant. So, company representative give this information to us. But for human you cannot give any worms medicine while she is pregnant. I have no training on animal but people wants that's why I keep something in my shop. If they do not want then I would not have kept it.

Interviewer: Why they wants from you?

Respondent: Peoples usually comes to us for human medicine they also need animal drugs for their livestock. When they come for human medicine they also ask about animal drugs that he needs worms medicines for animal. I keep the animal drugs so that they get both in a one place.

………………..70.19 Minutes…………………………….

Interviewer: When you think that you will keep animal drugs along with human?

Respondent: When people seeking it to me then I thought that I will keep animal drugs. I did not keep it at the beginning. When I saw that people seek animal drugs then I started to keep it.

Interviewer: Does it profitable rather than human drugs?

Respondent: No, there is nothing like that. All companies offered 12% of profit. Sometimes they offered bonus if we ordered/take large amount of medicines.

Interviewer: Can you tell me what an animal antibiotic is?

Respondent: I do not keep any antibiotic for animal, I never sell it. Though I have no training on animal so how I keep animal antibiotics in my shop.

Interviewer: Do you prescribe animal drugs?

Respondent: No, no. I do not prescribe animal drugs. But I give them advice to take worms medicine if the cow's weight is forty kg then the cow will get one Volas ( animal drug). When giving the medicine I ask about animal weight. If the cow is big then it needs four or three tablets.

Interviewer: From where did you get the knowledge?

Respondent: This information wrote on drug box/packet. Company representative also informed us.

Interviewer: Did they give your training?

Respondent: Yes, sometimes they arrange seminar. But I did not join any seminar. They also provide some literature where we can get everything.

Interviewer: When people want medicine for animal?

Respondent: They know better when their animal needs drugs. After purchasing any animal they try to give some medicine like worms medicine to the animal.

Interviewer: Do you ask about animal disease history when they want medicine?

Respondent: History is not needed to give worms medicines. They know better and comes that they need worms medicines for animal.

Interviewer: What types of medicine do you keep for animal?

Respondent: For increasing the test I keep Zamovit, and for worms medicines.

Interviewer: Why the people come to you for animal drugs?

Respondent: Because there is no sufficient doctor for animal. In this Bazar there are only two shops where they give treatment and there are five drug shops where they sell animal drugs. So, people used to come and take medicine from us.

Interviewer: Is there any other reasons?

Respondent: No, there are no any other reasons. There are some doctors who gives extra medicines when a farmer wants worms medicines, they also give/advice injection for any disease. So, people come to me.

Interviewer: Do you have that types of injections?

Respondent: No, I do not have any injection for animals.

Interviewer: How you will get this supply of medicines?

Respondent: Company give us, they have representative in this area.

Interviewer: Do you have license for animal?

Respondent: No, I have no approval for animal.

………………………………75.15 minutes…………………………….

Interviewer: How you are getting this?

Respondent: Company representative comes to us. In the drug license it was mentioned that I will have keep human medicines, though it is medicine so I can keep animal medicines too. Though both are medicines so I keep it.

Interviewer: Why livestock company comes to you?

Respondent: Though I have a drug shop and peoples used to come this shop for buying drugs. Animal doctor's who assign by government for artificial insemination they do not sell medicine they only prescribe the drugs and give advice to the farmers. After getting prescription people goes to drug shop for buying medicines. So, people come to us for buying medicines.

Interviewer: Do you mentioned the dose, times and duration to the livestock owner when you give medicines?

Respondent: Yes, we have to say this. For vitamin, you should mix 1 spoon of vitamin with 5 kilograms grains. This information also write on the drugs packet as well as literature which was given by company representative.

Interviewer: Where you get this information?

Respondent: Company representative informed us, they also provide some literatures. This information also write on the drugs packet.

Interviewer: Do you read the literature?

Respondent: Yes, I read. It was written by Bangla and I read it.

Interviewer: Why do you read?

Respondent: I read it to know. Though I have poor knowledge on animal (cow), so I read it to know. If any drug company produce new medicine then they give literatures for their marketing I also read that literature.

Interviewer: Do you know what antibiotics are for livestock (cow)?

Respondent: No, I do not know.

Interviewer: Do you have any idea on that?

Respondent: No

Interviewer: Is there such generation first generation, secondary generation like human drugs?

Respondent: May be but I have no knowledge.

Interviewer: Who knows it?

Respondent: Those who have got training for cattle/livestock they will know it well.

Interviewer: In Bashtoil Bazar like you who are selling both human and animal drugs, do they have any knowledge on animal antibiotics?

Respondent: If they have no knowledge on antibiotics then they do not prescribe antibiotics, Though they have no knowledge they do not keep it. If anybody keeps antibiotics then he can sell it according to the prescription.

Interviewer: Did you visit animals in farmer’s house?

Respondent: No, no. We do not go there.

Interviewer: So, do you prescribe?

Respondent: No, no. I do not prescribe anything for cows/livestock.

Interviewer: What is the different between human and animal drugs price?

Respondent: The price of animal drugs is little expensive, though they need four times bigger than human. If human needs five hundred than animal needs two thousand power of medicine. Though the power is bigger so price should be higher than human.

Interviewer: You said that you give prescription to the patients, does they read it?

Respondent: They can understand it, I let them understand at the time of giving. Moreover I use some symbol to keep memory in their mind, it is like I cut the stripe one side one single cutting that means they will consume it once in a day, two cutting sign means twice in a day, three cutting means three times in a day, then they can understand it and take it easily.

Interviewer: For whom you are using this system?

Respondent: Those who are not read and write.

Interviewer: What do you do for animal's drugs?

Respondent: It's remain in tablet form, I give instruction to give them four tablets at a time. This instruction also write on the drug's packet, so that they can follow it easily.

Interviewer: Do you know the resistance for animal drugs?

Respondent: It must be resistance here too.

Interviewer: What is that?

Respondent: Though human's antibiotics become resistance here animal also be resistance too. But I have no knowledge on that but I think it should be here also.

Interviewer: Why?

Respondent: Though it's happen to human and it is also medicines for both human and animal. If you give antibiotics to animal than it has also dose, times and duration and it should be complete accordingly otherwise it will become resistance as human.

Interviewer: Do you know, is there any government policy for animal?

Respondent: No, I do not know it.

Interviewer: Is there any government body to monitor the animal drugs?

Respondent: Those who keep animal antibiotics they know it better.

Interviewer: Who keeps animal antibiotics?

Respondent: Those who have drug shop and keeps large portion of animal drugs along with human.

Interviewer: Do you know what types of disease suffered animal most?

Respondent: No, I do not know. But most of the people comes to me for worms medicine and dirrhea.

Interviewer: But you are keeping animal drugs and selling it.

Respondent: I keep only worms medicine and vitamin. I do not keep any other medicines.

Interviewer: What does vitamin do?

Respondent: It grows animal healthier and fatty.

……………………………85.01 minutes…………………………………………

Interviewer: Antibiotic network: How do you get the drug supply? Please explain it.

Respondent: Company representative visit us and ask about drugs demand, then we give order to them. After one or two days later they come with those drugs. They supply whatever we want then they received money. That is the way that we get medicine.

Interviewer: Who are they?

Respondent: These peoples are working as a marketing representative (MR).

Interviewer: What do they do?

Respondent: They visit us and take order from us and also give information about new medicine.

Interviewer: How do you get an antibiotic?

Respondent: After giving order company representative supply it to us.

Interviewer: When did you give order?

Respondent: I usually give order when it has been sold out, depends on peoples wants, based on prescription which is not available in my shop but doctor prescribe it to the patients.

Interviewer: How do you know if there is a new drugs comes in the market?

Respondent: MR used to inform us new things, they also said it is their new product and see if you get any prescription then please sell it. We get all information from company's representatives.

Interviewer: Where they come from?

Respondent: These MR are assign for particular Upazila/Thana. This Bashtoil is a union under Mirzapur Upazila, they assign for this area, and they also divided into area.

Interviewer: For Thana, where they get from?

Respondent: They get directly from company. That is called dipo.

Interviewer: If you need an antibiotic so how do you communicate with them?

Respondent: We keep mobile number of that company's representative and try to communicate with over phone.

Interviewer: When they usually visit to you?

Respondent: There are some company who visit twice in a week some of the company visit once in a week.

Interviewer: On what basis do you order medicines?

Respondent: I usually order it on the basis of prescription. There is clinic where the doctors write/prescribe three or four companies medicine regularly. We give order these three or four company's medicines. Those who have more prescription we keep it most.

Interviewer: Which antibiotics are selling most?

Respondent: Based on prescription, Azithromycin and Cefixime are sold most.

Interviewer: What are the generations?

Respondent: Cefixime is from second generation/

Interviewer: Then?

Respondent: I have these antibiotics and these are the generations. Please check (according to free listing)

Interviewer: Do you keep anything from first generation?

Respondent: Penicillin is from first generation that I keep.

Interviewer: Thank you so much for taking your time. Hope your information will enrich our research. If you have any question then you can ask me at any times. Thank you again. Assalamualaikum.

Respondent: Walaikum salam.