Name of the study area: Urban

Data Type: IDI with Unqualified seller/prescriber

Length of the interview/discussion: 62:36 min.

ID: IDI\_AMR301\_SLM\_PQ\_Hu\_U\_8 Nov 17

Demographic Information:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Male | 40 | Degree pass | Unqualified | Human | 14 years | Bangali |  |

Interviewer: Well, My name is---. We come here from Cholera Hospital for conducting a research on the use of antibiotic. For that reason I am talking with you. How are you?

Respondent: I am fine.

Interviewer: Well, what do you do in your drug shop- I want to know about this?

Respondent: In this shop I have been working since many years.

Interviewer: Well, how many years it would be?

Respondent: 14 years.

Interviewer: You have been relating with drug or medicines since 14 years.

Respondent: Yes.

Interviewer: Ok.

Respondent: You know I get many types of patients. In this condition, you know there have many poor people who can’t go to big doctor for money and so, they actually depending on me.

Interviewer: Ok.

Respondent: In that condition I give a normal treatment. Normal treatment means like- cold, fever and serious cough.

Interviewer: Well, they are purchasing medicines from you.

Respondent: Hmm they purchase medicines. For small types of problems we usually give treatment for those.

Interviewer: Ok, this is all happened at the shop.

Respondent: yes.

Interviewer: Do you give medicines as a treatment?

Respondent: Hmm

Interviewer: Well what types of medicines do you have in this shop?

Respondent: Usually I have all types of medicines.

Interviewer: Well, what would be those?

Respondent: Such as- Antihistamine, Paracetamol then Amoxal, Amoxicillin.

Interviewer: Well, Amoxicillin is an antibiotic medicine.

Respondent: Hmm it is an antibiotic type.

Interviewer: Well, you have both Antihistamine and antibiotic.

Respondent: I have both Antihistamine and antibiotic all types of medicines.

Interviewer: yes.

Respondent: Overall I have all types of medicines for giving treatment for a disease.

Interviewer: Although your shop is looking smaller than other drug shops.

Respondent: I don’t have many medicines even though I have all types of medicines. I have medicines for Cardiology then I have pressure medicines and all types of medicines.

Interviewer: Well, you have experienced on antibiotic since you have been selling antibiotic last 14 years. You have related with this profession and given treatment for primary health care and who are very poor, who can’t go to the doctor. I want to know you 14 years experiences about prescribing antibiotic to the patients?

Respondent: What types, what types of antibiotics giving experiences?

Interviewer: Suppose you gave antibiotic to any patients, any patient comes to you because he can’t go to the doctor then he comes to you for getting treatment. For giving treatment you gives antibiotics to that patient, I want to know about your experiences?

Respondent: Usually our antibiotics, specially, we give for seven days and minimum dose of antibiotic is seven days. Once we give this Azithromicin only for three days but now we have to give five or seven days. Such as- now I have given antibiotic to a patient, which is Azithromicin antibiotic, doctor gives that medicine for seven days. But last five years ago usually doctor didn’t give more than three days. But now we have to use antibiotic for seven days. In our country, in my area maximum are poor, low income peoples, in this condition, maximum are not continue after 2 or 3 days when they feel better and don’t want to continue. Some of them also can’t intake medicines because of financial crisis.

Interviewer: Well, they can’t complete the course. ------------------5:00

Respondent: They can’t complete and some of them can’t complete if they have ability because they don’t want to intake after becoming better.

Interviewer: That means you have experiences like this by these years.

Respondent: They are not completing the full course, I mean the majority are not.

Interviewer: Well, a while ago you said, in the past antibiotic gave for three days and now have to give seven days?

Respondent: Only Azithromicin, this antibiotic. But other antibiotics all was seven days course and now are seven days course.

Interviewer: You are continuing 14 years in this profession, so, what do you think does the use of antibiotic is increasing or decreasing?

Respondent: The use of antibiotic has increased than before.

Interviewer: Increasing?

Respondent: Increasing more.

Interviewer: Could you describe more? In which way it is increasing? Why you think it is increasing?

Respondent: Why it is increasing means actually there has one reason we are not using it appropriately.

Interviewer: Ok.

Respondent: We are not properly utilizing the use of antibiotic because in our country we usually eating which is affecting our body and we become sick very quickly. In this condition, without antibiotic it is not responding.

Interviewer: Ok.

Respondent: It is not responding without antibiotics and we are not consuming our actually amount of calorie, actually we can’t consuming those amount for that reason it is affecting. For many reason you can see we are becoming sick after some days interval. For this reason, without antibiotic we are not becoming cure. Normally, we can see, Paracetamol or necessary normal medicines are not responding without antibiotic. After one day, two days or three days later we have to give antibiotic medicines.

Interviewer: Ok.

Respondent: Manly these are the reasons.

Interviewer: It is increasing, for which reason it is increasing?

Respondent: The only reason is we are not eating food what is necessary for our body even we can’t leading our lives like that. Besides this, in our country we have serious dust problem even we are not utilizing antibiotics properly. For many reasons the use of antibiotic is increasing day by day.

Interviewer: 14 years ago what types of antibiotics were used and now what types of antibiotics are using, what do you think?

Respondent: 14 years ago for us at least Ciprofloxacin antibiotic was enough. We didn’t have use Azithromicin, right?

Interviewer: Hmm

Respondent: That time we normally used Cotrimoxazole, Amoxicillin to Cephradine.

Interviewer: Hmm

Respondent: Ciprofloxacin was very rear.

Interviewer: Hmm

Respondent: 14 years later now in our country Azithromicin, Cefixime, Cephradine then Ceftibuten, besides these there have another antibiotic is Ceftriaxone and now there have available antibiotic in this level.

Interviewer: Is that means more powerful than these?

Respondent: More powerful.

Interviewer: Ok. Well now I want to know when you are giving antibiotic to a patient, suppose one patient comes to you and tells detail then you give antibiotic or sells antibiotic with prescription whatever it is do you face any challenges when you give antibiotics to the patient?

Respondent: I have faced challenges like this, in our country suppose a six month old or one year child goes to the doctor and the doctor gives an injection that means antibiotic injection for cough or different reasons doctor gives antibiotic. Sometimes we see him after that when they come to me then I have to think it normal antibiotic respond or not. Because before this patient already used very updated antibiotic so that I have to think is this normal antibiotic would be responded to this patient or not. Sometimes we see it is not responding then they come back to us and say, your medicine is not responded for this disease.

Interviewer: Ok.

Respondent: Then I have to change the antibiotic and I have to think that I also have to give him a third generation medicine and then it would be responded. I have to face like these challenges.

Interviewer: Is it like patient already consumed very powerful antibiotic before coming to you?

Respondent: Already consumed.

Interviewer: Already they have consumed this.

Respondent: It is like this.

Interviewer: Could you share me any experience where you give antibiotic to a specific patient and faced like this difficulties?

Respondent: Specific patient means what types? ---------------------------10:00

Interviewer: Suppose any specific patient comes to you for a specific disease, I want to know your experiences which you can share with me?

Respondent: Actually what I share with you earlier; I want to say is without any necessary I don’t give antibiotic because my patient all are very poor and they need money for purchasing an antibiotic. Moreover, without any necessary I don’t want to give any antibiotic, why they have to intake antibiotic without any necessary.

Interviewer: That is right.

Respondent: In this matter, I don’t give any amount of medicines if I think he will recover by an antihistamine or a Paracetamol. I think in this matter Paracetamol is enough for him.

Interviewer: Well, then how do you understand patient already consumed a powerful antibiotic?

Respondent: When I see after giving one normal antibiotic patient can’t get well from fever or cough-cold then I give that patient a Fimoxyl or Moxicill and said him to intake for three days. If that patient didn’t intake powerful antibiotic before then it would be responded by Amoxicilline. If he said medicines have not responded after three days then I have to think maybe this patient consumed high priced medicines before so that this less priced medicines are not responding now.

Interviewer: Ok, like that. Could you ask patients are they consumed any antibiotic before for that specific disease?

Respondent: You know people actually know what is antibiotic or some don’t know what is antibiotic.

Interviewer: Yes.

Respondent: In that matter suppose they can’t tell about that and only say they intake medicines. I asked what types of medicines you intake before or do you have stripe of those medicines then maybe they answer, I don’t have those. That time I have to think like that.

Interviewer: Well, actually they don’t know what is antibiotic.

Respondent: Maximum they don’t know again some of them also know.

Interviewer: Well, when you are giving antibiotic to someone then do you inform him it is antibiotic? I mean what types of instructions you give to the customers?

Respondent: Yes, I informed them when I give antibiotic to them. Such as- I give you this antibiotic, you have to intake this medicine minimum one week, if you feel better you have to complete this course because this medicine has a specific dose and you must have to intake seven days.

Interviewer: Do you only say this not more than this? Do you say how many days have to intake daily or if they don’t continue then what will happen?

Respondent: Of course I said them to complete the dose. I said them to maintain medicines dose.

Interviewer: Hmm

Respondent: If I say you intake Ciprocine daily twice morning and night time for seven days. If I give Amoxicillin then I told them to intake that after 8 hours interval like- morning, noon and night time.

Interviewer: Hmm

Respondent: Or I write it on the stripe or cut the stripe.

Interviewer: Ok. Even if they don’t continue then what would be happened or the side effect of this medicines?

Respondent: No sometimes I told them and sometimes I don’t.

Interviewer: That means you don’t tell always.

Respondent: Yes.

Interviewer: Ok. I understand you don’t say about side effect all the time but how many days they have to intake? How they have to intake those do you tell this information always?

Respondent: How many days and how they have to intake I always tell them those.

Interviewer: Ok. You only missed the side effect. When you give antibiotic to any specific patient how do you make a decision even though I already asked this a while ago? When one patient comes to you, actually how many days later he comes, did he go to another place for this illness and how do you understand and give antibiotic medicine?

Respondent: When he comes to me and then tells about his condition. Such as- one patient gets fever and comes to me and tell from this morning I have fever or some other tell I have fever from two days and also some other tell I have 5 days fever. Another patient comes to me with cough then he tell I have cough from this morning, some other tell I have 3 days cough and maybe other tell I have six months cough or 15 days. It actually depends on their condition and what they actually tell me.

Interviewer: Well usually what types of patients comes to you and for which diseases?

Respondent: Usually this is a poor area but I have all types of patients.

Interviewer: Hmm

Respondent: If it is not possible for me then I send them to the nearest hospital, government hospital or clinic. If it is not possible for me then I refer them to other doctors.

Interviewer: But you said they come for primary treatment. Could you tell me specific for which diseases do they come to you?

Respondent: I already said they come here for primary treatment and I give them medicines for that. In initial time, cold, fever, cough for those.

Interviewer: Hmm

Respondent: Minor wound, minor infections and I give only minor primary treatments; if they have major then I send them to the nearest hospital. -----------------------------15:00

Interviewer: Ok. Could you do any minor operation here?

Respondent: Now I don’t do but in the past I did.

Interviewer: Hmm

Respondent: Now I stopped it.

Interviewer: I am looking you have a bed here, do you have any doctor here?

Respondent: Now I don’t have any doctor here.

Interviewer: Yes.

Respondent: In the past there has one but now don’t.

Interviewer: Do you give treatment here?

Respondent: Yes, now I give treatment to the patients.

Interviewer: Well, you know antibiotics have different price; there have some high priced and some less priced is it affordable for them? What do you think?

Respondent: In our country it is over for us.

Interviewer: it is over, then?

Respondent: One class people can purchase, such as- this area people are maximum poor…

Interviewer: Yes, you said that before.

Respondent: I said before. Then though they are poor so you know if one person has such income then he can intake an antibiotic with 35 or 15 taka.

Interviewer: Yes.

Respondent: When it is affordable for him and if it is out of his affordable then it is not possible for him to purchase antibiotic. Sometime it seems like I only can purchase one medicine and for financial crisis I can’t intake remaining medicines.

Interviewer: We are talking about market price of antibiotic and you said it their over affordable and they actually can’t purchase and for this reason they only intake one medicine and can’t continue. You said a while ago that now people needs Azithromicin seven days not three days so when you are giving them for seven days then how they are purchasing medicines?

Respondent: Actually they can’t purchase in one time. I am telling you this that they all are poor and they can’t purchase. In that matter they are purchasing 2 to 1 days medicines and when they feel better then they don’t want to continue.

Interviewer: Then what you do or say?

Respondent: They have to purchase their daily necessary then they go to purchase medicines. When they don’t have extra money then they don’t go to purchase medicines even they don’t want to purchase medicines at the first place. Another reason is, their carelessness, they think now I am feeling better so it would not matter if I don’t continue.

Interviewer: But I want to know here do you tell anything in this situation?

Respondent: No

Interviewer: When they only purchasing two to one days medicines, then?

Respondent: I only tell them this is an antibiotic when they come here for purchasing medicines.

Interviewer: Yes.

Respondent: You have to intake this next seven days. Such as- you see what I said to that customer a while ago that you have to intake this medicine for seven days even doctor also write this for seven days.

Interviewer: Well now patient only purchase for two days does he purchase the remaining medicines? How do you tell this to those patients?

Respondent: I said them you have to come here to purchase remaining medicines after two days.

Interviewer: Would he come back actually?

Respondent: Some of them come and some of them would not come. I can’t say this exactly, right?

Interviewer: But you are in this profession for 14 years and this shop also have here for 14 years you know maximum of your patients?

Respondent: Yes, I know many of them and many of them don’t know. Many people are leaving this place and many new comers are coming, here many of them are not permanent but they all are coming here and leaving this place.

Interviewer: Do you follow up them?

Respondent: We actually follow up them who are regular here. Who are not permanent we don’t follow up them.

Interviewer: yes.

Respondent: who are living here for 2/4/5 years then we actually follow up them.

Interviewer: Well maximum patients are purchasing medicines for two days or full course?

Respondent: Maximum are purchasing short course.

Interviewer: Then when that patient comes back to you again then what you do? I mean when that patient comes back to you again with same illness then what do you do?

Respondent: Then I said them why do you stop those medicines now this medicine become resistance on your body.

Interviewer: What types of medicines do you prescribe him?

Respondent: Then I tell him you have to control your food habit and daily life and you don’t have to intake any antibiotic now.

Interviewer: Well second time you don’t give any antibiotic? Then does he become cure or comes back to you again?

Respondent: If he comes back again then I tell if I give you now an antibiotic you have to complete the full course for seven days, you can’t miss any dose if you can do like this then I can give you antibiotic otherwise you can go to a doctor then come back here.

Interviewer: Well, when one patient comes to you and give description to you then which medicines are you prepared most? Is it antibiotic or normal medicines?

Respondent: I prepared normal medicines most.

Interviewer: Why?

Respondent: You know you can’t use antibiotic for a long time. It also affect the body and become resistance and it is realized when person become older so that if people can well with normal medicines then why they need to intake antibiotic.

Interviewer: Hmm, well what are the differences between normal and antibiotic medicines?

Respondent: Normal and antibiotic medicines differences are….

Interviewer: I mean antibiotic medicines and non-antibiotic medicines like except antibiotic medicines other medicines, what is the difference between these? ----------------------------21:55

Respondent: The difference between…actually I can’t say this exactly. Even though…antibiotic is how can I say this---, non-antibiotic usually like Antihistamine and Paracetamol is ok for body if we intake those long time. After a specific time the effect of these medicines would be ok and it would not be affect the body.

Interviewer: Well that means it is not more affective to the body this Paracetamol and non-antibiotics. And on the other hand, antibiotic?

Respondent: Antibiotics, if we don’t use it exactly then it affect into our body. Such as- usually antibiotic is (yeah)---to the bacteria and if we don’t use it properly then it would be (yeah)---our germs. Those are become stronger.

Interviewer: Germs are becoming stronger, I don’t understand if we used more antibiotic then?

Respondent: If we don’t use antibiotic properly then---you see many people are not using antibiotic properly.

Interviewer: Well, if we don’t use normal medicines properly then it would not be harmful?

Respondent: Medicines are all comical and all are harmful, in this matter, if any one can’t use it properly then it is also harmful.

Interviewer: If we don’t use antibiotic properly then it affects our body and germs are becoming stronger.

Respondent: it becomes resistance.

Interviewer: Yes it becomes resistance and on the other hand, if we don’t use properly those non-antibiotic medicines then those are affecting on our body?

Respondent: It would not affect so much.

Interviewer: is this the difference between these two medicines?

Respondent: There have differences between antibiotic and non-antibiotic medicines.

Interviewer: Ok, then when patients are coming to you, do they want antibiotic medicines by their self? Do they want by telling the name of medicines? Or when they want antibiotic without any prescription then what you do?

Respondent: Then I want to know why you want to intake this or how many do you already intake.

Interviewer: Then do you give what they want?

Respondent: if I saw he already takes 3 and now he needs 2 or this is for his illness and now he is recovering then I give remaining.

Interviewer: Well, does it ever happen like you don’t give medicines or any patients come to you without a prescription then?

Respondent: Many people come like that. -----------------------------25:27

Interviewer: How they want? Do they can tell the name of antibiotic or only tell you antibiotic?

Respondent: Who knows the name they want by name and maybe they already intake one day or two days.

Interviewer: it is they already intake 1 or 2 days but I want to know about who are not intake antibiotic?

Respondent: but they come here and want antibiotic?

Interviewer: yes

Respondent: No, it is not like that, no one comes here like that.

Interviewer: Well, they don’t want like that.

Respondent: they don’t intake before but come here and want antibiotic, no it is not happening like that.

Interviewer: hmm, maybe they come here after one or two days later. Well now we will talk about risk, the use of antibiotic risk. What do you think are antibiotics effective?

Respondent: Antibiotic?

Interviewer: Are antibiotics effective? In which disease it is more effective?

Respondent: Actually it depends on patients such as- normally we see who has a minor cold and now is the season we see many people would be suffering with cold, cough so normally Amoxicillin for 5 to 7 days is enough for this but if it would not respond then we have to use Azithromicin or cefixime for 5 to 7 days.

Interviewer: Well it is using for season changing time and you give medicines for 7 days or 10 days.

Respondent: Normally the majority are becoming cured.

Interviewer: Actually what is the effectiveness on disease prevention? How it is do that?

Respondent: The main task of antibiotic is destroying the germs. It is happening by the germs and bacteria and antibiotic works on destroying those germs.

Interviewer: it is done by antibiotics. Well could you tell me about the side effect of antibiotic?

Respondent: Yes there have side effects.

Interviewer: What are those and how it will be control?

Respondent: The side effect of antibiotic is after antibiotic resistance it is normally doesn’t respond on the body and it seems that antibiotic is not responding on body any more. Moreover, sometimes you can see after using again and again an antibiotic would not respond anymore.

Interviewer: I don’t understand?

Respondent: Antibiotic would not respond if we intake this improper ways and this types of problems are happening on our country.

Interviewer: Well, it is happening for not taking antibiotic in proper way. But I want to know the side effect of antibiotic? What is the side effect of antibiotic? When one patient intakes antibiotic then what would be the side effect he faced?

Respondent: Usually we don’t see that much.

Interviewer: Ok, you see less but you see, what are those?

Respondent: yes there have.

Interviewer: You see ok, are that means there have no side effect of antibiotic?

Respondent: There have must be some side effects but we don’t see that immediately. We usually don’t see the immediate effect.

Interviewer: Ok, well you said a while ago about antibiotic resistance, I want to know about that. Even though you said a while ago resistance is when patient doesn’t intake medicine properly or not complete the course. Then I want to know if it has happened then what would be the solutions?

Respondent: For this reason we have to control the use of antibiotic without indication we can’t use antibiotic. We have to reduce unnecessary use of antibiotic.

Interviewer: For reducing resistance.

Respondent: For reducing.

Interviewer: Well, if we want to reduce the antibiotic resistance then you said…

Respondent: We have use antibiotic in proper way and some are gives antibiotic for normal problems we have to control those uses of antibiotic.

Interviewer: Well, in what level we have to control this?

Respondent: It is actually from our level we have to control it, who are giving primary treatment. Usually from our level we are giving many antibiotics even doctors also writing antibiotic more, usually doctors are responsible for writing it but we also give antibiotic. Anyway, we have to control this from all side.

Interviewer: For proper use of antibiotic.

Respondent: For proper utilize of antibiotic medicines.

Interviewer: What can you do for helping patient to take antibiotic properly?

Respondent: for this patient have to intake this properly, they have to be aware about this, like patient have to aware that they have to intake antibiotic in proper way and reduce the unnecessary use of antibiotic.

Interviewer: Well, I want to know, what is the challenge for patient to intake antibiotic in proper way?

Respondent: Actually when they will come to us then we have to instruct them properly and it is actually have to do by us.

Interviewer: Yes, you give that instruction but from their side what is the challenge of not intake antibiotic in proper ways, what do you think? You are telling them to intake seven days but why they don’t do that?

Respondent: Because that is their carelessness and also their financial problems.

Interviewer: Yes, for carelessness they are not taking medicines in proper ways.

Respondent: One is carelessness and other is financial crisis.

Interviewer: Ok, mainly these two reasons.

Respondent: Mainly for these two reasons they don’t intake.

Interviewer: Well, we can talk about the policies, policies related with antibiotics. Are you aware about any regulatory committee who are control the use of antibiotic?

Respondent: Here actually we don’t see any but sometimes drugs related peoples are came here.

Interviewer: drug related peoples means could you tell me specifically?

Respondent: Drug related people means we have a pharmacy council sometimes they come here and sometimes magistrates come here.

Interviewer: Magistrates also come here. They are from government side.

Respondent: Yes, they are government people.

Interviewer: Yes.

Respondent: And those also government peoples, pharmaceutical council also government body.

Interviewer: Well they come here sometimes. Then do you know about any policy related with antibiotic use?

Respondent: No, they don’t have any policies.

Interviewer: no policies.

Respondent: the main statement of them is not to use antibiotic unnecessarily.

Interviewer: Ok, they tell you about this then what they actually see here?

Respondent: Actually they don’t see this here, mainly drug peoples are coming here to observe the expiry date of our shop medicines or do we sell any restricted companies medicines or not, they don’t come here to see the use of antibiotic even though maybe they sometimes say not to use antibiotic in unnecessarily.

Interviewer: They only said like that but mainly they observed expiry date and restricted companies’ medicines. Do you know any government policy related with the use of antibiotic?

Respondent: No, I don’t know.

Interviewer: Well, do you see any need to have a policy and an ethical code of conduct in place for selling antibiotic in Bangladesh?

Respondent: It would be better if we have like that policy.

Interviewer: Why?

Respondent: I think it would be better because we can utilize antibiotic in proper ways.

Interviewer: Well if we have any policy then can we utilize it properly?

Respondent: They will do this from their stage, which antibiotic we have to use, and they will develop a policy for us.

Interviewer: Well in that policy those matter have to include?

Respondent: of course it will be.

Interviewer: Well, do you any in this area or other places because you are working in this line for a long time, who are prescribed antibiotic unnecessarily?

Respondent: It is right actually but I don’t know any one like that who are unnecessarily prescribe antibiotic.

Interviewer: you said a while ago some are using antibiotic unnecessarily or maybe doctors are doing prescriptions unnecessarily, maybe patients don’t need any but even though they are giving like that? -------------------37:33

Respondent: Sometimes it would be happened like that in our country I can’t say it would not happen.

Interviewer: Why they do this then?

Respondent: I can’t explain it to you in proper way because we who are lower income peoples or lower-middle income peoples, we need money for our living; the main reason is we need money for living here. Now if we can sell something and income 2 taka then I can use it for my children. Actually, we all have like that mentality.

Interviewer: Hmm, then is it like antibiotic price is high so that they want to sell that medicines?

Respondent: No, not for that reason because mainly our crisis.

Interviewer: Yes, who are giving those because he is in crisis- but now he is giving antibiotic unnecessarily, without necessity he is giving antibiotic, then what do you say for this?

Respondent: If any one gives like this, maybe many people are giving like this it is actually just an example. If anyone gives this that means he is doing this for crisis. It is like when he gives anyone that means he can do income 20 or 50 taka, for that reason.

Interviewer: For more selling.

Respondent: Increasing sales that is the reason.

Interviewer: Well that means he is doing this for his financial benefits. That means he is prefer most about his own financial benefits than patients benefits?

Respondent: He prefers most his own benefits.

Interviewer: Hmm. Do you hear about this in this area or any other areas in the Bangladesh? ----------------39:55

Respondent: Actually I heard it from many discussions, many patients also tell things like- ‘I went there and he gave me medicines for nothing’.

Interviewer: Yes but are there any solutions for that?

Respondent: In the end there are no solution and also it is very hard to find those.

Interviewer: Hmm. That means patients can understand that they are given unnecessary medicines?

Respondent: Hmm

Interviewer: Ok. Do you think, who are medical representative from drug companies, do they influence patients to use antibiotic more?

Respondent: Umm…no, they can’t influence.

Interviewer: can’t.

Respondent: They can’t influence, they only say I have these medicines and you can use this like this way.

Interviewer: who they tell those?

Respondent: They specially tell this to the MBBS doctors and in the clinic.

Interviewer: But do they can influence patients?

Respondent: No, they can’t tell patients.

Interviewer: I mean directly?

Respondent: As I know they can’t tell any patients directly like that.

Interviewer: Then do you think they do this indirectly? It is not to deal with patients directly but do they influence indirectly? What do you think?

Respondent: I think they don’t do like that.

Interviewer: That means indirectly by the doctors?

Respondent: I don’t think like that.

Interviewer: Ok. I want to know another thing when they write a prescription then how could they write for patient so that patient will be interested to intake antibiotic properly?

Respondent: It is actually writing on the prescription. When a doctor writes an antibiotic on the prescription such as- Zimax tablet, after writing it the doctor also tells it and also gives a written document you have to intake this medicine for seven days in every night you have to intake one. The Doctor also tells them and here in the pharmacy we also tell them.

Interviewer: But they don’t take it actually?

Respondent: Yes even though they don’t take it actually.

Interviewer: For this reason I want to know how do you write an antibiotic on the prescription so that patient will intake properly? I want to know your opinion?

Respondent: Actually I can’t tell you, maybe doctors have to tell even more than now, doctors have to make them aware about this. They have to complete the course.

Interviewer: Is that means prefer to tell more than write?

Respondent: It should be written and besides that have to tell about antibiotic.

Interviewer: So we have a consumer rights. I want to know, do you know about this consumer rights?

Respondent: Consumer rights, I don’t know that in our country we have such types of law. Even though I read somewhere but now I forget that.

Interviewer: But do you know there have a law about consumer rights?

Respondent: I know we have one and there have facilities about consumer rights. We consumer, how much we are benefited for that. In our country we consumers are not getting any facilities, every where we are neglected. Companies are increasing the price of medicines what they want like 20 taka. They don’t want to know any decision or opinions from a consumer. Some days ago, in our country some medicines price is increased one take to two taka. Many companies are increased, such as- before one vitamins price was 150 taka but now the price is 240 taka. Do they ask it to the consumers, they do this by their own and government accepted that, so here no one think about the consumers and they also don’t have time.

Interviewer: But what are their rights?

Respondent: they take the consumers rights by force because you can increase 20 or 10 taka for 140 taka’s product but not 240 taka. It never happens but one or two years ago or maybe more than that I can’t recall, one inhaler price increased without government consent 1 or 1.5 taka, in that country took action of that company immediately.

Interviewer: Hmm

Respondent: But in our country we don’t have like that example.

Interviewer: Hmm

Respondent: In our country everybody just exploited the rights of consumers.

Interviewer: In reality it is not happening?

Respondent: No.

Interviewer: Well when people go to purchase antibiotic where they normally purchase it? Is it from government or non-government institutions?

Respondent: In reality you can’t find anything at the Government institutions. If you go you can’t find anything such as- our nearest hospital how many patients have medicines. It is not possible for us to tell without seeing by own eyes, those patients have no way to purchase medicines from outside.

Interviewer: Does that means most of them purchase from outside?

Respondent: They purchase from outside.

Interviewer: Well, I want to know another subject related with antibiotic medicines, what do you do with expired antibiotic medicines or other medicines but especially antibiotic medicine?

Respondent: I throw out those.

Interviewer: Throw out, where?

Respondent: At the dustbin.

Interviewer: Dustbin, how do you throw out those, could you describe?

Respondent: I open those from strip and make powder the throw those at the drain or dustbin.

Interviewer: Here drain means where? Is it dustbin where all are throwing their garbage?

Respondent: Hmm

Interviewer: You make that powder then throw out.

Respondent: Throw after make powder.

Interviewer: Well why do you make powder those?

Respondent: If I throw those here and there then maybe children intakes those by mistakenly.

Interviewer: But when you throw those at the drain and that garbage water are going to your nearby river then it would not create any problem?

Respondent: It would not be create any problem.

Interviewer: Well what do you do of your damaged medicines? Maybe that is damaged by different reason.

Respondent: If it is damaged sometimes if possible I try to change with company.

Interviewer: ok, that is damaged medicines.

Respondent: After damage or sometimes near the expiry date then I try to change with company and sometimes I can change and I changed it by the representative.

Interviewer: Then what they do with those?

Respondent: What they do, maybe they give back to the company.

Interviewer: But you can’t do that with already expired medicines.

Respondent: They don’t want to take back those, again some of them say give me back those and I will give you 10 taka for change, it is your choose you give or not.

Interviewer: Hmm. Do you have any animal medicines here at the shop?

Respondent: No.

Interviewer: You don’t have animal medicines. Ok, where do you get these antibiotics medicines?

Respondent: I usually bring these from Mirpur and purchase from company.

Interviewer: You go there by yourself?

Respondent: I don’t bring those; I purchase those from the wholesale shop.

Interviewer: Oh,

Respondent: They bring those from Mirpur.

Interviewer: Well, you purchase from wholesale and I saw medical representatives here, do you purchase from them also?

Respondent: I actually purchase most of the medicines.

Interviewer: Oh, you purchase from them most of the medicines, then where do you sell these? Actually by this question I want to know your network how do you get the medicines and where do you sell?

Respondent: Medicines, I said, I bring from wholesale and especially from representatives.

Interviewer: And where do you sell?

Respondent: I sell these to this area; here you can find many people who are poor.

Interviewer: Only to them?

Respondent: Hmm

Interviewer: Well, what types of patients do you get is it female or male?

Respondent: I have all types of patients, like- female, male and child.

Interviewer: All types of patients you get here. When children come to you then how do you give the instructions?

Respondent: Instructions actually depend on ages of patients. And I think he is a poor person if I give treatment then he would be well and don’t need to go to the doctors and he doesn’t have to spend 1000 or 500 taka for doctor.

Interviewer: Hmm

Respondent: If I see I can give treatment then I give treatment here.

Interviewer: Now I want to do a list of your drug shop’s medicines, not all the medicines of course only antibiotics medicines and what you have now those?

Respondent: Yes, you can write, I am telling you.

Interviewer: According to your opinion I see, you give treatment most of the time cold, fever and for cough?

Respondent: I give treatment for those.

Interviewer: Oh, yes, I see you give treatment for typhoid also. How do you give typhoid treatment? I mean before giving typhoid treatment you have to test?

Respondent: Yes, after test I give treatment.

Interviewer: Is that means you refer them for test by own?

Respondent: Yes.

Interviewer: Well do they come back to you with the report?

Respondent: Yes, they come to me.

Interviewer: Ok, after you see the test result you give treatment. In this matter, do you only give treatment for typhoid or any other disease?

Respondent: Other disease means?

Interviewer: Except typhoid do you refer for any other test? Such as- Malaria or others?

Respondent: If patient come, then I give treatment.

Interviewer: Well, now I want to know, you have 14 years sells experience of antibiotic medicines, what types of training did you get yet?

Respondent: I did RMP, LMAF and Pharmacist

Interviewer: Well these two courses and what is the last one?

Respondent: I am doing a Pharmacist course.

Interviewer: You are doing pharmacist course now? Well do you have a license for this drug shop?

Respondent: Now they are not giving drug license. I can apply after completing the Pharmacist course.

Interviewer: Oh, after completing the pharmacist course then you can apply?

Respondent: And now government is not giving any drug license.

Interviewer: Then you don’t have license for this shop?

Respondent: No, I don’t have any drug license yet.

Interviewer: Oh, that means you have trade license but not the drug license.

Respondent: Yes, in the pharmacy here the importance is drug license.

Interviewer: Hmm

Respondent: I don’t have that but after completing the course I have to apply. But now government stops giving drug license. When they open it then I have to apply.

Interviewer: Then you can apply ok. For being a pharmacist you need a license and for open a shop you need another license.

Respondent: Need a Pourosova license.

Interviewer: Yes, do you have that?

Respondent: I have that.

Interviewer: That means you need two licenses to maintain a drug shop, one from Pourosova and another from drug license.

Respondent: Hmm

Interviewer: You only have one.

Respondent: Another is in process.

Interviewer: Is this shop yours?

Respondent: Hmm, mine.

Interviewer: is it rental shop?

Respondent: the shop is rented but I am the owner of this shop.

Interviewer: Well the RMP and LMAF courses duration are mainly how much?

Respondent: those are each 3 months.

Interviewer: Could you tell me your educational status?

Respondent: I am degree pass.

Interviewer: And your age?

Respondent: I don’t know the actually age of main but approximate 40 years.

Interviewer: Ok, Thank you.

Respondent: Thank you.

--------------------------------------------------0000000000000------------------------------