

Interview-guide – Pharmacists

Part 1: Introduction

- Introduce yourself and introduce the study. Tell what the interview will be used for
- Ask permission to record the interview on tape
- Assure anonymity of the interviewee
- Ask the interviewee to introduce her/him-self, including age, education and years of practice
- Ask the interviewee to describe the location of the pharmacy where he/ she works including how many customers they handle per day

Pharmacist Code:		Recording Code:	
Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Age:			
Pharmacy school:			
Year of graduation:			
Experience (years):		Level of qualification:	
Working organization:	<input type="checkbox"/> Chain	<input type="checkbox"/> Independent	
Area of practice:	<input type="checkbox"/> Rural	<input type="checkbox"/> Urban	
Designation:			
Service hours:		Number of prescriptions/day	
Antimicrobials dispensed/day			

Part 2: Knowledge and attitude

- From where do you have your basic knowledge about antibiotics and how do you keep yourself up to date?
- Do you have idea about antimicrobial stewardship? if yes explain
- Do you feel that pharmacists have a responsibility to take a prominent role in antimicrobial use/stewardship
- Do you feel that pharmacists have a responsibility to take a prominent role in infection prevent and control programs in the health system
- Are you aware of any guidelines regarding dispensing and selling antibiotics?
- Are you aware of any guidelines regarding use of antibiotics?
- For which indications do you think antibiotics should be dispensed without a prescription?
- Are there indications for which you think antibiotics should not be sold without prescription?
- Do you feel that relevant conferences, workshops, visit by a sales representative and other educational activity are required to be attended by community pharmacists to enhance understanding about AM.

Part 3: Antimicrobial Resistance:

- Do you think that antibiotics resistance is a problem in your country? If yes, why? What is significance?
- Tell me factors contributing to antimicrobial resistance
- What are important strategies to fight against antimicrobial resistance

Part 4: Antimicrobial Dispensing Experience:

- Please provide typical consultations where you dispensed antibiotics with prescription for infection?
- Did you ever intervene in any antibiotics prescription?
- Please provide typical consultations where you dispensed antibiotics without prescription? Symptoms of the patient?
- What was your rationale for diagnosing this way and which antibiotics did you select?
- Did you give any instructions on appropriate antibiotics use?
- Were the instructions given written or verbally?
- How many customers ask for an antibiotic every day without presenting a valid prescription?
- What is the most common reason that your patients provide when they ask for an antibiotic without a prescription?
- What is the antibiotic mostly dispensed in your pharmacy without a prescription?
- Did you conduct generic substitution? If so, what was the patient's response to this?
- What are the most side effects that patient complain about when they use dispensed antibiotics?
- Did you have to give the patient a smaller package size than what corresponds to the entire treatment period?
- Do you ever feel pressure from different stakeholders (the owner of the pharmacy, patients, regulators, others?) to sell AMs in a specific way?

Part 5: Hypothetical scenarios:

Please explain your reasons for supplying or not supplying antibiotics in the following situation.

- A usual pharmacy customer who is asking for an antibiotic for sore throat
- A customer who is asking for a second pack of previously prescribed antibiotic
- If someone asks for antibiotic for his relative
- If someone asks for antibiotic for his 3 years old son
- If someone asks for antibiotic for his 69 years old grandfather
- A pregnant woman asking for antibiotic for urinary tract infection

Finalizing interview

- Thank the interviewee for spending their time with you
- Ask if they have any additional comments to what was said during the interview
- Tell the interviewee what will happen to the recordings now