

Joint International Conference and Expo on Industrial Pharmacy & 5th Global Pharmacovigilance Summit

April 28-29, 2016 Dubai, UAE

Consumers' attitudes and satisfaction towards community pharmacy in Selangor, Malaysia

Kiran C Nilugal

Management and Science University Shah Alam, Malaysia

Aim: In Malaysia, rising consumer affluence has resulted in changing their expectations. Consumers expect quality care in a timely manner but this high expectations of consumers places an additional workload on the delivery of services. A community pharmacist is expected to be knowledgeable, having the ability to answer the question regarding drug or disease. The aim of the study is to investigate consumer's attitudes, and satisfaction towards community pharmacist's role in Selangor, Malaysia.

Methods: Descriptive cross-sectional community based study was conducted. The targeted population was more than 18 years old, conveniently approached in community pharmacy in a few regions of Selangor. Target sample population in the study was n=180 and the total sample size were divided equally n=20 to three different community pharmacies in Cheras, Subang Jaya and Shah Alam. The questionnaire consists of 19 open- and close-ended which were divided into four sections. SPSS software (version 20) was used to carry out the statistical data analysis.

Results: Majority of respondents were female (56.7%) and age of the respondent's ranges from 21 to 30 years old (38.9%). A total of 41.0% of respondents perceived community pharmacists as health professionals who had a good balance between both health and business matters. In case of any drug-related problem, the 47.8% of respondents perceived pharmacists as their primary source. Rudeness of the pharmacist (44.4%) perceived as barrier in asking question and the desired quality of pharmacists is medication knowledge (77.2%). Most respondents visited the community pharmacy every few months (46.7%). In addition, 51.1% of the respondents visit the community pharmacy to ask for advice and factors influencing the choice of any particular pharmacy were pharmacy location (73.1%). About 56.1% of the respondents agreed that the pharmacists provides them with medication counselling and encourage them to ask questions. The services respondents would like to see in future was counseling on medication (54.4%) and diagnostic and screening (48.9%).

Conclusion: The study highlighted that consumers have positive attitudes towards the roles and responsibilities of the community pharmacists. Thus, it indicates that transition to pharmaceutical care has occurred successfully.

kirannilugal@twitter.com

Addition of mercury in fairness creams in India

S S Agrawal

Delhi Pharmaceutical Sciences & Research University, India

Mercury, a poisonous substance has been found in our two studies in fairness creams sold in Delhi/NCR region. The permissible limit for mercury as per FDA should not be more than 1 ppm. However according to Drug and Cosmetic Act 1940, Rule 140(D) and 135 A, has prohibited the mercury in cosmetics. Mercury has got cumulative toxicity, it is neurotoxic and nephrotoxic. Severe pathological manifestations in fetus have been reported. Therefore, its use by pregnant women is not safe. Probably, nano mercury is used in skin creams to enhance the penetration. In 2015, the analysis perform with AAS on 10 samples of skin whitening cream, presence of mercury in skin whitening was evaluated. Mercury was detected in all samples with range of 0.004556 to 0.009 ppm as total mercury using the atomic absorption 2000 series atomic absorption model. Samples are analyzed and compared with the standard curve. Further, studies conducted in 2016 on 10 brands, showed marked elevation of mercury concentration ranges 0.14 to 0.36 ppm. It is observed that quantity of mercury has been increased in these fairness creams as compared to 2015. This is violation of the Drug and Cosmetic Act. Strict rules and regulations are required to prohibit the use of mercury in skin care products and other products to achieve an eco friendly environment. The detailed results will be presented.

ssagrawal@amity.edu