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## PHARMACY MAP SUMMARY REPORT

### PSI DASHBOARD

Somaliland (2012)

Pharmacy MAP study evaluating the availability of modern birth spacing, diarrhea treatment, and water treatment products in 10 cities of 5 regions

Sponsored by:

Choices and Opportunities Fund (COF) and United Nations Children's Fund (UNICEF)



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Research Division

Population Services International

1120 Nineteenth Street NW, Suite 600

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Somaliland 2012

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Pharmacy MAP study evaluating the availability of birth-spacing, diarrhea treatment, and water treatment products in 10 cities of 5 regions

**Second Round**  
**PSI Research Division**  
**2012**

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## SUMMARY

### **BACKGROUND**

PSI is a leading social marketing organization established in 1971 with an aim to measurably improve the health of poor and vulnerable people in the developing world, principally through social marketing of health products and services, and behaviour change communication. PSI Somaliland started operating in Somaliland in 2007 with a program focusing on malaria prevention.

From 2008 to 2011 PSI/Somaliland expanded its program and included:

**Water Treatment:** In response to the growing need for safe drinking water in Somaliland, in 2008 PSI Somaliland introduced BiyoSifeeye, household water treatment tablets; within the first year, the project has reached national scale and BiyoSifeeye is now available in all of Somaliland's six regions.

**Reproductive Health:** A reproductive health program started in 2010, first with the distribution of misoprostol to health facilities for post-partum haemorrhage management followed by the promotion of birth spacing products among married women of reproductive age through the distribution of combined oral and injectable contraceptives. The contraceptives were initially branded Kala-Koriye (meaning "birth spacing") and later rebranded Nasiye (meaning "rest for the mother").

**Diarrhea Treatment:** In 2011 PSI launched a diarrhoea treatment kit (DTK), called Shuban-Daweeye, which includes ORS and zinc to provide an additional high health impact product that could contribute to a more integrated and comprehensive approach on diarrheal disease management.

**Pharmacy MAP:** PSI Somaliland conducted a first pharmacy MAP (Monitoring Access and Performance) study in 2011, in view of assessing the availability of PSI's BiyoSifeeye, Nasiye and Shuban-Daweeye brands and associated quality standards across main cities in five regions of Somaliland. This is the second round and is intended to monitoring changes over the period after the first round. The previous round was conducted in five main cities, namely Hargeisa, Borama, Berbera, Sheikh and Buroa where PSI had strong presence with program activities. As PSI expanded its interventions geographically, reaching more cities, in this round, the availability of PSI products and its quality standards were studied in ten cities of five regions of Somaliland. This study made possible through funding from Dutch Choices and Opportunities Fund (COF) and UNICEF

## **RESEARCH OBJECTIVES**

The purpose of this study was

1. To identify all pharmacies in Hargeisa, Erigavo, Borama, Berbera, Sheikh, Buroa, Wajale, Gabiley, Ceel-afweyn and Arabsiyo and collect GPS locations of each outlet.
2. To assess the availability of PSI/Somaliland's social marketing products, BiyoSifeeye, Nasiye contraceptives and Shuban-Daweeye and associated quality standards. The study also assessed availability of other water treatment, contraceptives, and diarrhea treatment products in the surveyed pharmacies.
3. Monitor changes overtime since the last study in 2011.

## **METHODOLOGY**

A pharmacy census was done in 10 towns, Hargeisa, Berbera, Sheikh, Buroa, Ceel-afweyn, Erigavo, Arabsiyo, Gebiley, Wajaale and Borama. Four teams of two interviewers with their supervisor and local guiders visited street by street and corner by corner, going even through residential areas to audit all existing pharmacies. Data collection took place during the time that pharmacies are open both in the morning and in the afternoon. The interviewers administered a questionnaire to the staff at the pharmacy (see Appendix 1). GPS coordinates were also taken.

Four trained external supervisors performed spot checks by randomly visiting two or three pharmacies per day and by auditing a few outlets in these areas, to ensure the quality of the interviews and that all pharmacies were visited. The data was collected in October, 2012.

### **Data analysis**

Data analysis was performed with SPSS using frequency tables and other descriptive statistics to analyze market penetration and quality standards. The mapping of pharmacies was done in Excel then uploaded to Google Earth.

## **MAIN FINDINGS**

- ❖ 751 pharmacies were visited; of these, 45 were permanently/temporarily closed and eight refused to participate, thus 698 pharmacies were included in the study.
- ❖ Only Hargeisa, Berbera, Sheikh, Buroa and Borama were surveyed in 2011. 588 pharmacies were visited and 523 included in the 2011 study.

### **BiyoSifeeye penetration:**

- ❖ Overall outlet penetration for BiyoSifeeye in the surveyed pharmacies was 72%.
- ❖ The overall penetration rate for towns that was surveyed in both rounds was found to be 73% compared to 66% in 2011.

### **BiyoSifeeye Quality Standards:**

- ❖ 42% of surveyed pharmacies displayed point of sale materials for BiyoSifeeye. Among those who were selling BiyoSifeeye (n=501), 54% displayed point of sale materials for the product.
- ❖ Among those who were selling BiyoSifeeye, 72% displayed the product in a visible location within the pharmacy.
- ❖ Among those who were selling BiyoSifeeye, 65% were selling the product at the recommended price of 500SH per strip compared to 77% in 2011. Less than 1% were selling it below the recommended price while the second common price was 1000SH per strip. The average price was at 700SH.
- ❖ 19% of pharmacies selling the product reported stock-outs in the month prior to the survey.

### **Nasiye oral contraceptive penetration:**

- ❖ The market penetration for Nasiye OC in the surveyed pharmacies was 49%.
- ❖ The overall penetration rate for towns that was surveyed in both rounds was found to be 50% compared to 35% in 2011.
- ❖ Nasiye OC was not sold in any pharmacy in Ceel-afweyn and Arabsiyo, while Wajale had a very low penetration rate -21% of the 19 pharmacies were selling the product.

### **Nasiye oral contraceptive quality standards:**

- ❖ 17% of surveyed pharmacies displayed point of sale materials. Among those who were selling Nasiye OC (n=339), 32% displayed point of sale materials.
- ❖ Among those who were selling Nasiye OC, 70% displayed the product in a visible location within the pharmacy.
- ❖ Among those who were selling Nasiye OC, 25% were selling at the recommended price, 3500SH per cycle compared to 27% in 2011, the second common price was 5000SH. The average price was at 4200SH.

- ❖ 19% of the pharmacies selling the product reported stock-outs in the last month prior to the survey.

#### **Nasiye injectable penetration:**

- ❖ The market penetration for Nasiye injectable was at 19%.
- ❖ The penetration rates of Hargeisa were 16%
- ❖ No availability for Nasiye injectable was found in Ceel-afweyn, Arabsiyo and Sheikh; while in Wajale 1 out of 19 was selling the product.

#### **Nasiye injectable quality standards:**

- ❖ 17% of surveyed pharmacies displayed point of sale materials. Among those who were selling Nasiye injectables (n=130), 46% displayed point of sale materials.
- ❖ 76% of all 130 pharmacies that were selling Nasiye injectable displayed the product in a visible location within the pharmacy.
- ❖ 23% of the 130 pharmacies were selling the product at the recommended price (7000SH per kit), the second common price was 5000SH. The average price was 7800SH.
- ❖ 10% of stock-out was reported in the last month prior to the survey.

#### **Shuban-Daweeye penetration:**

- ❖ Overall availability of Shuban-Daweeye in the surveyed pharmacies was at 65%.
- ❖ Availability broken down by town reveals that penetration rate in Hargeisa is 60% while Ceel-afweyn and Arabsiyo have the lowest penetration rates, each one is reported only 1 pharmacy had Shuban-Daweeye (1 out of 9) and (1 out of 5) pharmacies that were selling the product respectively.

#### **Shuban-Daweeye quality standards:**

- ❖ Overall 35% of all pharmacies visibly displayed Shuban-Daweeye point of sale materials.
- ❖ 50% of all 456 pharmacies that were selling Shuban-Daweeye product visibly displayed point of sale materials.
- ❖ 75% of the 456 pharmacies that were selling Shuban-Daweeye displayed the product in a visible location within the pharmacy.
- ❖ 55% of the pharmacies selling Shuban-Daweeye were selling at the recommended price (1500SH per kit). The second common price was 2000SH. The average price was at 1700SH.
- ❖ 21% of pharmacies in Shuban-Daweeye reported stock-outs in the month prior to the survey.



## **CHALLENGES**

The following were field challenges encountered that affected the auditing of the pharmacies:

- Some pharmacies were difficult to reach due to the child health days which was conducted during data collection; many individuals working in pharmacies were helping in providing vaccination, meaning that pharmacies were closed.
- Some towns have no clear boundaries between neighborhoods, so interviewers were losing more time in avoiding double surveyed certain pharmacies.
- Some of the pharmacies were reluctant to participate to the interview as they wanted to be in the Bulsho-Kaab (BK) network and did not want to be interviewed as they had not been granted BK status.
- Many pharmacies were closed at the time of the interview both during the morning and afternoon, requiring late working hours for data collectors.
- Using GPS is sensitive to Somali community, thus, it was a challenge to take the coordinates of the pharmacies, especially in eastern cities of the country.

## **PROGRAMMATIC RECOMMENDATIONS**

### **BiyoSifeeye:**

- ❖ The promotion of BiyoSifeeye point of sale materials in the future should focus on Sheikh where none of the pharmacies in that city was reported point of sale materials in their pharmacies. In Wajaale it was also reported that only 1 pharmacy out of the 9 that were selling the BiyoSifeeye brand displayed point of sale materials in their pharmacies. It is also recommended that effort should focus on increasing the availability of point of sale materials in Hargeisa.
- ❖ The second common price of BiyoSifeeye is higher than the recommended price; the future effort should focus on this and make sure that pharmacies are selling the product at the recommended price.

### **Nasiye OC:**

- ❖ The bulk of future efforts to promote availability of Nasiye OC should focus on Ceel-afweyn and Arabsiyo where Nasiye OC brand was not found. There is also an opportunity to promote Nasiye availability in Hargeisa and Wajaale.
- ❖ Kala-Koriye (KK) brand was changed to Nasiye for oral contraceptives. The point of sale materials for the brand still remains KK brand; therefore, there is a need to also change the point of sale materials for Nasiye brand.
- ❖ It was reported that the knowledge of the pharmacies with all correct instructions of Nasiye OC was low as only 21% reported they know all instructions for the product. Medical detailers should focus on increasing the provider's knowledge of the product.
- ❖ The second most common price for Nasiye OC is higher than the recommended one, therefore, we need to focus on this and make sure that pharmacies are selling the product at the recommended price.

### **Nasiye Injectable:**

- ❖ Nasiye injectable brand was not found in Sheikh, Ceel-afweyn and Arabsiyo and in Wajaale, only one pharmacy was selling the product. Therefore, it is suggested that sale agents work with wholesalers in those towns to engage them in distribution of the product.

### **Shuban-Daweeye:**

- ❖ Generally, the availability of Shuban-Daweeye was good in all surveyed pharmacies; future efforts in promoting availability of the product should focus on Ceel-afweyn, Wajaale and Arabsiyo.
- ❖ The bulk of future effort in promoting Shuban-Daweeye point of sale materials should focus on Berbera, Gebilay and Wajaale.

- ❖ The bulk of future effort should also make sure that pharmacies are selling Shuban-Daweeye at the recommended price; it was reported that the second common price for the product is higher than the recommended price.

## **RESULTS**

### **MARKET PENETRATION AND QUALITY STANDARDS: BIYOSIFEEYE**

**Market penetration definition:** Penetration is the proportion of outlets in which a given product or brand is usually available.

Overall, the penetration rate of the BiyoSifeeye brand was 72% of the 698 pharmacies that were open and consented. BiyoSifeeye has achieved very wide distribution, well beyond any other water treatment methods available at pharmacies. Of the pharmacies surveyed only 3% had a brand other than BiyoSifeeye in their pharmacies.

Availability of BiyoSifeeye broken down by town reveals that the penetration rate of the brand in all towns sit at higher than 50% except Wajaale where the availability was at 47% of the 19 pharmacies that were surveyed. Penetration rates by town are displayed in the following table.

The penetration rates of BiyoSifeeye at Bulsho-Kaab pharmacies was found to be 99 (n=68) across all surveyed towns.

<b>BiyoSifeeye market penetration by town ( N=698)</b>				<b>Non-PSI brand water treatment</b>
<b>Town</b>	<b># of pharmacies</b>	<b>Pharmacies with BiyoSifeeye</b>	<b>Market penetration</b>	<b>Market penetration</b>
Hargeisa	377	263	70%	4%
Berbera	15	14	93%	0%
Sheikh	6	4	67%	0%
Buroa	130	102	78%	1%
Ceel-afweyn	9	5	56%	11%
Erigavo	20	18	90%	0%
Arabsiyo	5	4	80%	0%
Gabiley	32	16	50%	3%
Wajaale	19	9	47%	0%
Borama	85	66	78%	1%
<b>Total</b>	<b>698</b>	<b>501</b>	<b>72%</b>	<b>3%</b>

The number of pharmacies carrying BiyoSifeeye in Hargeisa was 187 in 2011 and 263 in 2012, representing 57% and 70% penetration, respectively. In Buroa the number of pharmacies carrying the product increased from 87 in 2011 to 102 in 2012, though the percentage of pharmacies stayed the same as many new pharmacies opened. The same trend can be observed in Sheikh. In Berbera and Borama, the number of pharmacies carrying BiyoSifeeye increased, but the percentage decreased, as the number of pharmacies operating expanded faster than penetration.

<b>Comparison for BiyoSifeeye penetration rates in towns that were surveyed in both rounds</b>						
<b>BiyoSifeeye penetration in 2011 (n=523)</b>				<b>BiyoSifeeye penetration in 2012 (n=613)</b>		
<b>Town</b>	<b>Number of pharmacies</b>	<b>Pharmacies with BiyoSifeeye</b>	<b>Market penetration</b>	<b>Number of pharmacies</b>	<b>Pharmacies with BiyoSifeeye</b>	<b>Market penetration</b>
Hargeisa	329	187	57%	377	263	70%
Buroa	112	87	78%	130	102	78%
Borama	67	56	84%	85	66	78%
Berbera	12	12	100%	15	14	93%
Sheikh	3	2	67%	6	4	67%
<b>Total</b>	<b>523</b>	<b>344</b>	<b>66%</b>	<b>613</b>	<b>449</b>	<b>73%</b>

#### **Other water treatment available:**

The availability of other water treatment at pharmacies was low across all cities that were surveyed. Only 3% of the 698 pharmacies that were surveyed reported they had water treatment method other than PSI branded BiyoSifeeye. The specific brands that were identified were aquatabs and chlorine.

#### **QUALITY STANDARDS:**

Overall the quality standards that the study was assessing were factors regarding to point of sale materials, product visibility, sold at recommended price and stock-outs.

#### **Point of sale materials:**

42% of the 698 pharmacies surveyed displayed point of sale materials in their pharmacies regardless if they were selling the product. 54% of the 501 pharmacies that were selling the product visibly displayed point of sale materials. None of the pharmacies in Sheikh that had the product displayed point of sale materials.

76% of the 68 Bulsho-Kaab pharmacies displayed point of sale materials for BiyoSifeeye in their pharmacies.

<b>Pharmacies with BiyoSifeeye point of sale materials by town ( N=501)</b>			
<b>Town</b>	<b># of pharmacies with BiyoSifeeye</b>	<b>Pharmacies that displayed point of sale materials</b>	<b>Percentage</b>
Hargeisa	263	115	44%
Berbera	14	11	79%
Sheikh	4	0	0%
Buroa	102	64	63%
Ceel-afweyn	5	2	40%
Erigavo	18	12	67%
Arabsiyo	4	2	50%
Gabiley	16	8	50%
Wajaale	9	1	11%
Borama	66	54	82%
<b>Total</b>	<b>501</b>	<b>269</b>	<b>54%</b>

Overall the point of sale materials displayed in each town has increased compared to 2011 except for Sheikh and Berbera. None of the pharmacies in Sheikh displayed point of sale materials in 2012 while 1 pharmacy displayed point of sale materials in 2011. In Berbera 11 out of the 14 pharmacies with the brand displayed point of sale materials in 2012, while all the 12 pharmacies with the brand displayed point of sale materials in 2011. The table below shows comparison for the two rounds broken down by town

Comparison for BiyoSifeeye point of sale materials displayed by the towns that were surveyed in both rounds						
BiyoSifeeye penetration in 2011 (n=344)				BiyoSifeeye penetration in 2012 (n=449)		
Town	# of pharmacies with BiyoSifeeye	Pharmacies that displayed point of sale materials	Percentage	# of pharmacies with BiyoSifeeye	Pharmacies that displayed point of sale materials	Percentage
Hargeisa	187	73	40%	263	115	44%
Buroa	87	63	72%	102	64	63%
Borama	56	41	73%	66	54	82%
Berbera	12	12	100%	14	11	79%
Sheikh	2	1	50%	4	0	0%
<b>Total</b>	<b>344</b>	<b>190</b>	<b>55%</b>	<b>449</b>	<b>244</b>	<b>54%</b>

#### Product visibility:

Visibility of the BiyoSifeeye brand at the point of sale is important both to promote the brand and encourage the use of BiyoSifeeye.. The overall visibility of the product in the surveyed pharmacies was 72%.84% of Bulsho-Kaab pharmacies (n=68) displayed BiyoSifeeye in a visible location.

Pharmacies visibly displayed BiyoSifeeye brand by town (N=501)			
Town	Pharmacies with BiyoSifeeye	Pharmacies displayed BiyoSifeeye	Percentage
Hargeisa	263	167	63%
Berbera	14	13	93%
Sheikh	4	2	50%
Buroa	102	81	79%
Ceel-afweyn	5	5	100%
Erigavo	18	17	94%
Arabsiyo	4	4	100%
Gabiley	16	9	56%
Wajaale	9	4	44%
Borama	66	57	86%
<b>Total</b>	<b>501</b>	<b>359</b>	<b>72%</b>

The number of pharmacies that displayed BiyoSifeeye brand in Hargeisa was 126 in 2011 and 167 in 2012, representing 68% and 63% as the number of pharmacies selling the brand increased from 126 to 263.

In Buroa, 72 pharmacies displayed the brand in a visible location in 2011 and 81 in 2012, representing 83% and 79% as the number of pharmacies selling the brand in this town increased from 72 to 102.

86% displayed BiyoSifeeye in a visible location in Borama compared to 80% in 2011 as the number of pharmacies selling the brand increased from 45 to 57.

93% displayed BiyoSifeeye brand in a visible location in Berbera compared to 100% in 2011 and the number surveyed pharmacies selling the brand increased from 12 to 13.

50% displayed BiyoSifeeye in Sheikh compared to 100% in 2011 as the number of pharmacies selling the brand increased from 2 to 4.

#### **Sold at recommended price:**

The majority of the surveyed pharmacies were selling the product at the recommended price. In fact, 65% of the 501 pharmacies that had the product were selling at the recommended price (500SH). The second most common price was higher than the recommended price - 27% were selling at 1000SH. The average price to the final consumer was 700SH. Among Bulsho-Kaab pharmacies, 87% were selling BiyoSifeeye at the recommended price, while 1000 was the second common price for the product, where 8% was selling the product at this price.

#### **Stock-outs:**

Across all cities that were surveyed, 19% of the pharmacies selling the product reported stock-outs in the last month. The average duration of the stock-out was 18 days.

Sheikh has the highest stock-out rates, 3 out of the 4 pharmacies selling BiyoSifeeye reported stock-out of the brand, representing 75%. Hargeisa also reported high stock-out rates, 66 out of the 263 selling the brand, representing 25%.

7% of the 68 Bulsho-Kaab pharmacies reported stock-out of the brand in the last month prior to the survey. The average duration of the stock-out was 17 days.



<b>Pharmacies in BiyoSifeeye stock-outs by town</b> <b>(N=501)</b>			
<b>Town</b>	<b>Pharmacies with BiyoSifeeye</b>	<b>Pharmacies in stock- out</b>	<b>Percentage</b>
Hargeisa	263	66	25%
Berbera	14	1	7%
Sheikh	4	3	75%
Buroa	102	10	10%
Ceel- afweyn	5	1	20%
Erigavo	18	3	17%
Arabsiyo	4	0	0%
Gabiley	16	4	25%
Wajaale	9	1	11%
Borama	66	6	9%
<b>Total</b>	<b>501</b>	<b>95</b>	<b>19%</b>

## MARKET PENETRATION AND QUALITY STANDARDS: NASIYE OC

### Market penetration:

Of the 698 surveyed pharmacies, overall availability of Nasiye OC was found to be 49%. 20% of the pharmacies reported they had OC other than PSI brand.

The penetration rates of Nasiye OC at Bulsho-Kaab pharmacies (n=68) was reported to be 100% across all surveyed towns.

When evaluated by town, none of the pharmacies in Ceel-afweyn and Arabsiyo had Nasiye OC in stock. In Hargeisa where most of the pharmacies are located (n=377), 43% reported having Nasiye OC in stock. The following table shows Nasiye OC penetration rate by town.

Nasiye OC market penetration by town (N=698)				Non-PSI brand OC
Town	# of pharmacies	Pharmacies with Nasiye OC	Market penetration	Market penetration
Hargeisa	377	162	43%	27%
Berbera	15	13	87%	13%
Sheikh	6	2	33%	0%
Buroa	130	68	52%	5%
Ceel-afweyn	9	0	0%	0%
Erigavo	20	17	85%	0%
Arabsiyo	5	0	0%	60%
Gabiley	32	11	34%	38%
Wajaale	19	4	21%	11%
Borama	85	62	73%	19%
<b>Total</b>	<b>698</b>	<b>339</b>	<b>49%</b>	<b>20%</b>

Among the pharmacies that were selling the product (n=339), 14% reported that they purchased the product in the last week, 21% had purchased the product more than one week from the day of the survey; while 65% purchased the product more than two weeks before the day of the survey.

The survey also asked about the number of dispensers they purchased last time they received Nasiye OC. 30% reported that they purchased one dispenser (15 cycles), 27% said that they purchased two dispensers, while 43% reported that they stocked more than two dispensers at the last time they purchased the product.

The number of pharmacies carrying Nasiye OC has increased in all the towns that both rounds were surveyed except Sheikh, which had 2 pharmacies selling it in both rounds. Penetration increased in all cities with the exception of Sheikh, where the number of pharmacies operating increased faster than penetration.

Comparison for Nasiye OC penetration rates in towns that were surveyed in both rounds						
Nasiye OC penetration in 2011 (n=523)				Nasiye OC penetration in 2012 (N=613)		
Town	Number of pharmacies	Pharmacies with Nasiye OC	Market penetration	Number of pharmacies	Pharmacies with Nasiye OC	Market penetration
Hargeisa	329	92	28%	377	162	43%
Buroa	112	46	41%	130	68	52%
Borama	67	36	54%	85	62	73%
Berbera	12	8	67%	15	13	87%
Sheikh	3	2	67%	6	2	33%
<b>Total</b>	<b>523</b>	<b>184</b>	<b>35%</b>	<b>613</b>	<b>307</b>	<b>50%</b>

#### **Other oral contraceptives available:**

The availability of oral contraceptives in the pharmacies other than PSI branded was assessed in this study. 20% of the 698 surveyed pharmacies reported oral contraceptives other than PSI brand. Among the pharmacies selling other OC (n=143), 74% were selling Choices brands (manufactured in Ethiopia), 34% had COC- German brands (manufactured in Germany), while 4% were selling other brands. The average price for the Choices OC was reported to be 5200SH, while the average price for the COC-German brand was 6000SH.

#### **QUALITY STANDARDS:**

Quality standards including point of sale materials, product visibility, sold at recommended price and stock-outs were assessed for OC product.

#### **Point of sale materials:**

PSI has changed the brand name for the OC from Kala-Koriye to Nasiye but has not yet printed new point of sale materials, thus visibility of point of sale materials is reported for KK materials. Overall, 17% of the 698 pharmacies visibly displayed point of sale materials for Nasiye contraceptives. There are no specific designed point of sale materials for the Nasiye injectable, the point of sale materials

for Kala-Koriye contraceptives are not differentiated between oral contraceptive and injectable. Of the 339 pharmacies that were selling the product, 32% visibly displayed point of sale materials in their pharmacies.

56% of Bulsho-Kaab pharmacies displayed point of sale materials for the Kala-Koriye brand.

<b>Pharmacies with Nasiye OC point of sale materials (N=339)</b>			
<b>Town</b>	<b>Pharmacies with Nasiye OC</b>	<b>Pharmacies displayed point of sale materials</b>	<b>Percentage</b>
Hargeisa	162	51	31%
Berbera	13	7	54%
Sheikh	2	0	0%
Buroa	68	19	28%
Erigavo	17	3	18%
Gabiley	11	4	36%
Wajaale	4	1	25%
Borama	62	23	37%
<b>Total</b>	<b>339</b>	<b>108</b>	<b>32%</b>

Changes in display of point of sale materials over time were not analyzed as PSI is no longer actively promoting display of outdated KK materials.

#### **Product visibility:**

Visibility is less important in OC purchase as this should be in most cases a planned rather than an impulse purchase. The findings suggest that 70% of the 339 pharmacies with Nasiye OC had displayed the product in a visible location. The following table is broken down by town.

84% of Bulsho-Kaab pharmacies displayed the product in a visible location in their pharmacies.

Pharmacies visibly displayed Nasiye OC brand by town ( N=339)			
Town	# of pharmacies with Nasiye OC	Pharmacies visibly displayed Nasiye OC	Percentage
Hargeisa	162	99	61%
Berbera	13	13	100%
Sheikh	2	2	100%
Buroa	68	50	74%
Erigavo	17	15	88%
Gabiley	11	4	36%
Wajaale	4	1	25%
Borama	62	52	84%
<b>Total</b>	<b>339</b>	<b>236</b>	<b>70%</b>

The number of pharmacies that displayed Nasiye OC in a visible location in Hargeisa was 56 in 2011 and 99 in 2012, representing 61% in both rounds as the number of pharmacies selling the brand increased from 92 to 162.

29 pharmacies in Buroa displayed the brand in a visible location in 2011 and 50 in 2012, representing 63% and 74.

Comparison for Nasiye OC visibility by the towns that were surveyed in both rounds.						
Nasiye OC brand visibility in 2011 ( n=184)				Nasiye OC brand visibility in 2012 ( n=307)		
Town	Number of pharmacies with Nasiye OC	Visibly displayed Nasiye OC	Percentage	Number of pharmacies with Nasiye OC	Visibly displayed Nasiye OC	Percentage
Hargeisa	92	56	61%	162	99	61%
Buroa	46	29	63%	68	50	74%
Borama	36	25	69%	62	52	84%
Berbera	8	7	88%	13	13	100%
Sheikh	2	2	100%	2	2	100%
<b>Total</b>	<b>184</b>	<b>119</b>	<b>65%</b>	<b>307</b>	<b>216</b>	<b>70%</b>

**Sold at recommended price:**

PSI recommends that pharmacies sell 3500SH per kit to the consumer, the price of Nasiye OC in the pharmacies varied from 1500 to 15000SH. 25% of the 339 pharmacies that had the product were selling at the recommended price (3500SH). 5000SH was the second common price for the product, where 24% selling at this price. The average price paid for the product was at 4200SH.

The pharmacies were also asked their source of the product. 98% of the pharmacies selling the product buy their Nasiye OC from a wholesaler while 2% buy from brokers.

66% of the Bulsho-Kaab pharmacies were selling Nasiye OC at the recommended price. 5000SH was the second common price for the product, where 13% was selling the product at that price.

**Stock-outs:**

Of the 339 pharmacies that had Nasiye OC, 19% reported stock-outs prior month to the survey. The average duration of stock-outs was 11 days. Current stock of dispensers was also assessed in the survey. 48% had one to two dispensers, and 15% had more than two dispensers at the time of the interview, while 8% were stocked out.

Among Bulsho-Kaab pharmacies (n=68), 13% reported stock-out of the Nasiye brand in their pharmacies in the last month prior to the month of the survey.

Pharmacies in Nasiye OC stock-outs by town (N=339)			
Town	# pharmacies with Nasiye OC	Pharmacies in Nasiye OC stock-outs	Percentage
Hargeisa	162	37	23%
Berbera	13	1	8%
Sheikh	2	0	0%
Buroa	68	13	19%
Erigavo	17	1	6%
Gabiley	11	3	27%
Wajaale	4	2	50%
Borama	62	8	13%
<b>Total</b>	<b>339</b>	<b>65</b>	<b>19%</b>

## MARKET PENETRATION AND QUALITY STANDARDS: NASIYE INJECTABLE

### Market penetration:

The market penetration rate of Nasiye injectable was found to be 19% of the 698 surveyed pharmacies. Nasiye injectable is widely available at pharmacies comparing to other types of injectables; only 7% of the surveyed pharmacies were selling injectable contraceptive other than the PSI brand. 90% of Bulsho-Kaab pharmacies were selling Nasiye injectable in their pharmacies.

When broken down by town, penetration rate were highest in Erigavo (70%) and Berbera (53%). In Hargeisa, where most of the pharmacies were found, 16% of the 377 pharmacies that were audited sold Nasiye injectable. None of the pharmacies in Sheikh, Ceel-afweyn and Arabsiyo were selling the brand.

Nasiye injectable market penetration by town ( N=698)				Non-PSI brand injectable
Town	# of pharmacies	Pharmacies with Nasiye injectable	Market penetration	Market penetration
Hargeisa	377	60	16%	8%
Berbera	15	8	53%	7%
Sheikh	6	0	0%	0%
Buroa	130	24	18%	2%
Ceel-afweyn	9	0	0%	0%
Erigavo	20	14	70%	0%
Arabsiyo	5	0	0%	20%
Gabiley	32	2	6%	6%
Wajaale	19	1	5%	5%
Borama	85	21	25%	11%
<b>Total</b>	<b>698</b>	<b>130</b>	<b>19%</b>	<b>7%</b>

Among the pharmacies that were selling Nasiye injectable (n=130), 7% reported that they have purchased the product during the last week, 20% had purchased the product more than one week from the day of the survey; while 73% purchased it more than two weeks before the day of the survey.

When asked about the number of kits they purchased, 2% said one kit, 22% said 2 to 4 kits, 29% purchased 5 kits, while 47% more than 5 kits.

**Other injectable contraceptive available:**

Overall the availability of injectable for birth spacing other than PSI brand was found to be 7% of the surveyed and consented pharmacies (N=698). Among the pharmacies that were selling the product (n=46), 63% were selling Choices brand injectable (manufactured in Ethiopia), while 28% had DMPA-German brand injectable (manufactured in Germany), and DMPA-Belgian brands (manufactured in Belgium) were reported to be 15%.

The average price for the Choices brand injectable was 8200SH, while the average price for the DMPA-German brand injectable was found to be 8500SH. The average price for the DMPA-Belgian brand was 10500SH.

**QUALITY STANDARDS**

Quality standards including point of sale materials, product visibility, sold at recommended price and stock-outs were assessed for Nasiye Injectable.

**Point of sale materials:**

The availability of point of sale materials for Nasiye contraceptives is summarized in the Nasiye OC section. 46% of the pharmacies selling Nasiye injectable (n=130) displayed point of sale materials for the brand.

**Product visibility:**

Visibility is less important in injectable purchase as this should be in most cases a planned rather than an impulse purchase. However, visibility may influence whether the client chooses the PSI branded Nasiye injectable instead of another available injectable. The visibility of the product was found to be 76% of the 130 pharmacies that were selling the product.

84% of Bulsho-Kaab pharmacies visibly displayed Nasiye injectable in their pharmacies.



Pharmacies visibly displayed Nasiye injectable brand (N=130)			
Town	# of pharmacies with Nasiye injectable	Pharmacies visibly displayed Nasiye injectable	Percentage
Hargeisa	60	43	72%
Berbera	8	7	88%
Buroa	24	18	75%
Erigavo	14	11	79%
Gabiley	2	1	50%
Wajaale	1	1	100%
Borama	21	18	86%
<b>Total</b>	<b>130</b>	<b>99</b>	<b>76%</b>

### **Sold at recommended price:**

PSI recommends that pharmacies sell 7000 SH per kit to the consumer. Only 24% were selling Nasiye injectable in accordance with PSI's recommended price for the product (7000SH). The price that pharmacies were selling the product varied from 3000SH to 30,000SH. The second most common price after the recommended one was reported to be 5000SH, where 15% were selling the product at that price. The average price reported for the product was 7800SH.

27% of Bulsho-Kaab pharmacies were selling Nasiye injectable at the recommended price for the product. The second most common price for the product in Bulsho-Kaab pharmacies was 5000SH, where 18% were selling the product at that price. Similar to Nasiye oral contraceptives, the main source of Nasiye injectable for the pharmacies is wholesalers (98%), while only 2% buys the product from brokers.

### **Stock-outs:**

Of the 130 pharmacies that were selling Nasiye injectable, 10% reported stock-outs for the product in the last month. The average duration of stock-out was 8 days.

The current stock of the product was also assessed, 11% had one kit at the time of the interview, 42% had 2-4 kits, and 21% had 5 kits, while 23% had more than 5 kits at the time of the interview.

Buroa reported the highest stock-out rates - 17% of the 24 pharmacies that were selling the product reported stock-out in the last month prior to the survey.

Among Bulsho-Kaab pharmacies, 9% reported stock-out of the product in the last month.

Pharmacies in Nasiye injectable stock-outs by town (N=130)			
Town	# of pharmacies with Nasiye injectable	Pharmacies in Nasiye injectable stock-outs	Percentage
Hargeisa	60	6	10%
Berbera	8	1	13%
Buroa	24	4	17%
Erigavo	14	0	0%
Gabiley	2	0	0%
Wajaale	1	0	0%
Borama	21	2	10%
<b>Total</b>	<b>130</b>	<b>13</b>	<b>10%</b>

## MARKET PENETRATION AND QUALITY STANDARDS: SHUBAN-DAWEEYE

### Market penetration:

The availability of the Diarrhea Treatment Kit (composed of 2 sachets of ORS and 10 tablets of zinc) branded as Shuban-Daweeye was found to be 65% in the surveyed pharmacies. Shuban-Daweeye has achieved wide distribution, though the availability of other ORS available at market is a bit higher than Shuban-Daweeye in the market. 77% of the surveyed pharmacies reported to have ORS other than PSI brand. The availability of zinc other than in the Shuban-Daweeye DTK was found to be 11%. There is no ORS plus zinc combined which is similar to Shuban-Daweeye in the market.

The penetration rate of Shuban-Daweeye at Bulsho-Kaab pharmacies was found to be 100% in all surveyed towns.

The availability of Shuban-Daweeye broken down by town reveals that penetration rates were highest in Berbera (100%) and lowest in Ceel-afweyn and Arabsiyo where only one pharmacy was selling the product in each town. The availability of Shuban-Daweeye in each town is presented below.

Shuban-Daweeye market penetration by town (N=698)				Non-PSI brand ORS	Non-PSI brand ZINC
Town	# of pharmacies	Pharmacies with Shuban- Daweeye	Market penetration	Market penetration	Market penetration
Hargeisa	377	226	60%	84%	8%
Berbera	15	15	100%	53%	20%
Sheikh	6	2	33%	83%	17%
Buroa	130	105	81%	58%	15%
Ceel-afweyn	9	1	11%	78%	11%
Erigavo	20	17	85%	50%	5%
Arabsiyo	5	1	20%	80%	0%
Gabiley	32	13	41%	91%	19%
Wajaale	19	9	47%	89%	0%
Borama	85	67	79%	74%	16%
<b>Total</b>	<b>698</b>	<b>456</b>	<b>65%</b>	<b>77%</b>	<b>11%</b>

### QUALITY STANDARDS:

Quality standards including point of sale materials, product visibility, sold at recommended price and stock-outs were assessed for Shuban-Daweeye product.

#### Point of sale materials:

Of the total surveyed pharmacies (N=698), 35% visibly displayed point of sale materials. 50% of the pharmacies selling Shuban-Daweeye (n=456) visibly displayed the point of sale materials in their pharmacies.

71% of Bulsho-Kaab pharmacies visibly displayed point of sale materials for the product in their pharmacies,

Pharmacies with Shuban-Daweeye point of sale materials (N=456)			
Town	# of pharmacies with Shuban-Daweeye	Pharmacies displayed point of sale materials	Percentage
Hargeisa	226	95	42%
Berbera	15	4	27%
Sheikh	2	0	0%
Buroa	105	65	62%
Ceel-afweyn	1	0	0%
Erigavo	17	6	35%
Arabsiyo	1	0	0%
Gabiley	13	1	8%
Wajaale	9	3	33%
Borama	67	54	81%
<b>Total</b>	<b>456</b>	<b>228</b>	<b>50%</b>

#### Sold at recommended price:

PSI recommends that pharmacies sell the product at 1500SH per kit. 55% of the pharmacies selling Shuban-Daweeye (n=456) were selling the product at the recommended price (1500SH) per kit. 2000SH was the second most common price for the product, where 19% were selling the product at this price. The average price was found to be 1700SH per kit.

79% of Bulsho-Kaab pharmacies were selling Shuban-Daweeye at the recommended price for the kit.

**Product visibility:**

75% of the 456 pharmacies that had the product displayed it in a visible location to the consumer.

91% of Bulsho-Kaab pharmacies displayed Shuban-Daweeye brand in a visible location within the pharmacy.

<b>Pharmacies with Shuban-Daweeye product (N=456)</b>			
<b>Town</b>	<b>Pharmacies with Shuban-Daweeye</b>	<b>Pharmacies displayed the product</b>	<b>Percentage</b>
Hargeisa	226	153	68%
Berbera	15	14	93%
Sheikh	2	1	50%
Buroa	105	83	79%
Ceel-afweyn	1	0	0%
Erigavo	17	15	88%
Arabsiyo	1	1	100%
Gabiley	13	8	62%
Wajaale	9	7	78%
Borama	67	59	88%
<b>Total</b>	<b>456</b>	<b>341</b>	<b>75%</b>

**Stock-outs:**

21% of the 456 pharmacies that had Shuban-Daweeye reported stock-out of the product in the last month prior to the survey. The average duration of the stock-out was 16 days.

7% of Bulsho-Kaab pharmacies reported stock-out in the last month prior to the month of the survey.

Ceel-afweyn reported the highest stock-out rates where the only pharmacy that was selling Shuban-Daweeye brand reported stock-out in the last month. 1 out the 2 pharmacies selling the product in Sheikh also stocked out in the last month prior to the survey.

Pharmacies in Shuban-Daweeye stock-outs by town (N=456)			
Town	# of pharmacies with Shuban-Daweeye	Pharmacies in Shuban-Daweeye stock-outs	Percentage
Hargeisa	226	63	28%
Berbera	15	2	13%
Sheikh	2	1	50%
Buroa	105	17	16%
Ceel-afweyn	1	1	100%
Erigavo	17	0	0%
Arabsiyo	1	0	0%
Gabiley	13	4	31%
Wajaale	9	1	11%
Borama	67	8	12%
<b>Total</b>	<b>456</b>	<b>97</b>	<b>21%</b>

## **OTHER FINDINGS**

### **Knowledge on instruction for use for BiyoSifeeye:**

Pharmacist knowledge of BiyoSifeeye use was also assessed. Among the 501 pharmacies that were selling the product, 60% stated that water should be filtered if it is dirty. 91% correctly cited that 1 tablet should be added to 20 liters of water if the water is clean and 2 tablets if the water is dirty. 72% correctly reported that one should wait 30 minutes after treating the water before consuming it.

46% correctly cited all correct instructions for BiyoSifeeye.

Among Bulsho-Kaab pharmacies (n=68), 49% stated that water should be filtered if it is dirty. 97% correctly cited that 1 tablet should be added to 20 liters of water if the water is clean, and 2 tablets if the water is dirty. Similar to other pharmacies; 72% reported that one should wait 30 minutes after treating the water before consuming it. 40% of Bulsho-Kaab members correctly cited all instructions for BiyoSifeeye.

### **Knowledge on instruction for use of Nasiye OC:**

Pharmacies that sell Nasiye OC were asked about their knowledge of how to use the product. 62% correctly cited that woman should start with white tablet within the first five days of her menstrual cycle. 79% said that should take one tablet per day. 60% reported that a woman should first take all white tablets then all brown ones. 27% said that woman should start a new packet the day after the current packet is finished. 10% reported that they don't know about Nasiye OC instructions of usage. 21% reported all correct instructions for Nasiye oral contraceptives.

Among Bulsho-Kaab pharmacies, 57% correctly cited that woman should start with white table within the first five days of her menstrual cycle. 81% said that woman should take one tablet per day. 74% said that woman should first take all white tablets then all brown ones. 32% said that woman should start a new packet the day after the current packet is finished. 25% of Bulsho-Kaab members reported all correct instructions for Nasiye brand.

The pharmacies were also asked about the side effects of the product. 43% cited vomiting, 56% headaches, 24% stated weight gain, and 13% mentioned breast tenderness, while 18% reported spotting as a side effect. 32% did not know any side effects.

For the Bulsho-Kaab pharmacies (n=68), 44% cited vomiting, 72% pointed headaches as a side effect, 32% stated weight gain, 22% mentioned breast tenderness, while 24% reported spotting as a side effect. 24% did not know any side effects.

**Knowledge on instruction for use of Nasiye injectable contraceptives:**

Of the pharmacies that were selling Nasiye injectable (n=130), 91% correctly cited that Nasiye injectable should be used every three month for birth spacing, 4% reported that they don't know how to use it, while 5% provided an incorrect response.

Among pharmacies of Bulsho-Kaab members (n=68), 92% correctly cited that Nasiye injectable should be used every three month for birth spacing.

Pharmacies were also asked if they know about Nasiye injectable side effects. 37% reported vomiting, 49% said headache, 27% stated weight gain as a side effect, while breast tenderness and spotting were also said to be side effects of Nasiye injectable (13% and 22%) respectively. 37% reported they did not know side effects for the product.

Bulsho-Kaab members have higher knowledge of product side effect comparing to other pharmacies. 44% reported vomiting as a side effect of the product, 59% said headache, 32% stated weight gain as a side effect, while breast tenderness and spotting were also said to be side effects of Nasiye injectable (32% and 13%) respectively. 26% reported they did not know side effects for the product.

**Knowledge of instruction for use for Shuban-Daweeye:**

Of the 456 pharmacies that were selling Shuban-Daweeye product, 88% correctly cited that one sachet of ORS should be mixed with 1 liter of water whenever the child has a diarrhea. 81% reported that the child less than 6 months should be given ½ tablet of zinc for ten days for diarrhea treatment. 75% correctly cited that child over six months should be given 1 tablet of zinc for ten days. 27% correctly cited that zinc tablet should mix with small amount of breast milk or water.

23% correctly cited all correct instructions for Shuban-Daweeye.

Among Bulsho-Kaab members (n=68), 93% correctly cited that one sachet of ORS should be mixed with 1liter of water whenever the child has a diarrhea. 82% reported that the child less than 6 months should be given ½ tablet of zinc for ten days for diarrhea treatment. 84% correctly cited that child over six months should be given 1 tablet of zinc for ten days. Same as the other pharmacies; 27% correctly cited that zinc tablet should mix with small amount of breast milk or water.

24% correctly cited all correct instructions for Shuban-Daweeye.

**Other modern birth spacing methods available:**

In this study, the availability of other birth spacing products at pharmacies was also assessed. 4% of the total surveyed pharmacies reported carrying male condoms for birth spacing purposes. Only 1% reported female condoms while IUDs and implants were found to be less than 1%.



**Female providers:**

Overall, female providers were employed at 27% of the 698 surveyed pharmacies.

**Average number of clients at pharmacies:**

The average number of clients at pharmacies was assessed; most of the pharmacies had less than 50 clients per day.

## Appendix 1: Extra Tables

**Summary table 1: Overview of availability of water and diarrhea treatment**


BiyoSifeeye , Shuban-Daweeye and other products penetration rates by town						
Surveyed Towns	# of pharmacies	BiyoSifeeye available	Non-PSI brand water treatment	Shuban-Daweeye available	Non-PSI brand ORS	Non-PSI brand zinc
Hargeisa	377	70%	4%	60%	84%	8%
Berbera	15	93%	0%	100%	53%	20%
Sheikh	6	67%	0%	33%	83%	17%
Buroa	130	78%	1%	81%	58%	15%
Ceel-afweyn	9	56%	11%	11%	78%	11%
Erigavo	20	90%	0%	85%	50%	5%
Arabsiyo	5	80%	0%	20%	80%	0%
Gabiley	32	50%	3%	41%	91%	19%
Wajaale	19	47%	0%	47%	89%	0%
Borama	85	78%	1%	79%	74%	16%
<b>Total</b>	<b>698</b>	<b>72%</b>	<b>3%</b>	<b>65%</b>	<b>77%</b>	<b>11%</b>

**Summary table 2: Overview of availability of birth spacing contraceptives.**

Nasiye OC, injectable brands and other products penetration rates by town					
Surveyed Towns	# of pharmacies	Nasiye OC available	Non-PSI brand OC	Nasiye injectable available	Non-PSI brand injectable
Hargeisa	377	43%	27%	16%	8%
Berbera	15	87%	13%	53%	7%
Sheikh	6	33%	0%	0%	0%
Buroa	130	52%	5%	18%	2%
Ceel-afweyn	9	0%	0%	0%	0%
Erigavo	20	85%	0%	70%	0%
Arabsiyo	5	0%	60%	0%	20%
Gabiley	32	34%	38%	6%	6%
Wajaale	19	21%	11%	5%	5%
Borama	85	73%	19%	25%	11%
<b>Total</b>	<b>698</b>	<b>49%</b>	<b>20%</b>	<b>19%</b>	<b>7%</b>

## Appendix 2: Audit sheet

### MAP 2012 Audit Sheet

1. ☐ Bulsho-Kaab .....1 ☐ Non-Bulsho-Kaab ..... 2
2. Is the pharmacy open?  [Note: Complete through observation]  
☐ Yes...1 ☐ No...0
- 2a. If NO, why is it not open at the moment?  
☐ Permanently shut...1 ☐ temporarily closed...2 ☐ don't know...99  
→ If permanently shut, skip to Q4, answer Q4-Q6 through your own observation, and then go to end of questionnaire (59)  
  
→ If temporarily closed or don't know, stop here and return at a later time (ask neighbors when the pharmacy is expected to be open again)
3. Ask the respondent if she/he agrees to participate in the survey?  
☐ Agrees...1 ☐ Does not agree...0 → Complete Q4-Q6 through your own observation, and then go to end of questionnaire (59)

---

#### Section A: Identification [Note: Complete section through observation]

4. Location:
  - a. Town: \_\_\_\_\_
  - b. District: \_\_\_\_\_
  - c. Village (neighborhood): \_\_\_\_\_
  - d. Address (street / landmark): \_\_\_\_\_
  - e. Name of pharmacy: \_\_\_\_\_
5. Type of pharmacy: ☐ Pharmacy...1 ☐ Clinic with pharmacy...2 ☐ Pharmacy with lab.....3 ☐ Pharmacy clinic with lab.....4
6. Geographic coordinates (GPS reading)  
Latitude N \_\_\_\_\_. \_\_\_\_\_ Longitude E \_\_\_\_\_. \_\_\_\_\_

#### Section B: Outlet / Respondent Characteristics

7. Are you the owner of the pharmacy? ☐ Yes...1 ☐ No...0
8. Is the owner male or female? [Note: Ask only if respondent is not the owner]

☐ Male...1

☐ Female...2

9. How many people are regularly working in this pharmacy?

☐ 1 person...1  
people.....3

☐ 2 to 3 people ...2

☐ More than 3 three

10. What are the qualifications of the people working in the pharmacy?

☐ Nurse...1

☐ Pharmacist.....2

☐ Lab technician...3

☐ Untrained staff....4

☐ Bulsho-Kaab trainees.....5

☐ Doctor.....6 (multiple responses are allowed)

11. Is there at least one female provider selling product in this pharmacy?

☐ Yes...1

☐ No...0

12. Is there a separate, private space for providing minor procedures (e.g. injections) in the pharmacy?

☐ Yes...1

☐ No...0

13. On average, approximately how many clients come to this pharmacy each day?


☐ Less than 25...1

☐ 25 to 50...2

☐ More than 50...3

---

### Section C: BiyoSifeeye Availability

14. Are *BiyoSifeeye* promotional items (posters) visibly displayed? 

☐ Yes...1


☐ No...0

15. Do you sell *BiyoSifeeye* (= the product is usually available)?

☐ Yes...1

☐ No...0 → Skip to Q20

16. What is the price of *BiyoSifeeye*? \_\_\_\_\_ SLSH per strip (10 tablets)

17. Is *BiyoSifeeye* product visibly displayed in the outlet? 

☐ Yes...1

☐ No...0

18. During the past one month, has there been any day when you did not have *BiyoSifeeye* in stock?

☐ Yes...1

☐ No...0

☐ don't know...99

If yes, how many days: \_\_\_\_\_ days

19. Can you explain how to use *BiyoSifeeye*? [Note: Tick all that apply]

☐ Filter water if it is dirty

☐ Add one tablet per 20 liters (2 tablets if very dirty)

☐ Wait for 30 minutes

☐ Don't know

☐ Incorrect answer(s)

20. Do you sell any other water treatment product?

☐ Yes...1



☐ No...0

☐ don't know...99

If YES, specify brand(s): \_\_\_\_\_

---

**Section D: Nasiye Availability**

21. Are *Nasiye/Kala-koriye promotional* items (posters/danglers) visibly displayed?   
☐ Yes...1 ☐ No...0
22. Has the pharmacy been visited by any PSI staff member to talk about *Nasiye* during the past one month?  
☐ Yes...1 ☐ No...0 ☐ don't know... 99
23. Do you sell *Nasiye* oral contraceptives (= the product is usually available)?  
☐ Yes...1 ☐ No...0 → Skip to Q35
24. What is the price of *Nasiye* oral contraceptives? \_\_\_\_\_ SLSH per cycle
25. Is *Nasiye* oral contraceptives product visibly displayed in the outlet?   
☐ Yes...1 ☐ No...0
26. What was the last time you purchased stock of *Nasiye* OC?  
☐ Less than a week.....1 ☐ before one week.....2 ☐ More than two weeks.....3
27. How many dispensers (15 monthly cycles) of *Nasiye* OC did you purchase last time? ☐ One dispenser.....1 ☐ two dispensers.....2 ☐ More than two dispensers.....3
28. How many dispensers of *Nasiye* OC you had in stock when you purchased?  
☐ Less than dispenser..... ☐ 1 to 2 dispensers....2 ☐ More than 2 dispensers....3  
☐ None.....4
29. How many dispensers you currently have stock?  
☐ Less than One dispenser.....1 ☐ one to two dispensers.....2 ☐ two dispensers....3 ☐ more than two dispenser....4  
☐ None....5 (If it is 5 ask the next question)
30. If no dispensers in stock, when did you sell out?  
☐ Less than a week .....1 ☐ before one week.....2 ☐ More than two weeks....3
31. Where did you get stock from?  
☐ Wholesaler.....1 ☐ brokers.....2 ☐ other---Specify\_\_\_\_\_
32. During the past one month, has there been any day when you did not have *Nasiye* oral contraceptives in stock?  
☐ Yes...1 ☐ No...0 ☐ don't know...99  
If yes, how many days: \_\_\_\_\_ days

33. Can you explain step-by-step how to use *Nasiye* oral contraceptives? [Note: Tick all that apply]

- ☐ Start with white tablet within the first 5 days of menstrual bleeding.
- ☐ Take one tablet per day
- ☐ First take all white tablets, then all brown tablets
- ☐ Start new pack the day after the current pack is finished
- ☐ Don't know
- ☐ Incorrect answer(s)

34. What are the common side-effects of *Nasiye* oral contraceptives? [Note: Tick all reported]

- ☐ Nausea / vomiting
- ☐ Headache / dizziness
- ☐ Weight gain
- ☐ Breast tenderness
- ☐ Mild bleeding
- ☐ Don't know
- ☐ Other (specify): \_\_\_\_\_

35. Are any other oral contraceptives available in your pharmacy?


- ☐ Yes...1 ☐ No...0 ( if no skip to 36)

If YES, specify brand(s):1 \_\_\_\_\_

2 \_\_\_\_\_  
3 \_\_\_\_\_

Brand	Date of last stock	Number of packet purchased	Number of packets when last bought stock	Number of packets currently in stock	Price to consumer per cycle	Price paid per cycle	Source of supply
	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____
	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____

	week <input type="checkbox"/> More than 2 weeks	packets	than 2 packets <input type="checkbox"/> none	than 2 packets <input type="checkbox"/> none			
	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____

36. Do you sell *Nasiye* inject-able contraceptives (= the product is usually available)?  
☐ Yes...1 ☐ No...0 → Skip to Q48
37. What is the price of *Nasiye* inject-able contraceptives? \_\_\_\_\_ SLSH per one injection.
38. Is *Nasiye* inject-able contraceptives product visibly displayed in the outlet?   
☐ Yes...1 ☐ No...0
39. What was the last time you purchased stock of *Nasiye* inject-able?  
☐ Less than a week.....1 ☐ before one week.....2 ☐ More than two weeks.....3
40. How many kits (a box containing one inject-able) of *Nasiye* inject-able did you purchase last time? ☐ One kit.....1 ☐ 2-4kits.....2 ☐ 5 kits.....3 ☐ More than 5 kits .....4
41. How many kits of *Nasiye* inject-able you had in stock when you purchased?  
☐ One kit.....1 ☐ 2-4 kits.....2 ☐ 5 kits.....3 ☐ more than 5 kits.....4  
☐ None.....5
42. How many kits of *Nasiye* inject-able you currently have stock?  
☐ One kit .....1 ☐ 2-4 kits.....2 ☐ 5 kits.....3 ☐ more than 5 kits.....4  
☐ None.....5 ( if it is none ask next question)
43. If no kits in stock, when did you sell out?  
☐ Less than a week.....1 ☐ before one week.....2 ☐ More than two weeks.....3
44. Where did you get stock from? ☐ Wholesaler.....1 ☐ brokers.....2 ☐ other---Specify
45. During the past one month, has there been any day when you did not have *Nasiye* oral contraceptives in stock?  
☐ Yes...1 ☐ No...0 ☐ don't know...99  
If yes, how many days: \_\_\_\_\_ days
46. When *Nasiye* inject-table can be used? [Note: Tick all that apply]  
☐ Every three months  
☐ Don't know  
☐ Incorrect answer(s)

47. What are the common side-effects of *Nasiye* inject-able contraceptives? [Note: Tick all reported]

- ☐ Nausea / vomiting
- ☐ Headache / dizziness
- ☐ Weight gain
- ☐ Breast tenderness
- ☐ Mild bleeding
- ☐ Don't know
- ☐ Other (specify): \_\_\_\_\_

48. Are any other inject-able contraceptives available in your pharmacy?

- ☐ Yes...1                      ☐ No...0 ( if no skip to 49)

If YES, specify brand(s): 1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

Brand	Date of last stock	Number of packet purchased	Number of packets when last bought stock	Number of packets currently in stock	Price to consumer per injection	Price paid per injection	Source of supply
	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____
	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____




	<input type="checkbox"/> Less than a week <input type="checkbox"/> before a week <input type="checkbox"/> More than 2 weeks	<input type="checkbox"/> One packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packet <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	<input type="checkbox"/> less than packet <input type="checkbox"/> 2 packets <input type="checkbox"/> More than 2 packets <input type="checkbox"/> none	_____SH.	_____SH.	<input type="checkbox"/> wholesalers <input type="checkbox"/> brokers <input type="checkbox"/> UN/INGO/LNGO <input type="checkbox"/> Other_____
--	---	--	---	--	----------	----------	--

49. Do you sell any other birth spacing products? ( multiple responses are allowed)

- ☐ IUD.....1
- ☐ Male condom.....2
- ☐ Female condom.....3
- ☐ Implants.....4
- ☐ Diaphragm.....5
- ☐ Foam/Jelly.....6
- ☐ Other...specify\_\_\_\_\_

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### Section E: Shuban-Daweeye availability


50. Are *Shuban-Daweeye* promotional items (posters) visibly displayed? 

- ☐ Yes...1                      ☐ No...0

51. Do you sell *Shuban-Daweeye* (= the product is usually available)?

- ☐ Yes...1                      ☐ No...0 → Skip to Q56

52. What is the price of *Shuban-Daweeye*? \_\_\_\_\_ SL\$H      (2 sachets of ORS and 10 tablets of zinc)

53. Is *Shuban-Daweeye* product visibly displayed in the outlet? 

- ☐ Yes...1                      ☐ No...0

54. During the past one month, has there been any day when you did not have *Shuban-Daweeye* in stock?

- ☐ Yes...1                      ☐ No...0                      ☐ don't know...99

If yes, how many days: \_\_\_\_\_ days

55. Can you explain how to use *Shuban-Daweeye*? [Note: Tick all that apply](rearrange these in order)

- ☐ Mix 1 liter of water with 1 sachet of ORS whenever the child has diarrhea as a rehydration.

- ☐ Give ½ of zinc tablet for children less than six months for ten days
- ☐ Give 1 tablet of zinc for children over six months for ten days
- ☐ Mix zinc tablet with small amount of breast milk or clean water
- ☐ Incorrect answer(s)
- ☐ Don't know

56. Do you sell any other oral rehydration salts (ORS)?

- ☐ Yes...1                      ☐ No...0 ( skip to 58)

If YES, specify brand(s) (e.g. UNICEF): \_\_\_\_\_  
 \_\_\_\_\_

57. What is the price of ORS? \_\_\_\_\_SLSH per sachet

\_\_\_\_\_SLSH per sachet

58. Do you sell any other zinc tablets?

- ☐ Yes...1                      ☐ No...0 ( skip to 59)

If YES, specify brand(s) (e.g. UNICEF): \_\_\_\_\_  
 \_\_\_\_\_

What is the price of zinc (10 tablets)? \_\_\_\_\_

#### **Section F: End of Questionnaire**

59. Name of interviewer: \_\_\_\_\_

60. Date of visit: \_\_\_\_/\_\_\_\_/\_\_\_\_ (dd/mm/yyyy)

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#### ***For supervisors only:***

61. Name of supervisor who reviewed and approved audit form