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Customer Care
GlaxoSmithKline plc
Brentford, Middlesex
England

To Customer Care, GlaxoSmithKline,

I answer to your (major pharmaceutical company in the world) customer survey related to the drug side effects as a doctor in the Tokyo metropolitan area.

Case A: I (Dr. Shida from Mie University <near first-class public university, Japan>) made an inquiry about the drug side effects to Otsuka Pharmaceutical Co., Ltd. (Otsuka Holdings Co., Ltd., major pharmaceutical company, Japan) on October 22, 2012. However, a medical representative of the Otsuka Pharmaceutical handed me only two papers written in Japanese a decade ago (not the latest papers in English) and didn't tell his alma mater (maybe a private university) in the hospital. Therefore, we couldn't get useful information about the side effects from the Otsuka Pharmaceutical.

Case B: A patient said "The last time when I saw the director of the hospital (from a third-class private university in Japan), he gave an explanation to me, 'It is no problem (*Daijoubu*) that I (the patient) take the medicine 'Adoair' during the breast-feeding period.'" Then I made an inquiry to GlaxoSmithKline K.K. (Japan Branch Office of GlaxoSmithKline plc) by telephone on February 18, 2013. The Customer Care Center answered me, "It is advisable to stop prescribing 'Adoair' produced by GlaxoSmithKline to patients during the breast-feeding period." As a result, I was able to make a re-explanation to the outpatient after a short discussion with a doctor from Chiba University (near first-class public university, Japan). [Proprietary name: "Adoair" in Japan, "Advairin" in the USA, "Seretide" in EU, Russia, Middle and Near East, China and Oceania.]

Please be advised to be careful about the graduates or officials of private universities in Japan. There are 600 private universities consisting of second- or third-class universities except about 10 first- or near first-class universities in Japan. The doctors and staffs from Japanese private universities can't use English in clinical situations, and often speak like a child in Japanese ("*Chatte*") as Dr. Takenori Mishiba, Associate Professor (present Professor) of Kinki University (third-class private university, Japan) did at the Japan Medical Association Program of Tokyo Women's Medical University (third-class private university) on February 19, 2011. As the University of Manchester knows, doctors and medical staffs from second- or third-class private universities in Japan usually don't read English newspapers and magazines nor take responsibility for their harmful medicine for Japanese people's health.

Sincerely,

Yukihisa SHIDA, M.D., Ph.D.

The Doctor and Chairperson of Sports — the fastest pace in history

Team Doctor of the Japan Table Tennis Team (1990-1994)

Chairperson of the International Table Tennis Federation Sports Science Congress (1991)