

Supplementary material S4– Pre-intervention electronic questionnaire for pharmacists

Start of Block: Consent

Q1 Pharmacy advice for service users with Urinary Tract Infection.

You are invited to take part in this study as described in the accompanying [Participant information sheet](#).

The study includes the electronic survey and two interviews, one before using the leaflets in your pharmacy and one once you have trialled the leaflets for 3 months. All pharmacists will be offered £60 for participating in the study (£30 on completion of each interview).

Please read the following statements:

- I confirm that I have read and understood the information above and have had the opportunity to ask questions.
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason, and without my legal rights being affected.
- I understand that my consent form and anonymised data may be reviewed by the sponsor for audit purposes.
- I agree to be contacted for follow up interviews. These will be face to face or by telephone (according to my preferred method).
- I agree to receive by mail the leaflets developed by Public Health England and to use them with service users with urinary tract infection.
- I understand that the follow-up interviews will be audio recorded and transcribed.
- I agree to take part in this study.

Please click on Next if you consent to take part in the study.

End of Block: Consent

Start of Block: General questions

Q2 Thank you for taking part in this study about the role of Pharmacies in the prevention and management of urinary tract infections.

We would like to start by asking you a little about your broader role and then we will focus on urinary tract infections.

Q3 What is the name and address of your pharmacy?



Q4 What is your email address?

Q80 What is your name? (to send the vouchers)

Q81 What is your direct number or mobile number? (for the interviews)

Q5 What is your job title?

- ☐ Non-prescribing pharmacist (1)
- ☐ Prescribing pharmacist (2)
- ☐ Pharmacy technician (3)
- ☐ Pharmacy assistant (4)
- ☐ Other (5) _____
-

Q6 How long have you been qualified?

Q7 How long have you been working in this pharmacy?

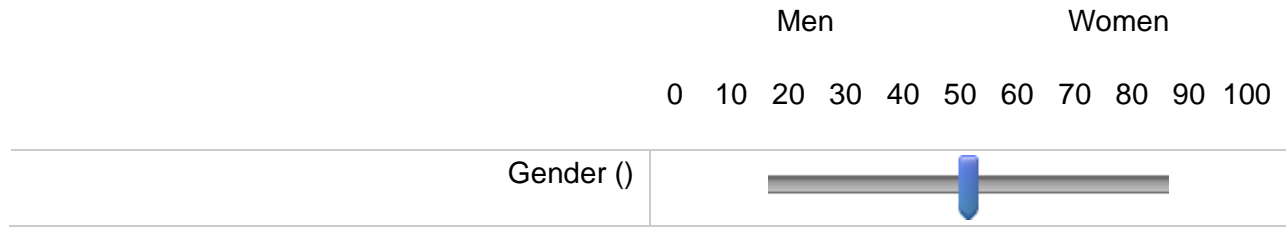
Q8 How many pharmacy staff (full time equivalent) work in the pharmacy?



Q9 How many service users per day on average do you see in your pharmacy?

Q10 How many service users per day on average do you see in the consultation room?

Q11 What is the approximate gender representation of service users for this pharmacy?



Q12 Can you describe in a few words the ethnicity and socio-economic level of the service users coming to your pharmacy?



Q13 To how many service users per day do you usually give healthcare advice?

Q14 What are the most common conditions for which you give healthcare advice?

Q15 Please describe, if anything, that stops you giving healthcare advice?

Q16 What do you think are the advantages and disadvantages of giving healthcare advice in the pharmacy setting compared to in a GP practice?

☐ Advantages (1) _____

☐ Disadvantages (2) _____

Q17 How often do you use leaflets to give healthcare advice?

Q18 For which conditions do you use leaflets to give healthcare advice the most?

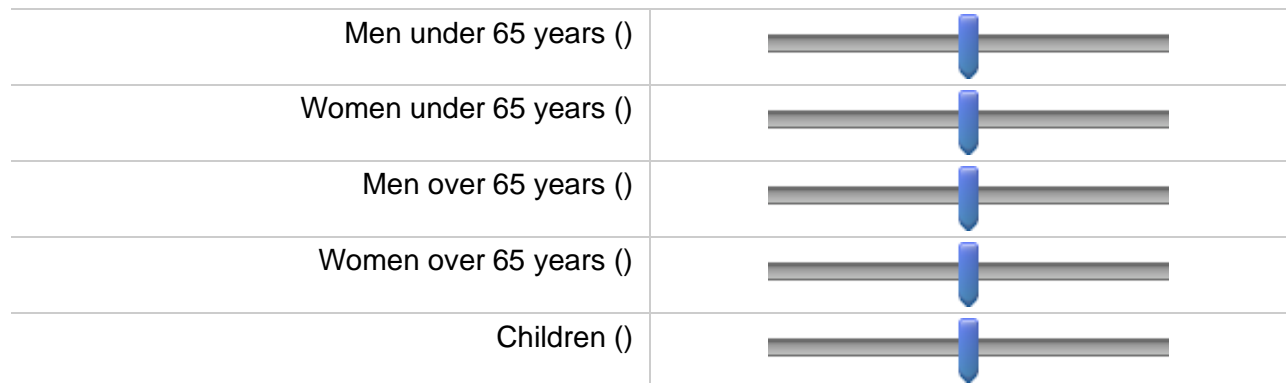
End of Block: General questions

Start of Block: Urinary Tract Infections

Q19 Now we would like to focus a little bit on service users with urinary symptoms or suspected urinary tract infections.

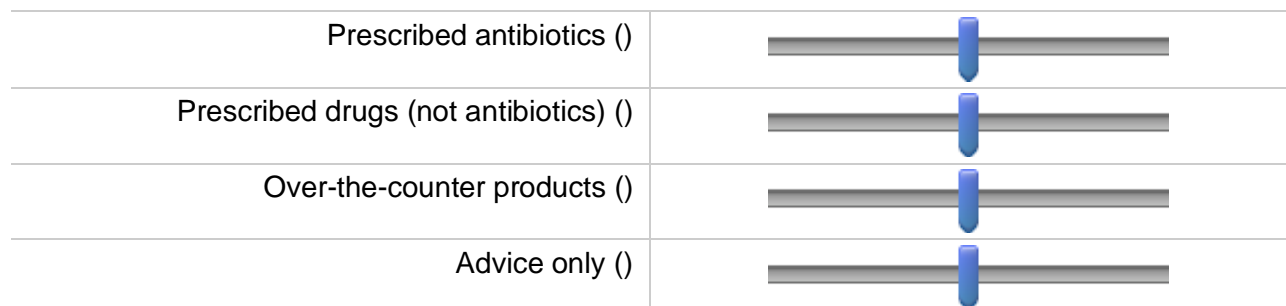
Q20 What is the average number of service users per week who visit for urinary tract infections?

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20



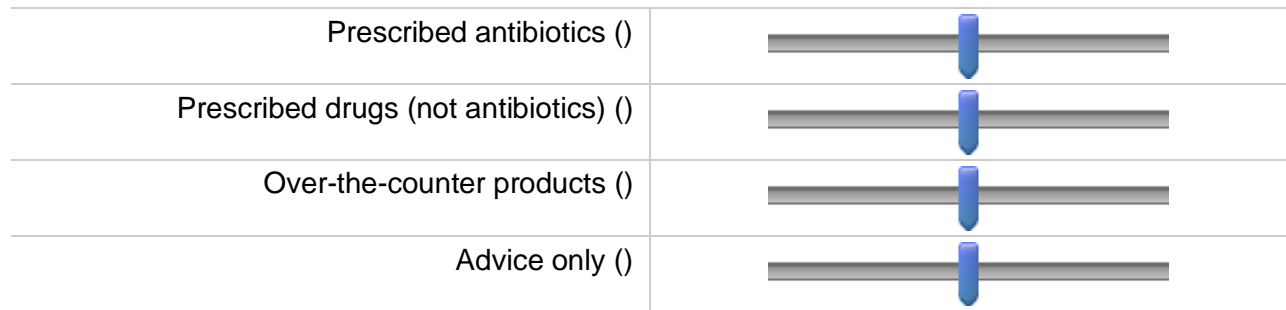
Q21 Among **men under 65 years**, what is the average number of service users per week who visit for urinary tract infections to get:

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20



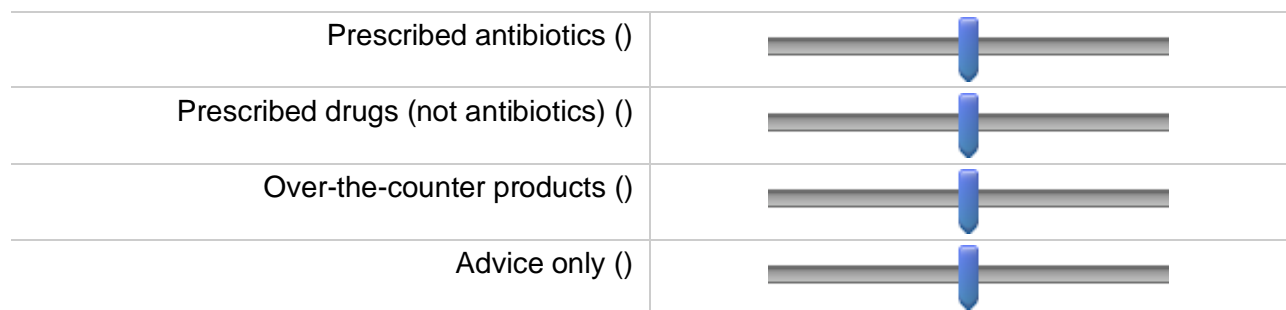
Q22 Among **women under 65 years**, what is the average number of service users per week who visit for urinary tract infections to get:

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20







Q23 Among **men over 65 years**, what is the average number of service users per week who visit for urinary tract infections to get:

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20



Q24 Among **women over 65 years**, what is the average number of service users per week who visit for urinary tract infections to get:

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Prescribed antibiotics ()	
Prescribed drugs (not antibiotics) ()	
Over-the-counter products ()	
Advice only ()	

Q25 At which point(s) do services users come to your pharmacy?

- ☐ Following a GP visit when they have been prescribed antibiotics (1)
- ☐ Following a GP visit with no prescribed antibiotics (2)
- ☐ Coming first to the pharmacy (no GP visit) (3)
- ☐ Another stage (4) _____








Q26 Which is the most frequent?

- ☐ Following a GP visit when they have been prescribed antibiotics (1)
- ☐ Following a GP visit with no prescribed antibiotics (2)
- ☐ Coming first to the pharmacy (no GP visit) (3)
- ☐ Another stage (4) _____

Q27 How confident are you in discussing the following with service users?

Not at all confident Very confident

0 1 2 3 4 5 6 7 8 9 10

Urinary signs and symptoms ()	
Types of urinary tract infection ()	
Usual medical care ()	
Self-care ()	
When service users should get help ()	
Prevention of urinary tract infections ()	
Antibiotic resistance ()	

Q28 What, if any, self-care treatment options do you discuss with service users with suspected/proven urinary tract infection?

- ☐ Cystitis relief sachets (e.g. cranberry, sodium bicarbonate) (1)
- ☐ Over-the-counter painkillers (e.g. nonsteroidal anti-inflammatory drugs, paracetamol) (2)
- ☐ Adequate hydration (3)
- ☐ Other over-the-counter products (4)
-
- ☐ None (5)

Q29 Does your pharmacy use Patient Group Directives to dispense antibiotics to treat urinary tract infections?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Do not know (3)
-

Q30 What sources of information do you use to give healthcare advice about urinary tract infections? Please say which.

- ☐ Leaflets (1) _____
- ☐ Websites (2) _____
- ☐ Other (3) _____

End of Block: Urinary Tract Infections


Start of Block: UTI Leaflet

Q31 Please have a look at the two UTI information leaflets that have been developed by Public Health England in collaboration with various professional bodies. The leaflets aim to facilitate conversation between the service user and health care provider in their urinary symptoms and treatment plan. The leaflets also provide self-care and preventative advice for the service user.


Q32 Leaflet for women under 65 years:

Please click once on the sections you like or twice on the sections you dislike.


	Dislike (1)	Neutral (2)	Like (3)
Possible signs (52)			
The outcome (53)			
Recommended care (54)			
Type of UTI (55)			
Self-care (56)			
Help (57)			
Options (58)			
Antibiotic resistance (59)			




TREATING YOUR INFECTION - URINARY TRACT INFECTION (UTI)



For women under 65 years with suspected lower urinary tract infections (UTIs) or lower recurrent UTIs (cystitis or urethritis)

Possible urinary signs & symptoms	The outcome	Recommended care	Types of urinary tract infection (UTI)
Key signs/symptoms: Dysuria: Burning pain when passing urine (wee) New nocturia: Needing to pass urine in the night Cloudy urine: Visible cloudy colour when passing urine Other severe signs/symptoms: Frequency: Passing urine more often than usual Urgency: Feeling the need to pass urine immediately Haematuria: Blood in your urine Suprapubic pain: Pain in your lower tummy Other things to consider: Recent sexual history • Inflammation due to sexual activity can feel similar to the symptoms of a UTI. • Some sexually transmitted infections (STIs) can have symptoms similar to those of a UTI. Changes during menopause • Some changes during the menopause can have symptoms similar to those of a UTI.	All women: <input type="checkbox"/> If none or only one of: dysuria, new nocturia, cloudy urine; AND/OR vaginal discharge • Antibiotics less likely to help. • Usually lasts 5 to 7 days. • You may need a urine test to check for a UTI. Non-pregnant women: <input type="checkbox"/> If 2 or more of: dysuria, new nocturia, cloudy urine; OR bacteria detected in urine; AND NO vaginal discharge • Antibiotics are more likely to help. • You should start to improve within 48 hours • Symptoms usually last 3 days. Pregnant women: Always request urine culture <input type="checkbox"/> If suspected UTI.	<input type="checkbox"/> Self-care and pain relief. • Symptoms may get better on their own. <input type="checkbox"/> Delayed or backup prescription with self-care and pain relief. Start antibiotics if symptoms: • Get worse. • Do not get a little better with self-care within 48 hours. <input type="checkbox"/> Immediate antibiotics prescription plus self-care. <input type="checkbox"/> If mild symptoms, delayed or back-up antibiotic prescription plus self-care. <input type="checkbox"/> Immediate antibiotic prescription.	UTIs are caused by bacteria getting into your urethra or bladder, usually from your gut. Infections may occur in different parts of the urinary tract.  Kidneys (make urine) Infection in the upper urinary tract • Pyelonephritis (pie-to-nel-right-is). Not covered in this leaflet and always needs antibiotics. Bladder (stores urine) Infection in the lower urinary tract • Cystitis (sis-tight-is). Urethra (takes urine out of the body) Infection or inflammation in the urethra • Urethritis (your-ith-right-is).
Self-care to help yourself get better more quickly • Drink enough fluids to stop you feeling thirsty. Aim to drink 6 to 8 glasses including water, decaffeinated and sugar-free drinks. • Take paracetamol or ibuprofen at regular intervals for pain relief, if you have had no previous side effects. • You could try taking cranberry capsules or cystitis sachets. These are effective for some women. There is currently no evidence to support their use. • Consider the risk factors in the 'Options to help prevent UTI' column to reduce future UTIs.	When should you get help? Contact your GP practice or NHS 111 The following symptoms are possible signs of serious infection and should be assessed urgently. Phone for advice if you are not sure how urgent the symptoms are. 1. You have shivering, chills and muscle pain. 2. You feel confused, or are very drowsy. 3. You have not passed urine all day. 4. You are vomiting. 5. You see blood in your urine. 6. Your temperature is above 38°C or less than 36°C. 7. You have kidney pain in your back just under the ribs. 8. Your symptoms get worse. 9. Your symptoms are not starting to improve within 48 hours of taking antibiotics.	Options to help prevent a UTI It may help you to consider these risk factors: Stop bacteria spreading from your bowel into your bladder. Wipe from front (vagina) to back (bottom) after using the toilet. Avoid waiting to pass urine. Pass urine as soon as you need a wee. Go for a wee after having sex to flush out any bacteria that may be near the opening to the urethra. Wash the external vagina area with water before and after sex to wash away any bacteria that may be near the opening to the urethra. Drink enough fluids to make sure you wee regularly throughout the day, especially during hot weather. If you have a recurrent UTI, also consider the following: • Cranberry products and D-mannose: Some women find these effective, but there is currently poor evidence to support this. • After the menopause: You could consider topical hormonal treatment, for example, vaginal creams.	Antibiotic resistance Antibiotics can be lifesaving. But antibiotics are not always needed for urinary symptoms. Antibiotics taken by mouth, for any reason , affect our gut bacteria making some resistant. Antibiotic resistance means that the antibiotics cannot kill that bacteria. Antibiotic resistant bacteria can remain in your gut for at least a year after taking an antibiotic. Common side effects to taking antibiotics include thrush, rashes, vomiting and diarrhoea. Seek medical advice if you are worried. Keep antibiotics working , only take them when advised by a health professional. This way they are more likely to work for a future UTI.



Q34 Leaflet for service users over 65 years:

Please click once on the sections you like or twice on the sections you dislike.

	Dislike (1)	Neutral (2)	Like (3)
What is urine inf? (61)			
Prevent (62)			
Signs and symptoms (63)			
Confusion (64)			
To feel better (65)			
What might medics do (66)			
Advice about antibiotics (67)			
When help? (68)			

URINARY TRACT INFECTIONS

A leaflet for older adults and carers.

WHAT IS A URINE INFECTION?

A urine infection occurs when bacteria in any part of the urine system cause symptoms.

If a urine test finds bacteria but you are otherwise well, do not worry, this is common, and antibiotics are not usually needed. However, severe urine infections can be life threatening.

WHAT YOU CAN DO TO HELP PREVENT A URINE INFECTION?

Are you drinking enough? Look at the colour of your urine.

- Drink enough fluid (6-8 glasses) so that you pass pale coloured urine regularly during the day, and to avoid feeling thirsty, especially during hot weather
- Avoid drinking too many fizzy drinks or alcohol
- There is no proven benefit of cranberry products or cystitis sachets
- Prevent constipation. Ask for advice if needed
- Maintain good control of diabetes

Stop bacteria spreading from your bowel into your bladder:

- Wipe genitals from front to back after using the toilet
- Change pads and clean genitals if soiled
- Keep the genital area clean and dry; avoid scented soaps
- Wash with water before and after sex

Speak to your pharmacist about referral to a GP or other treatments.

WHAT SIGNS AND SYMPTOMS SHOULD YOU LOOK OUT FOR?

Consider these symptoms if you have a urinary catheter:

- Shivering or shaking
- High or low temperature
- Kidney pain in your back just under the ribs

New or worsening signs of urine infection in all people:

- Pain or burning when passing urine
- High or low temperature
- Shivering or shaking
- Urgency (feeling the need to urinate immediately)
- Pain in your lower tummy above pubic area
- Incontinence (wetting yourself more often than usual)
- Passing urine more often than usual
- Cloudy urine, or visible blood in your urine
- Confusion, change in behaviour, or unsteadiness on feet

ALTHOUGH CONFUSION IS CAUSED BY URINE INFECTION, CONSIDER OTHER THINGS THAT MAY ALSO CAUSE CONFUSION

- Pain
- Constipation
- Poor sleep
- Low mood
- Not drinking enough
- Side effects of medicine
- Other infection
- Change in your routine or home environment
- Poor diet

WHAT CAN YOU DO TO HELP FEEL BETTER?

- Drink enough fluid so that you pass urine regularly during the day, especially during hot weather
- Take paracetamol regularly, up to 4 times daily to relieve fever and pain
- There is no proven benefit of cranberry products or cystitis sachets
- If you're worried about wetting yourself, see your doctor or nurse for advice
- Ask for advice from your pharmacist/carer
- Drink enough fluids to avoid feeling thirsty and to keep your urine pale

WHEN SHOULD YOU GET HELP?

The following symptoms are possible signs of serious infection and should be assessed urgently:

Contact your GP Practice or contact NHS 111 (England), NHS 24 (Scotland dial 111), NHS direct (Wales dial 0845 4647), or GP practice (NI)

- Shivering, chills and muscle pain
- Not passing urine all day
- Trouble breathing
- Visible blood in your urine
- Feeling very confused, drowsy or slurred speech
- Temperature is above 38°C or less than 36°C
- Kidney pain in your back just under the ribs
- Very cold skin

Symptoms are getting a lot worse, or not starting to improve within 2 days of starting antibiotics.

Trust your instincts, ask for advice if you are not sure how urgent the symptoms are.

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