

Supplementary material S2– Post-intervention interview schedule with pharmacists

Hello, the purpose of this interview is to discuss how you found trialling the UTI leaflets in your pharmacy.

- 1. Can you please give the number on the leaflets (upper corner) that you have?**
- 2. How long did you trial the leaflets for?** *Probe: How many weeks, if they didn't trial for as long as expected ask them why?*
- 3. Were you the only person trialing the leaflets or did others trial them? Who?**
- 4. How did you find using the leaflets in the pharmacy?**
- 5. If others trialed the leaflets, do you know what they thought about the leaflets?**
- 6. Did you offer the leaflet to all the women and older adults with UTI symptoms?**
Probe: if not, why?
- 7. Can you take me through an example scenario of how you used the leaflet with a woman under 65? Was it different from using the leaflet with an older adult?**
- 8. Did you use the leaflet differently between service users:**
 - coming first to the pharmacy and that you then referred to the GP
 - service users coming first to the pharmacy and not referred on
 - service users coming after a GP visit?

Leaflet < 65

- 9. How did the women younger than 65 adults respond to the leaflet?** *Probe: did they comment on the leaflet, did they take them away, was there any negative feedback?*
- 10. Were there any sections of the leaflet that were difficult to use/explain?**

Leaflet > 65

- 11. How did the older adults respond to the leaflet?** *Probe: did they comment on the leaflet, did they take them away, was there any negative feedback?*

12. Were there any sections of the leaflet that were difficult to use/explain?

Leaflets

13. Now that you have experience in using the leaflets, what would you change to make them more user friendly in the pharmacy setting?

14. Do you have any other comments about the leaflet or trialing the leaflet that you would like to add? *Probe: potential drawbacks?*

Taking into account your interviews before the intervention, PHE have modified the leaflets and have produced one combined leaflet.

15. What do you think of the new leaflet?

16. Do you think that this leaflet could be easier to use than the two leaflets separately in your pharmacy? Do you see any drawbacks to the new combined leaflet?

17. Would you recommend using the leaflet to your colleagues?

18. Do you think that photos should be replaced with graphics?

General questions

19. In your opinion, when should a service user with UTI symptoms seek advice?

20. In your opinion, from whom should a service user with symptoms seek advice?
Probe: Pharmacy first? GP first? Someone else?

21. When and why do you refer service users with suspected or confirmed UTI to the GP?