

Supplementary material S1 — Pre-intervention interview schedule with pharmacists

Generally, about healthcare advice

1. Tell me about how you give service users healthcare advice?
Probe: what are the difficulties that you encounter? what makes it easy?
2. You said that you [did not use leaflets / used leaflets for the following conditions:]: Are leaflets helpful to give healthcare advice?

About UTI

3. Tell me about the most important advice that you usually give to women under 65 years with urinary symptoms or a suspected UTI?
4. How is it different for women over 65 years? For men under 65 years? For men over 65 years?
5. Is there anything else you would like to say about how you provide healthcare advice to service users with urinary symptoms or suspected UTI?

Let's talk about the leaflet for women under 65 years.

6. What are your first thoughts on this leaflet?
7. What is your general opinion about the following sections?
 - Possible urinary signs and symptoms
 - The outcome
 - Recommended care
 - Types of urinary tract infections (UTI)
 - Self-care to help yourself get better more quickly
 - When should you get help?
 - Options to help prevent a UTI
 - Antibiotic resistance
8. How are you going to use the leaflet?

Probe: shared and explained with the service user or given as a take-away? On line, hard copy, computer prompts (drug note)?

9. What is your opinion about the wording used in the leaflet.

Probe: is it simple enough?

10. Is there anything else that you think should be included in the leaflet?

11. What modifications would you suggest to make it more suitable to your needs?

12. Is there anything else you would like to say about this leaflet?

Let's talk about the leaflet for service users over 65 years

13. What are your first thoughts on this leaflet?

14. What is your general opinion about the following sections?

- Possible urinary signs and symptoms
- The outcome
- Recommended care
- Types of urinary tract infections (UTI)
- Self-care to help yourself get better more quickly
- When should you get help?
- Options to help prevent a UTI

15. How are you going to use the leaflet?

Probe: shared and explained with the service user or given as a take-away? On line, hard copy, computer prompts (drug note)?

16. What is your opinion about the wording used in the leaflet.

Probe: is it simple enough?

17. Is there anything else that you think should be included in the leaflet?

18. What modifications would you suggest to make it more suitable to your needs?

19. Is there anything else you would like to say about this leaflet?

20. In your opinion, what is the role of pharmacists in infection management and in the fight against antimicrobial resistance?

TO CLOSE

- Review the next steps with the pharmacist
 - Trial using the leaflets with service users for 3 months
 - Each leaflet given to a service user should be given with the envelope with the paper survey (name on the paper survey or online)
 - You can either directly give the leaflet and the envelope with the paper survey to service users
 - Or staple each leaflet to an envelope with the paper survey so that service users can take the leaflet themselves in the pharmacy
 - Please remind service users that they will have a £10 voucher if they complete the survey
 - If at one point you need more leaflets and envelopes with paper survey for service users, please contact us by email raheelah.ahmad@imperial.ac.uk or by phone: +44 (0)208 383 2072.
 - We will be in touch with you in 3 months for the post-trial interview (£30 voucher)
- Check the recording on the Dictaphone
- Upload to the shared drive – check that you can hear it