

Supplementary materials S6: Survey with service users – full results

Service users		n (%) (n=51)
Women		43 (84)
Age		
	Children	1 (2) (completed by the mother)
	18-24	8 (16)
	25-34	10 (20)
	35-44	4 (8)
	45-54	11 (22)
	55-64	7 (14)
	65-74	4 (8)
	>75	4 (8)
Ethnicity		
	White	27 (53)
	Asian	14 (27)
	Black	4 (8)
	Mixed	4 (8)
Marital status		
	Married	22 (43)
	Single	16 (31)
	Widowed	9 (18)
	Divorced	4 (8)
UTI history		
	Recurrent UTIs	21 (41)
	One or two prior episodes	23 (45)
	No prior episode	6 (12)
Went to the pharmacy		
	to pick up antibiotics after GP/nurse visit	35 (67)
	before visiting another healthcare professional	12 (24)
	Because the symptoms came back or did not go away	2 (4)
Other sources of information (than GP/nurse or pharmacist)		
	Family	15 (29)
	Online e.g. NHS choices	9 (18)
	None	27 (53)
Selfcare before healthcare professional		
	Drink more fluids	31 (62)
	Cystitis sachets	15 (30)
	Cranberry juice	12 (24)
	Rest	10 (20)
	Painkillers	8 (16)
	Nothing	7 (14)
	Time off work	6 (12)
	NSAIDs	3 (6)
	Lemon / orange juice	2 (4)
Did you buy OTC products in the pharmacy?		
	Yes	22 (43)
	NSAIDs	13 (25)
	Cystitis sachets	9 (18)
	Paracetamol	4 (8)
	Cranberry tablets	3 (6)
	No	29 (57)
Who would you feel comfortable discussing your urinary symptoms with?		
	GP / nurse	18 (35)
	Pharmacy staff	7 (14)

	GP/nurse or pharmacy staff	26 (51)
The leaflet is more useful		
	with urinary symptoms, before visiting another healthcare professional	28 (55)
	when picking up antibiotics prescribed for a UTI	12 (24)
	when the urinary symptoms came back or did not go away	7 (14)
Experience in the pharmacy		
	Excellent	18 (35)
	Good	25 (49)
	Fair	8 (16)
	Poor	0

Service users

Pharmacy staff should discuss UTI leaflets with patients/carers...(Q9)

