

Community Pharmacy UTI PGD

Rachel James – Education and Training Pharmacist

Kelly White – Primary Care Manager

Zoe Kennerley – Antimicrobial Pharmacist

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Background



- Provide care closer to home
- Expand the range of clinical services offered in community pharmacy
- Build on UTI pilot using Independent Prescribers (2019-20)
- Enhance accessibility to pharmacists who aren't Independent Prescribers and give an opportunity to escalate their knowledge and skills



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Aims and Objectives



Be the FIRST point of contact for ALL non-pregnant females aged 16 to 64 years for uncomplicated UTIs



Ensure that patients have access to timely, consistent and appropriate advice and/or treatment



Empower, educate and use the skills Community Pharmacists and support the model of prudent healthcare



Encourage self-care and educate patients on prevention of UTI and demonstrate antimicrobial stewardship



Reduce inappropriate contact with, or referrals to, GP practices, NHSWales111 (111) / GP Out Of Hours (GPOOH) and emergency care settings

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The Approach

Funding secured for two years to start the service

Project team set up to develop a service specification, PGD and consultation form using national guidelines

Training offered to all pharmacies in Hywel Dda

Online training produced and delivered for pharmacists to accredit

Service promoted across the health board to the public and health care professionals

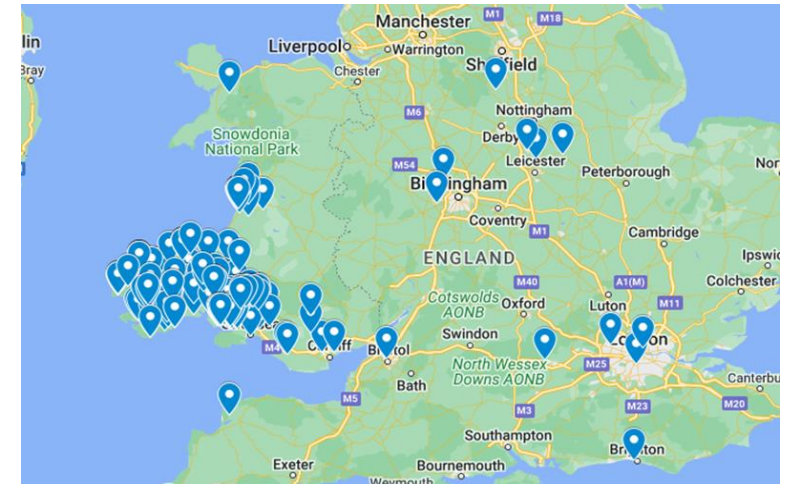
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Results (to November 2022)

- 160 pharmacists accredited
- 70 (71%) pharmacies offering the service in HDUHB
- 1,219 patients accessed the service
 - Significant cost saving compared to appointments in other settings
- Service accessed by holidaymakers

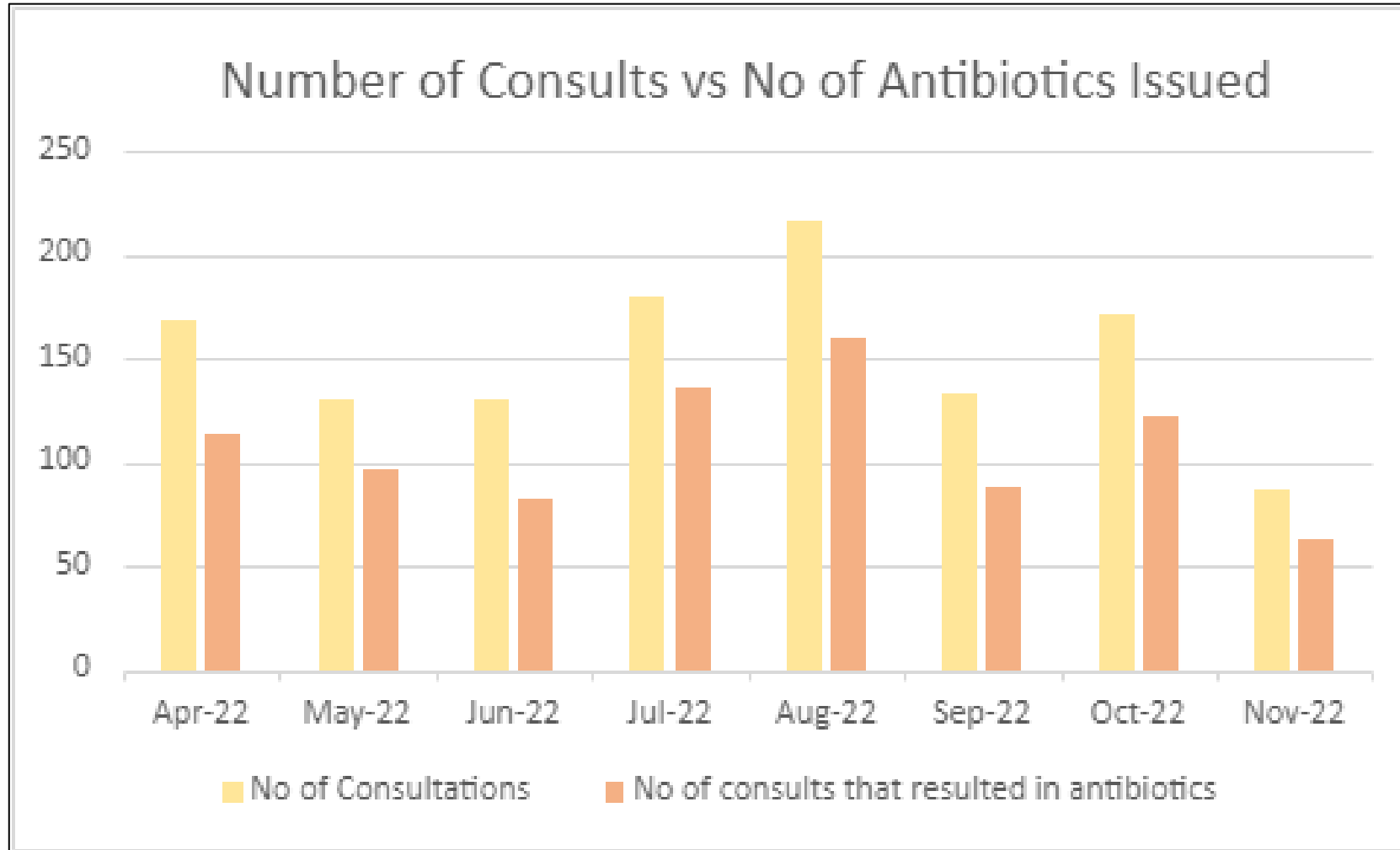


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- 71% of patients were treated with an antibiotic



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Patient Feedback

My consultation was with the pharmacist was very thorough, explained the service and discussed the UTI's.

It was all pretty straight forward and professionally dealt with.

A great service, very appreciate, easily accessible.

Excellent service helpful and polite staff.



“Just surprised and delighted the pharmacy can offer this service.”

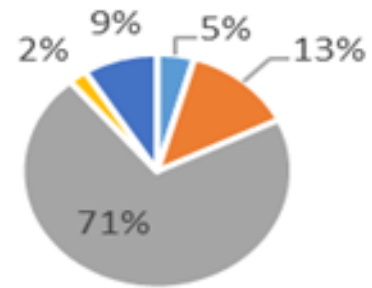
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Patient Feedback

What would you have done if this service was not available today?



- Attended A&E
- Contacted 111/ OOH
- Contacted GP Surgery
- Contacted another Health Care Professional
- Done Nothing

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Pharmacist Feedback

I do like the service and I think it is potentially very valuable. I think patients appreciate it too

Very helpful, need to promote more

Patients are extremely grateful, pleased with the service being offered

Ensure GP surgeries know who is appropriate to refer

Digitise the claim form

List of most common exclusion criteria for staff to ask before consultation is started

Simpler, less detailed promotional leaflets would be great

Provision of pain relief as part of service



The challenges



Delivering online training at a convenient time



Collecting the data, demand for digital forms



Inappropriate referrals



Maintaining delivery of service with staffing shortages



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The Next Steps

- Seek approval from the HB to continue the service as a local additional service beyond March 2023
- Work alongside Welsh Government to implement this service as part of the Common Ailment Service
- Share the findings from the evaluation of the service with colleagues across Wales
- Add to Choose Pharmacy platform to help transfer of information?
- Digitalise claim form?

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Thank You
Any Questions?

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