

HDUHB Community Pharmacy UTI PGD Service

Team Members: Rachel James, Kelly White, Zoe Kennerley (HDUHB)

Contact: rachel.james10@wales.nhs.uk

Project Background:

There is a National drive to provide care closer to home and for Community Pharmacy to provide a greater range of clinical services. A community pharmacy based Urinary Tract Infection (UTI) service will build on services currently available and reduce pressures on other parts of the NHS including general practice and urgent and emergency care by providing a means of referral to participating pharmacies for females aged 16 to 64 years presenting with symptoms of Uncomplicated Lower UTI.

Project Aims/Objectives:

- To ensure that patients have access to timely, consistent and appropriate management of Uncomplicated Lower UTI in non-pregnant female patients aged 16 to 64 years
- To re-enforce the Pharmacy First messaging and to encourage self-care & educate patients on prevention of UTI as well as demonstrate antimicrobial stewardship
- To be the FIRST point of contact for ALL non-pregnant females aged 16 to 64 years presenting with symptoms of Lower UTI, providing an alternative pathway
- To utilise the skills and knowledge of Community Pharmacists and support the model of prudent healthcare.
- To allow for greater integration of Community Pharmacies into the primary care network

Project Approach:

The HB secured funding via the Urgent Primary Care fund for two years to start the service. The team developed a service specification and PGD as well as a detailed consultation form. A training package was then developed which accompanied with a HEIW webinar attributed to accreditation for the service. Information about the services was shared with GP practices, 111, GP OOH, local MIUs and also developed a referral guide to aid with referring appropriate patients. Posters, leaflets and social media resources were developed to promote the service.

Project Outcome(s):

Up to the end of August 2022;

- 1,152 patients accessed the service which demonstrates significant savings with regards to appointments and related costs in other settings
- 71% have been treated with an antibiotic
- 160 pharmacists were trained to provide the service
- 70 (71%) pharmacies are now offering the service in HDUHB

Project Impact:

- Community Pharmacists have developed new clinical and diagnostic skills.
- There is now an alternative referral pathway for the management of lower UTI in eligible patients.
- Patient education around the 'Choose well' message and promotion of self-care and prevention of UTI.

Key Conclusions:

Community pharmacy has the potential to provide a consistent and efficient service treating uncomplicated lower UTIs. It has demonstrated the ability to become a first point of contact for these patients, reducing the number of consultations carried out in GPOOH/A&E/111.

Community Pharmacists have the skills and knowledge to deliver the service and this has provided the majority with professional satisfaction.

Patients have shown confidence in the service with 98% saying they would use the service again.



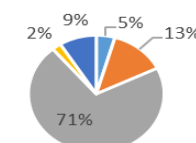
Next Steps:

- 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

Feedback:

- 100% of patients who provided feedback agreed or strongly agreed that they were satisfied with the service
- 98% of patients said that they would visit the pharmacy next time they have UTI symptoms.
- Comments received included;
- *"A great service, very appreciated, easily accessible."*
- *"Excellent support given by the pharmacist, very supportive, understanding and helpful. Brilliant service. Much easier than having to wait to see GP"*

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

Bevan Exemplar | Cohort 7

Doing things differently for a prudent, sustainable recovery | www.bevancommission.org