

From Pharmacy Lead, SPPG
Kathryn Turner



By email to:
All Community Pharmacy Contractors
(to be shared with all community pharmacists and locums)

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Dear Colleague

PHARMACY FIRST SERVICE FOR UNCOMPLICATED LOWER URINARY TRACT INFECTIONS (UTIs) IN WOMEN AGED 16 – 64 YEARS

I am writing to inform you that we are still awaiting the confirmation of the budget for 2024/25 however, in the meantime I can confirm that the Pharmacy First Service for the management of uncomplicated UTI in women aged 16-64 years will continue.

Since the launch in November 2023 over 4,000 patients have benefited from the service. A summary of service activity is provided in the table below.

Service activity

Pharmacy First UTI service activity (November 2023 – February 2024)	
Number of pharmacies contracted to provide the service	451
% of contracted pharmacies who have submitted returns	61%
% of contracted pharmacies who have not submitted returns	39%
Total number of consultations undertaken	4,213
Average number of consultations per pharmacy per month	< 4
Number of urine dip tests performed	2,418 (57.4%)
Number of antibiotics supplied	3,532 (83.8%)

Support

The data suggests that there are a considerable number of contracted pharmacies who have yet to provide the service. CPNI are willing to provide support to pharmacists who may find this helpful. If you would like to avail of this support please contact CPNI on 028 9069 0444.

Patient feedback

It is important to understand patients' experiences of any new service. **An on-line survey for patient feedback is now available.** Please encourage patients to complete the short survey at the end of their consultation by scanning the QR code (appendix 1).



<https://forms.office.com/e/BTFDdJFTjz>

Service resources

Resources to support service delivery are available on the [Pharmacy First Services page of the BSO website](#) and include:

- Service specification and guidance (including details of the various training resources)
- PGDs – These are reviewed regularly, please ensure you are using the most up-to-date versions ([Nitrofurantoin](#) V01.06 and [Trimethoprim](#) V01.05).
- Consultation and claim forms

Contract

Community pharmacy contractors, who have not already signed up to provide the service, but now wish to do so, please submit a contract at this link <https://forms.office.com/e/weiaxPk4BT>. The providers list on the BSO website will be updated at the end of April 2024 and shared with GP practices and OOH medical services.

If you have any queries please contact your Pharmacy Adviser.

Yours sincerely,



Kathryn Turner
Pharmacy Lead
Strategic Planning and Performance Group

**Do you have any of the
following urinary symptoms?**

Urinary Tract Infection (UTI)

Service user confidential on-line survey

UTI service

Please scan the QR code and complete the survey as soon as possible following your consultation with the pharmacist:

- Less than 5 minutes to complete
- Completely confidential
- Valuable feedback for service improvement



The survey can also be accessed at the following link:

<https://forms.office.com/e/BTFDdJFTjz>

Thank you for taking time to complete the survey