ASSESSMENT AND TREATMENT OF WOMEN WITH UNCOMPLICATED URINARY TRACT INFECTIONS.

1. **Introduction**

1.1 The objective of the assessment and treatment of uncomplicated urinary tract infection (UTI) in women, by means of a patient group direction (PGD) for trimethoprim, is to provide a timely and appropriate service for women in the treatment of their condition and to identify patients who need onward referral to other NHS services.

1.2 Treatment on the NHS will be provided to women who meet the criteria set out in the PGD and who wish to receive care following assessment by a community pharmacist. This **local NHS Fife service will commence in two stages.**

**On Monday 19 December 2016 it will start** in the following five community pharmacies:

- Asda Pharmacy, Dunfermline, KY11 4LP
- Asda Pharmacy, Kirkcaldy, KY1 3NG
- WM Morrison Pharmacy, St Andrews, KY16 8PJ
- WM Morrison Pharmacy, Cowdenbeath, KY4 8PB
- TW Buchanan, Leven, KY8 4LD

**On Monday 23 January 2017 it will commence in** the following five community pharmacies:

- Boots The Chemist, Dunfermline, KY12 7QU
- Boots The Chemist, Lyon Square, Glenrothes, KY7 5NR
- Boots The Chemist, Fife Retail Park, Kirkcaldy, KY2 6QL
- Boots The Chemist, High Street, Kirkcaldy, KY1 1NQ
- Boots The Chemist, St Andrews, KY16 9PE

2. **Background to the Service**

2.1 Unscheduled care services are coming under increasing pressure to deliver timely and appropriate care to patients. Recent public education programmes have focused on directing patients to the most appropriate route of care to manage their condition.

2.2 It is estimated that a significant percentage of GP practice or PCES consultations concerned patients with genito-urinary symptoms and of those, a large percentage were related to lower urinary tract infections.
2.3 A recent study in the British Journal of General Practice\(^1\) detailing a project run in Greater Glasgow and Clyde compared the care pathway of patients with UTI symptoms attending GP services with those receiving management, including trimethoprim supply under PGD, via community pharmacies. The study concluded that, “Operating within PGD controls, antibiotic treatments for UTIs could be provided via community pharmacy to improve patient access to treatment which may also maintain antibiotic stewardship and reduce GP workload”.

3. Service aims

3.1 To provide timely and appropriate access to treatment for uncomplicated lower urinary infections in adult women, 16 years of age and over, up to the age of 65 years.

3.2 To provide triage and onward professional to professional referral of women with symptoms outside of the criteria for treatment of uncomplicated lower urinary infections in adult women as defined in the PGD.

3.3 To provide services with the appropriate assurances to antibiotic stewardship.

4. Service outline and standard

4.1 An uncomplicated UTI treatment service is available on the basis of assessment and locally agreed criteria.

4.2 The client’s eligibility for UTI treatment will be assessed in accordance with national and local guidance.

4.3 The community pharmacy contractor will be responsible for the provision of advice (both written and verbal) to the patient as appropriate.

4.4 A three day course of trimethoprim will be available, as required, to any women who meet the inclusion criteria contained within the Patient Group Direction (PGD) and the local protocol on eligible client groups.

4.5 The course of trimethoprim will be supplied via a CPUS prescription form (with the GP prescriber code entered as the cost centre)

4.6 The community pharmacy contractor will be responsible for referring women who are excluded from treatment under the PGD and local protocol to other service providers where appropriate, e.g. GP or PCES.

4.7 The community pharmacy contractor will maintain patient medication records of the episodes of care.
4.8 The community pharmacy contractor will be responsible for the provision of a user-friendly, client-centred, non-judgemental and confidential service.

4.9 The community pharmacy contractor providing the service will ensure that the premises used for the patient consultation meet the standards agreed with NHS Fife.

4.10 The Pharmacy Contractor will notify the patient’s General Practitioner where they have supplied their patient with trimethoprim by means of a notification letter.

4.11 The community pharmacy contractor will display material within the pharmacy advertising the service.

4.12 The community pharmacy contractor will be responsible, where appropriate, for counselling the client on other related messages. Written information should also be available on these topics (see appendix 3 of PGD).

4.13 Only women registered with NHS Fife GPs will be eligible for this service

Community pharmacies providing uncomplicated UTI assessment and treatment service must also ensure that they have:

4.14 Adequate staff provision to ensure dispensary functions and pharmaceutical services are not compromised due to the service.

4.15 Appropriate administrative support to undertake initial discussions with potential patients and assist with form filling.

4.16 Have indemnity cover for staff involved in the service delivery.

5. **Training requirement**

5.1 All pharmacists that will deliver this service via the PGD must complete the 2016 NES e-learning module on Urinary Tract Infection (PGD training)

5.2 The community pharmacy contractor will ensure that staff involved in delivering the scheme, participate in any local training programmes (including update training) as identified by NHS Fife in accordance with agreed local standards.

5.3 The community pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local guidelines.

6. **Service Remuneration**

6.1 A one-off participation fee of £100 will be paid to each participating community pharmacy.
6.2 A monthly service payment of £50 will be paid to each participating community pharmacy.

7 Monitoring and evaluation

7.1 It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and training requirements and provide information to NHS Fife for internal and external audit and evaluation purposes.

7.2 A standard operating procedure should be in place in the pharmacy and cover all aspects of service provision.

7.3 A three month evaluation of the service will be undertaken. Participating community pharmacy should keep copies of appendices one and two in PGD to assist in this process.

7.4 Pharmacy premises criteria

Community pharmacies providing an uncomplicated UTI treatment service must have a private, enclosed consultation area suitable within the community pharmacy.

Key requirements are:

- Chair(s)
- Wheelchair/disabled access
- Safe storage of documentation

Background information

a) RPS Medicines, Ethics and Practice (current edition)
b) NHS Fife Data Protection and Confidentiality Policy for personal information
c) NES Child Protection Distance Learning Resource Pack
d) NHS Fife Patient Group Direction 225 for Trimethoprim to treat uncomplicated UTI in community pharmacies.

Reference

1. Antibiotic treatment of urinary tract infection by community pharmacists: a cross-sectional study. Booth, Jill L; Mullen, Alexander B; Thomson, David AM; Johnstone, Christopher; Galbraith, Susan J; Bryson, Scott M; McGovern, Elizabeth M. British Journal of General Practice, Volume 63, Number 609, April 2013, pp. e244-e249(6)
http://bjgp.org/content/bjgp/63/609/e244.full.pdf

Acknowledgement

Adapted by NHS Fife based on documents produced by NHS Grampian, NHS Borders & NHS Lothian.

Date Service Specification issued: 12 December 2016 (version 1)

Review date: 31 March 2017
## ASSESSMENT AND TREATMENT OF UNCOMPPLICATED URINARY TRACT INFECTION

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| Review Date : 31 March 2017 | |

This additional service will commence in designed community pharmacies on either Monday 19 December 2016 or Monday 9 January 2017 (see 1.2 of service specification for details)

Please return signed contract agreement before commencement of service to:

Lou Alexander (Tel 01383 565476)
Fax: 01383 741395
Email: loualexander@nhs.net
Post: Pharmacy Services, Pentland Block, Lynebank Hospital, Dunfermline KY11 4UW