

## Pharmacy First Urinary Tract Infection (UTI) Project: Service User Evaluation: Interim report

This report was created on Monday 27 September 2021 at 09:15 and includes **143** responses.

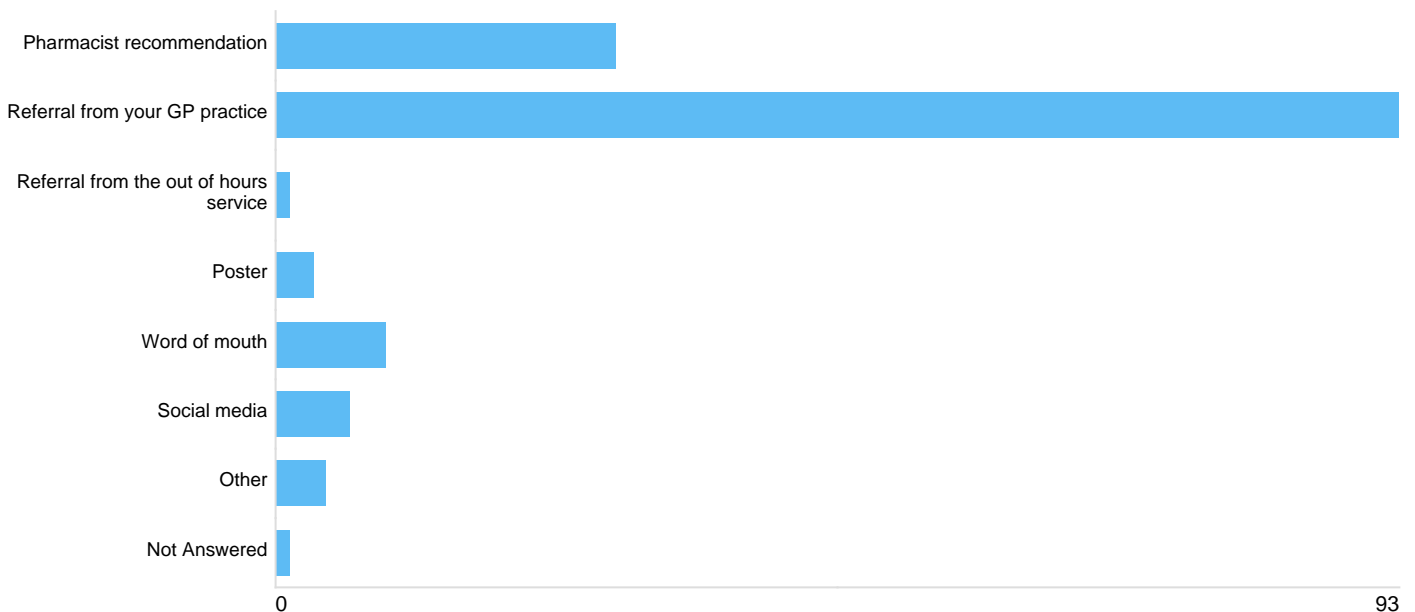
**The activity had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.**

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### Question 1: How did you find out about the service?

#### *findservice*



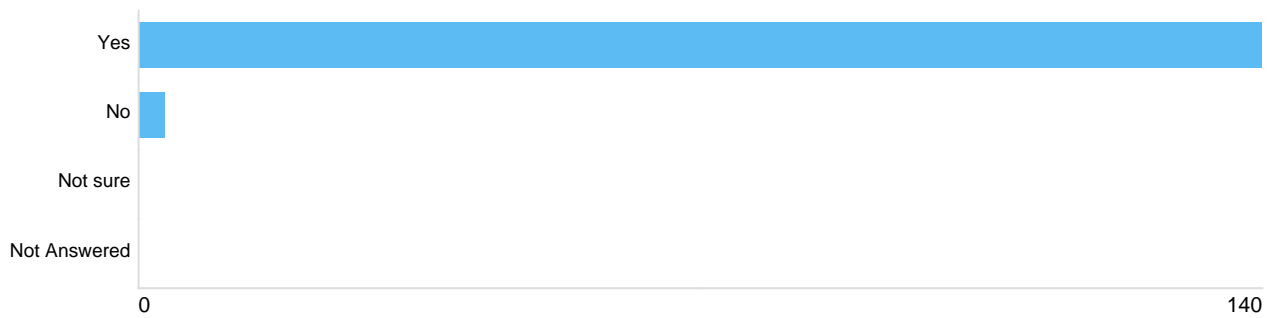
Option	Total	Percent
Pharmacist recommendation	28	19.58%
Referral from your GP practice	93	65.03%
Referral from the out of hours service	1	0.70%
Poster	3	2.10%
Word of mouth	9	6.29%
Social media	6	4.20%
Other	4	2.80%
Not Answered	1	0.70%

**FindServOth**

There were 6 responses to this part of the question.

**Question 2: Did the pharmacist provide advice on the management of your symptoms?**

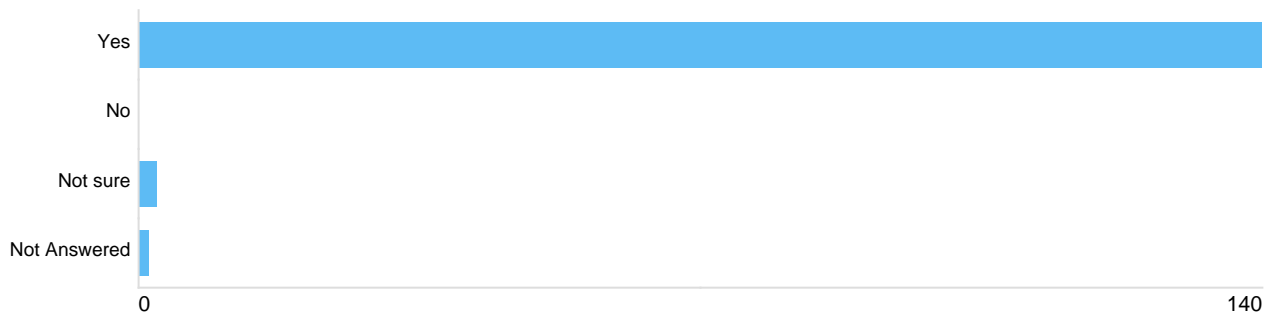
**ManSymp**



Option	Total	Percent
Yes	140	97.90%
No	3	2.10%
Not sure	0	0.00%
Not Answered	0	0.00%

**Question 3: Was this advice helpful?**

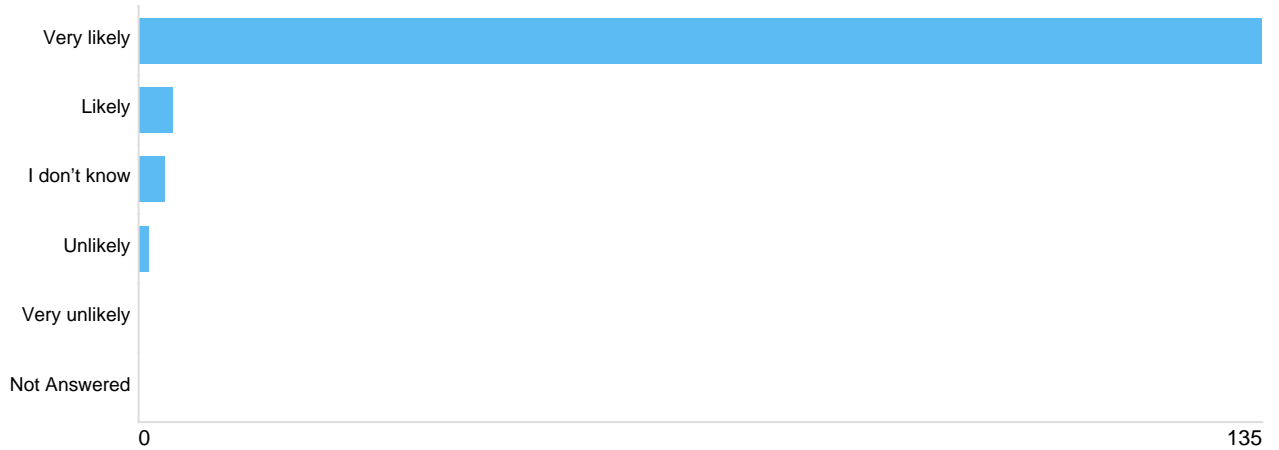
**AdvHelp**



Option	Total	Percent
Yes	140	97.90%
No	0	0.00%
Not sure	2	1.40%
Not Answered	1	0.70%

**Question 4: If you had similar symptoms in the future how likely would you be to use the service again?**

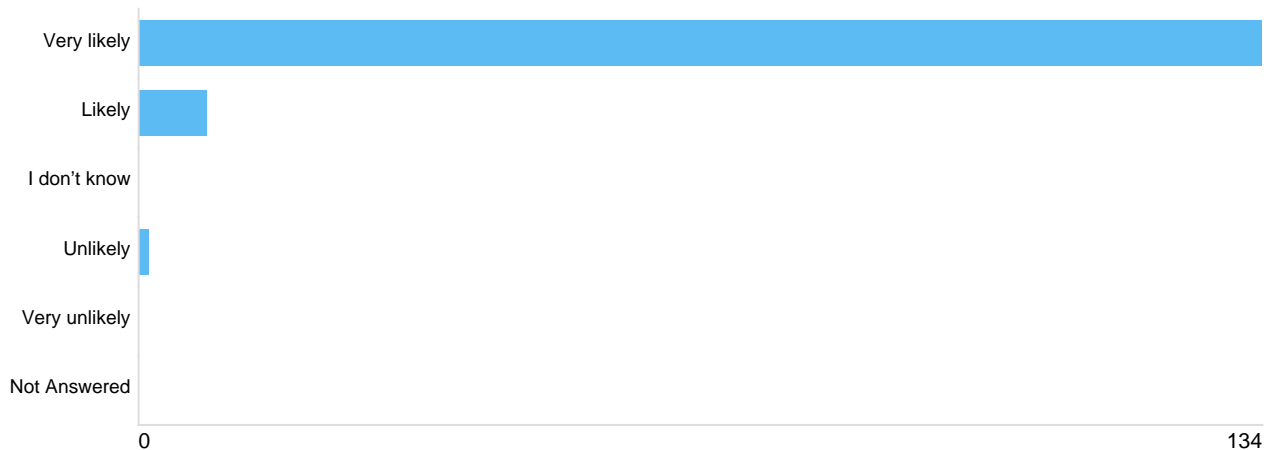
**UseServ**



Option	Total	Percent
Very likely	135	94.41%
Likely	4	2.80%
I don't know	3	2.10%
Unlikely	1	0.70%
Very unlikely	0	0.00%
Not Answered	0	0.00%

**Question 5: How likely would you be to recommend the service to friends and family?**

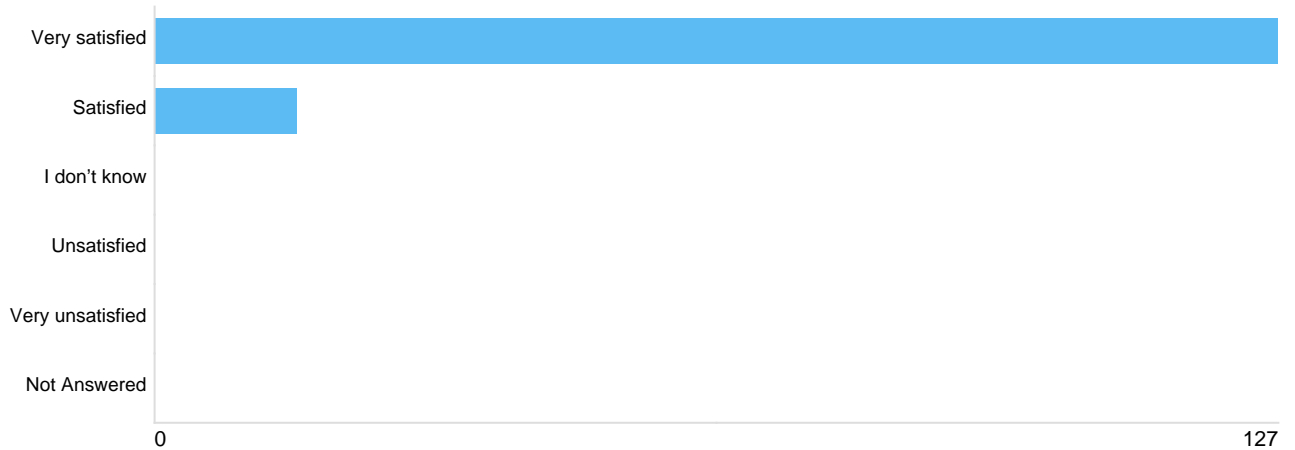
**RecServ**



Option	Total	Percent
Very likely	134	93.71%
Likely	8	5.59%
I don't know	0	0.00%
Unlikely	1	0.70%
Very unlikely	0	0.00%
Not Answered	0	0.00%

**Question 6: How satisfied were you with the service overall?**

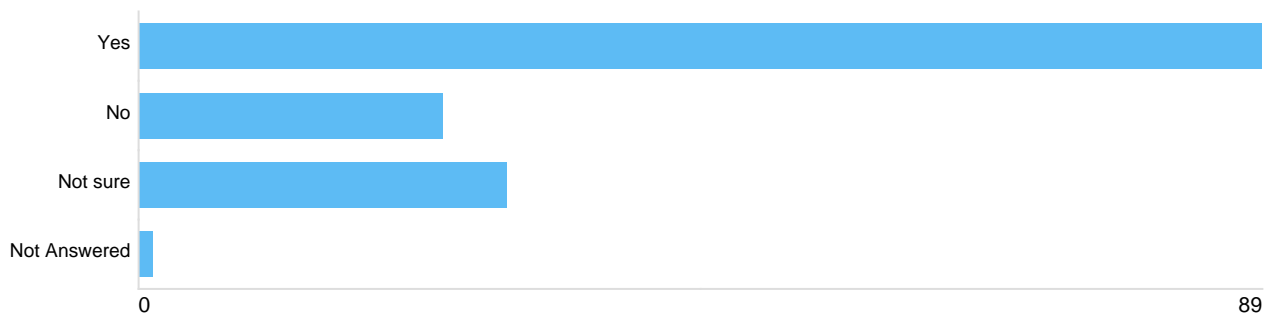
**SatisServ**



Option	Total	Percent
Very satisfied	127	88.81%
Satisfied	16	11.19%
I don't know	0	0.00%
Unsatisfied	0	0.00%
Very unsatisfied	0	0.00%
Not Answered	0	0.00%

**Question 7: Would you feel more confident to manage these symptoms yourself in the future?**

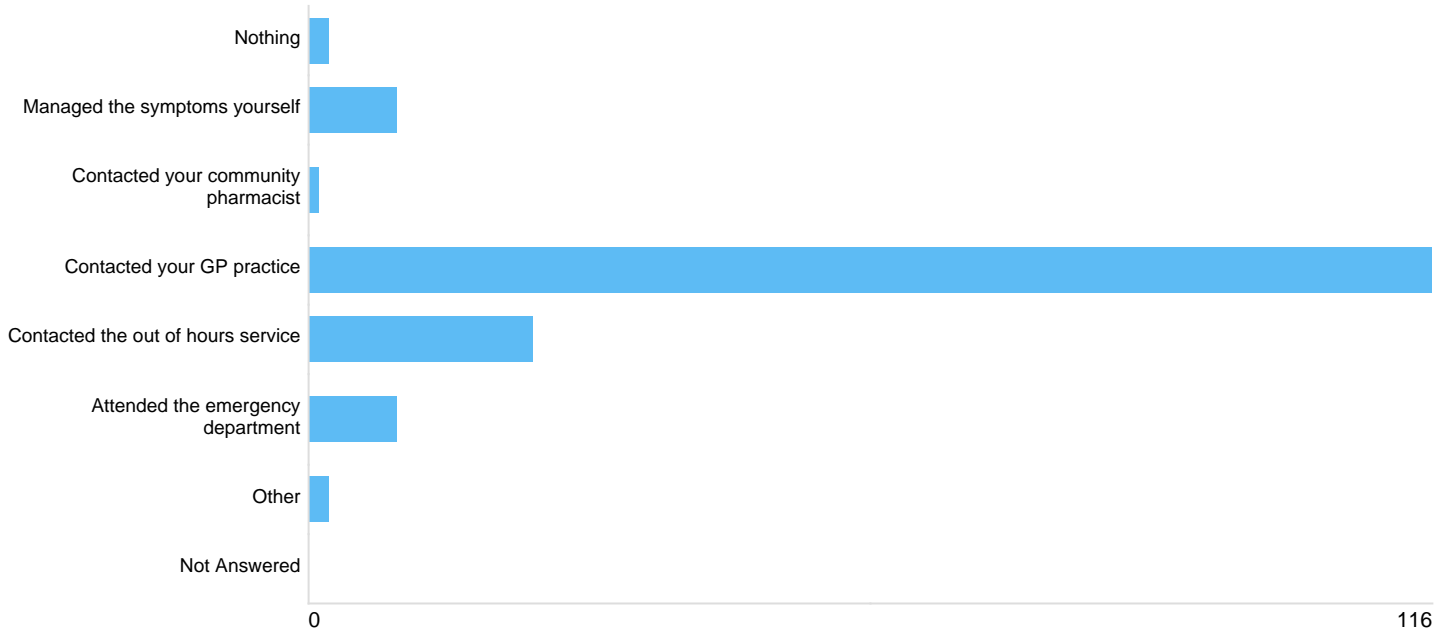
**ManSympFut**



Option	Total	Percent
Yes	89	62.24%
No	24	16.78%
Not sure	29	20.28%
Not Answered	1	0.70%

**Question 8: If this service had not been available, what would you have done?**

**NotAvail**



Option	Total	Percent
Nothing	2	1.40%
Managed the symptoms yourself	9	6.29%
Contacted your community pharmacist	1	0.70%
Contacted your GP practice	116	81.12%
Contacted the out of hours service	23	16.08%
Attended the emergency department	9	6.29%
Other	2	1.40%
Not Answered	0	0.00%

**NotAvailOth**

There were 11 responses to this part of the question.

**Question 9: Do you have any other feedback or suggestions to improve the service?**

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There were 65 responses to this part of the question.