



TARGET

Keep Antibiotics Working

# **“I think I need an antibiotic?”**

## **Putting shared decision making into practice**

TARGET webinar series:

Effective antibiotic prescribing: shared decision-making & delayed prescriptions

part 1

**Presented by: Dr Linda Strettle**

**25 November 2021**



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# Aims

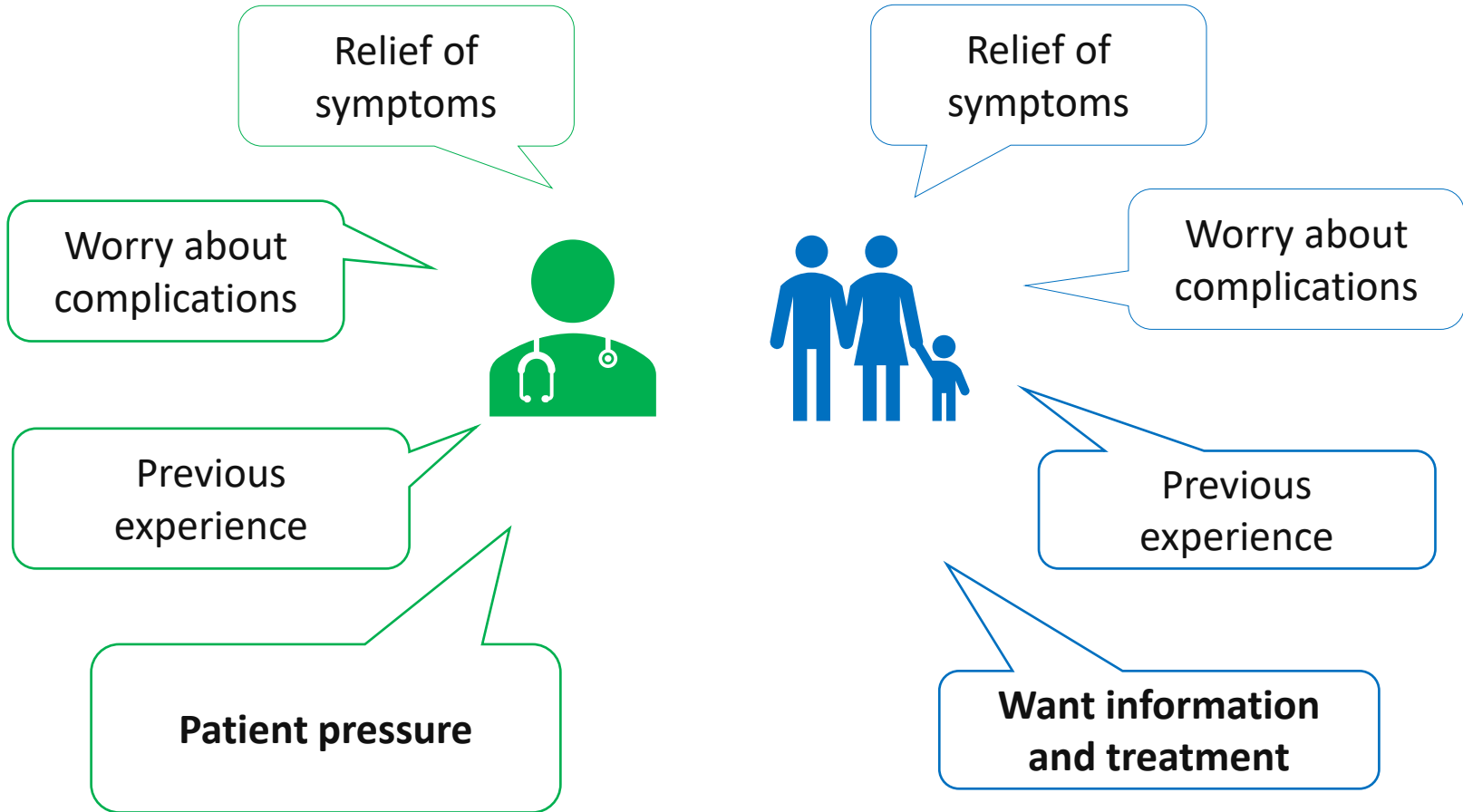
- Identify quick and easy communication methods that will enhance your discussions and improve shared decision making with patients
- Understand how the use of patient information leaflets can help the shared decision-making process



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# Why do we prescribe antibiotics?





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# Finding the right words: Why?

Evidence shows that effective communication skills

- Increase patient satisfaction & understanding of prescribing decisions
- Reduce consultations
- Reduce antibiotic prescribing



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# Finding the right words: How?

Key elements of effective consultations (CHESTSSS)

|   |   |
|---|---|
| <b>C:</b> Ask specifically about <b>concerns</b>                  | <b>‘What are the things you are most worried about?’</b>  |
| <b>H:</b> Discuss <b>history and exam</b>                         | While doing an examination provide ‘no problem’ commentary<br>‘Your heart rate is normal, your temperature isn’t raised’  |
| <b>E:</b> Ask specifically about <b>expectations</b>              | <b><i>‘How do you think I could most help you today?’ or ‘How do you feel about antibiotics?’</i></b>   |
| <b>S:</b> Provide non-serious explanation for <b>symptoms</b>     | ‘Your body produces phlegm as a <b>normal reaction</b> to inflammation in your airways. The phlegm catches particles and helps keep your lungs clear.’                        |
| <b>T:</b> Be specific about illness <b>timeline</b> /usual course | <b><i>‘A typical cough can take 3-4 weeks to clear completely.’</i></b>   |
| <b>S:</b> Explain <b>shortcomings</b> of antibiotics              | Antibiotics <b><i>don’t help with pain</i></b> but <b><i>side effects</i></b> , such as diarrhoea, nausea and rash, can be <b><i>experienced by up to 1 in 10 people.</i></b> |
| <b>S:</b> Self-care advice  | ‘Pain in the chest or throat is normal due to inflammation, <b><i>you can take paracetamol, and/or ibuprofen, which will help the pain and soothe the inflammation.</i></b> ’ |
| <b>S:</b> <b>Safety-netting</b> advice                            | Provide patients with specific <b><i>information on red-flag symptoms</i></b> and when they should seek further help  |



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# Finding the right words: How?

Key elements of effective consultations (CHESTSSS)

**C:** Ask specifically about **concerns**

'What are the things you are most worried about?'

**H:** Discuss **history and exam**

W  
'Yc **First 5 min of the**

**E:** Ask specifically about **expectations**

**Ho**  
**an** **consultation**

**S:** Provide non-serious explanation for **symptoms**

'Your body produces phlegm as a **normal reaction** to inflammation in your airways. The phlegm catches particles and helps keep your lungs clear.'

**T:** Be specific about illness **timeline**/usual course

'**A typical cough can take 3-4 weeks to clear completely.**'

**S:** Explain **shortcomings** of antibiotics

And  
ras **Covered in the patient**

**S:** **Self-care** advice

'Pa  
**pa**  
**infl**  
**information leaflets**

**S:** **Safety-netting** advice

Provide patients with specific **information on red-flag symptoms** and when they should seek further help

# Discussing a patient leaflet: Why?

- Best way to support your verbal advice & help patients remember it
- Addresses patient concerns
- Empowers patients to self-manage
- Improves patient recall
- Improves patient satisfaction
- Standardises advice given by different prescribers

# Discussing a leaflet: How?



- Use patient leaflets **interactively** – not as a parting gift
- **Personalise** leaflet by drawing attention to the parts relevant to the patient





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course/view.php?id=553

## TARGET antibiotics toolkit hub



TARGET stands for Treat Antibiotics Responsibly, Guidance, Education and Tools. It is a toolkit designed to support primary care clinicians to champion and implement antimicrobial stewardship activities. The resources can also be used to support CPD and revalidation requirements.



Discussing antibiotics with patients



Urinary tract infection resource suite



Respiratory tract infection resource suite



Leaflets to discuss with patients

12646



Antibiotic stewardship tools, audits and posters



Antibiotic and diagnostic quick reference tools



| Your infection | Most are better by | How to look after yourself and your family | When to get help |
|----------------|--------------------|--|------------------|
|----------------|--------------------|--|------------------|

|   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> Middle-ear infection | 8 days   | <ul style="list-style-type: none"> <li>Have plenty of rest.</li> <li>Drink enough fluids to avoid feeling thirsty.</li> <li>Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both).</li> <li>Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use paracetamol if you or your child are uncomfortable because of a fever.</li> <li>Use a tissue and wash your hands with soap to help prevent spread of your infection to your family, friends and others you meet.</li> </ul> | <p><b>If you or your child has any of these symptoms, are getting worse or are sicker than you would expect (even if your/their temperature falls), trust your instincts and seek medical advice urgently from NHS 111 or your GP. If a child under the age of 5 has any of symptoms 1–3 go to A&amp;E immediately or call 999.</b></p> <ol style="list-style-type: none"> <li>If your skin is very cold or has a strange colour, or you develop an unusual rash.</li> <li>If you have new feelings of confusion or drowsiness or have slurred speech.</li> <li>If you have difficulty breathing. Signs that suggest breathing problems can be:               <ul style="list-style-type: none"> <li>breathing quickly</li> <li>turning blue around the lips and the skin below the mouth</li> <li>skin between or above the ribs getting sucked or pulled in with every breath.</li> </ul> </li> <li>If you develop a severe headache and are sick.</li> <li>If you develop chest pain.</li> <li>If you have difficulty swallowing or are drooling.</li> <li>If you cough up blood.</li> <li>If you are passing little to no urine.</li> <li>If you are feeling a lot worse.</li> </ol> <p><b>Less serious signs that can usually wait until the next available appointment:</b></p> <ol style="list-style-type: none"> <li>If you are not starting to improve a little by the time given in 'Most are better by'</li> <li>Children with middle-ear infection: if fluid is coming out of their ears or they have new deafness.</li> <li>Mild side effects such as diarrhea: seek medical attention if you are concerned.</li> </ol> |
| <input type="checkbox"/> Sore throat          | 7-8 days   |  |  |
| <input type="checkbox"/> Sinusitis            | 14-21 days   |  |  |
| <input type="checkbox"/> Common cold          | 14 days  |  |  |
| <input type="checkbox"/> Cough or bronchitis  | 21 days<br>(a cough caused by COVID-19 may differ) |  |  |
| Other infection:<br>.....                     | ..... days   |  |  |

If you think you may have a side effect, please visit <http://www.gov.uk> for the latest information.

## Side effects

Back-up antibiotic prescription to be collected after  days only if you are not starting to feel a little better or you feel worse, from:

- Colds, most coughs, sinusitis, ear infections, sore throats, and other infections often get better without antibiotics, as your body can usually fight these infections on its own.
- Taking any antibiotics makes bacteria that live inside your body more resistant. This means that antibiotics may not work when you really need them.
- Antibiotics can cause side effects such as rashes, thrush, stomach pains, diarrhoea, reactions to sunlight, other symptoms, or being sick if you drink alcohol with metronidazole.
- Find out more about how you can make better use of antibiotics and help keep this vital treatment effective by visiting [www.nhs.uk/keepantibioticsworking](http://www.nhs.uk/keepantibioticsworking)

**Never share antibiotics and always return any unused antibiotics to a pharmacy for safe disposal.**



16-65 years with suspected lower urinary tract infections (UTIs) or lower recurrent UTIs (cystitis or urethritis)

| Possible urinary signs & symptoms   | The outcome   | Recommended care  | Types of urinary tract infection   |
|---|---|---|--|
| <p><b>Key signs/symptoms:</b><br/> <b>Dysuria:</b> Burning pain when passing urine (wee)<br/> <b>New nocturia:</b> Needing to pass urine in the night<br/> <b>Cloudy urine:</b> Visible cloudy colour when passing urine</p> <p><b>Other signs/symptoms to consider:</b><br/> <b>Frequency:</b> Passing urine more often than usual<br/> <b>Urgency:</b> Feeling the need to pass urine immediately<br/> <b>Haematuria:</b> Blood in your urine<br/> <b>Suprapubic pain:</b> Pain in your lower tummy</p> <p><b>Other things to consider:</b><br/> <b>Recent sexual history</b></p> <ul style="list-style-type: none"> <li>Inflammation due to sexual activity can feel similar to the symptoms of a UTI</li> <li>Some sexually transmitted infections (STIs) can have symptoms similar to those of a UTI</li> </ul> <p><b>Changes during menopause</b></p> <ul style="list-style-type: none"> <li>Some changes during the menopause can have symptoms similar to those of a UTI</li> </ul> | <p><b>Non-pregnant women:</b></p> <p><input type="checkbox"/> If none or only one of: dysuria, new nocturia, cloudy urine; AND/OR vaginal discharge</p> <ul style="list-style-type: none"> <li>UTI much less likely</li> <li>You may need a urine test to check for a UTI</li> <li>Antibiotics less likely to help</li> <li>Usually lasts 5 to 7 days</li> </ul> <p><input type="checkbox"/> If 2 or more of: dysuria, new nocturia, cloudy urine; OR bacteria detected in urine; AND NO vaginal discharge</p> <ul style="list-style-type: none"> <li>UTI more likely; antibiotics should help</li> <li>You should start to improve within 48 hours</li> <li>Symptoms usually last 3 days</li> </ul> <p><b>Pregnant women:</b> Always request urine culture if you have a suspected UTI</p> | <p><input type="checkbox"/> Self-care and pain relief.</p> <ul style="list-style-type: none"> <li>Symptoms may get better on their own</li> </ul> <p><input type="checkbox"/> Delayed or back-up antibiotic prescription with self-care</p> <ul style="list-style-type: none"> <li>Start antibiotics</li> <li>Get worse</li> <li>Do not get a little better with self-care within 48 hours</li> </ul> <p><input type="checkbox"/> Immediate antibiotic prescription plus self-care</p> <p><input type="checkbox"/> If mild symptoms, delayed or back-up antibiotic prescription plus self-care</p> <p><input type="checkbox"/> Immediate antibiotic prescription plus self-care</p> | <p>UTIs are caused by bacteria getting into your urethra or bladder, usually from your gut. Infections may affect different parts of the urinary tract.</p> <ul style="list-style-type: none"> <li><b>Kidneys (make urine)</b><br/>Infection in the upper urinary tract</li> <li><b>Bladder (stores urine)</b><br/>Infection in the lower urinary tract</li> <li><b>Urethra (takes urine out of the body)</b><br/>Infection or inflammation</li> </ul> |

Self-Care

Side effects

Safety-netting

| Self-care to help yourself get better more quickly  | Options to help prevent a UTI   | Antibiotic resistance   | When should you get help?   |
|---|---|---|---|
| <p><b>Self-care to help yourself get better more quickly</b></p> <ul style="list-style-type: none"> <li>Drink enough fluids to stop you feeling thirsty. Aim to drink 6 to 8 glasses</li> <li>Avoid too much alcohol, fizzy drinks or caffeine that can irritate your bladder</li> <li>Take paracetamol or ibuprofen at regular intervals for pain relief, if you have had no previous side effects</li> <li>There is currently no evidence to support taking cranberry products or cystitis sachets to improve your symptoms</li> <li>Consider the risk factors in the 'Options to help prevent UTI' column to reduce future UTIs</li> </ul> | <p><b>Options to help prevent a UTI</b></p> <p><b>It may help you to consider these risk factors:</b></p> <ul style="list-style-type: none"> <li><b>Stop bacteria spreading from your bowel into your bladder.</b> Wipe from front (vagina) to back (bottom) after using the toilet.</li> <li><b>Avoid waiting to pass urine.</b> Pass urine as soon as you need to.</li> <li><b>Go for a wee after having sex</b> to flush out any bacteria that may be near the opening to the urethra.</li> <li><b>Wash the external vagina area</b> with water before and after sex to wash away any bacteria that may be near the opening to the urethra.</li> <li><b>Drink enough fluids</b> to make sure you wee regularly throughout the day, especially during hot weather.</li> </ul> <p><b>If you have a recurrent UTI, the following may help</b></p> <ul style="list-style-type: none"> <li><b>Cranberry products and D-mannose:</b> There is some evidence to say that these work to help prevent recurrent UTI</li> <li><b>After the menopause:</b> Topical hormonal treatment may help; for example, vaginal pessaries.</li> <li>Antibiotics at night or after sex may be considered</li> </ul> | <p><b>Antibiotic resistance</b></p> <p>Antibiotics can be lifesaving. But antibiotics are not always needed for urinary symptoms.</p> <p>Antibiotics taken by mouth, for any reason, affect our gut bacteria making some resistant.</p> <p>This may make future UTI more difficult to treat</p> <p>Common side effects to taking antibiotics include thrush, rashes, vomiting and diarrhoea. Seek medical advice if you are worried.</p> <p>Keep antibiotics working; only take them when advised by a health professional. This way they are more likely to work for a future UTI.</p> | <p><b>When should you get help?</b><br/>Contact your GP practice or contact NHS</p> <p>The following symptoms are possible signs of serious infection and should be assessed urgently.</p> <p>Phone for advice if you are not sure how urgent the symptoms are.</p> <ol style="list-style-type: none"> <li>You have shivering, chills and muscle pain</li> <li>You feel confused, or are very drowsy</li> <li>You have not passed urine all day</li> <li>You are vomiting</li> <li>You see blood in your urine</li> <li>Your temperature is above 38°C or less than 36°C.</li> <li>You have kidney pain in your back just under the ribs</li> <li>Your symptoms get worse</li> <li>Your symptoms are not starting to improve within 48 hours of taking antibiotics</li> </ol> |



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# Available in .html

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## Possible urinary signs & symptoms

### Key signs/symptoms:

**Dysuria:** Burning pain when passing urine (wee)  
**New nocturia:** Needing to pass urine in the night  
**Cloudy urine:** Visible cloudy colour when passing urine

### Other signs/symptoms to consider:

**Frequency:** Passing urine more often than usual  
**Urgency:** Feeling the need to pass urine immediately  
**Haematuria:** Blood in your urine  
**Suprapubic pain:** Pain in your lower tummy

### Other things to consider:

#### Recent sexual history

- Inflammation due to sexual activity can feel similar to the symptoms of a UTI
- Some sexually transmitted infections (STIs) can have symptoms similar to those of a UTI

#### Changes during menopause

- Some changes during the menopause can have symptoms similar to those of a UTI

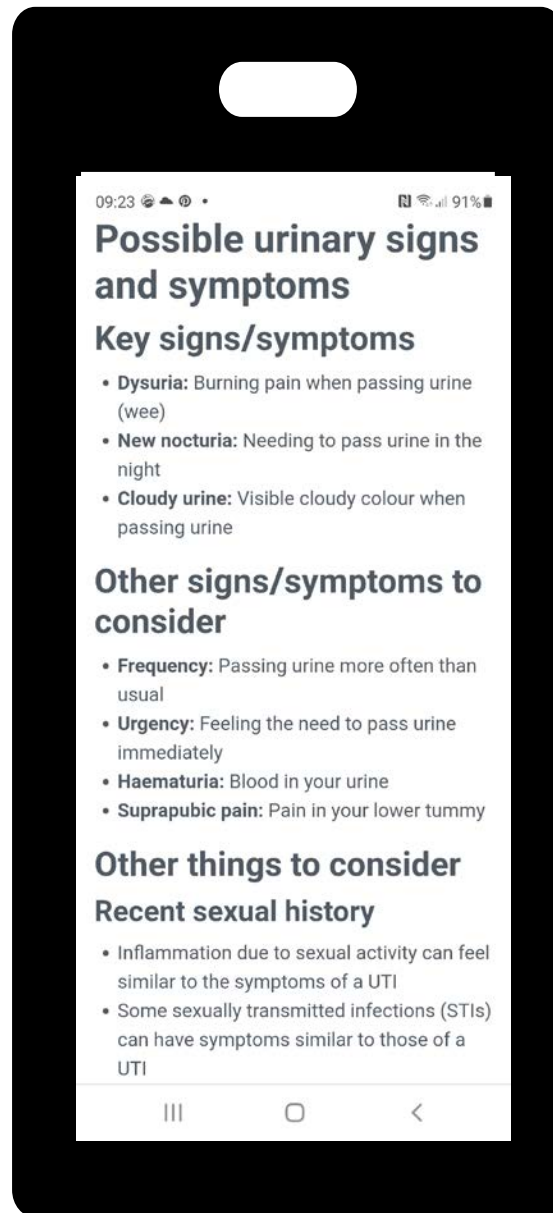
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**If you think you may have COVID-19**



# Patient information Leaflets

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## How can I manage my common infection?

1. What are the symptoms?

**Eyes**  
• Sticky eyes

**Chest**  
• Cough  
• Shortness of breath  
• Green or yellow mucus

**Skin**  
• Infected cuts or grazes  
• Redness around the infection  
• Athlete's foot

2. What should I do?

If you visit a GP, you can visit <http://www.nhs.uk> for more information.

TARGET is operated by the NHS. Developed in collaboration with professional organisations.

**TREATING YOUR INFECTION – RESPIRATORY TRACT INFECTION (RTI)**

**TARGET** **NHS**

Your infection

|                          |                      |
|--------------------------|----------------------|
| <input type="checkbox"/> | Middle-ear infection |
| <input type="checkbox"/> | Sore throat          |
| <input type="checkbox"/> | Sinusitis            |
| <input type="checkbox"/> | Common cold          |
| <input type="checkbox"/> | Cough or bronchitis  |

Other infection:

If you think you need help, visit <http://www.nhs.uk>

**RESPIRATORY TRACT INFECTION (RTI)**  
A step-by-step guide

- ### SELF-CARE STEPS
1. How to help make you feel better
  2. Check how long you need to take antibiotics
  3. Look out for serious symptoms
  4. Where to get help

**TREATING YOUR INFECTION – URINARY TRACT INFECTION (UTI)**

For women under 65 years with suspected lower urinary tract infection

**TARGET** **NHS**

| Possible urinary signs & symptoms  | The outcome   |
|--|---|
| <p><b>Key signs/symptoms:</b><br/>Dysuria: Burning pain when passing urine (wee)<br/>New nocturia: Needing to pass urine in the night<br/>Cloudy urine: Visible cloudy colour when passing urine</p> <p><b>Other signs/symptoms to consider:</b><br/>Frequency: Passing urine more often than usual<br/>Urgency: Feeling the need to pass urine immediately<br/>Haematuria: Blood in your urine<br/>Suprapubic pain: Pain in your lower tummy</p> <p><b>Other things to consider:</b><br/>Recent sexual history<br/>• Inflammation due to sexual activity can feel similar to the symptoms of a UTI<br/>• Some sexually transmitted infections (STIs) can have symptoms similar to those of a UTI<br/>Changes during menopause<br/>• Some changes during the menopause can have symptoms similar to those of a UTI</p> | <p><b>Non-pregnant women:</b><br/><input type="checkbox"/> If none or only one of: dysuria, new nocturia, cloudy urine; AND/OR vaginal discharge<br/>• UTI much less likely<br/>• You may need a urine test to check for a UTI<br/>• Antibiotics less likely to help<br/>• Usually lasts 5 to 7 days</p> <p><input type="checkbox"/> If 2 or more of: dysuria, new nocturia, cloudy urine; OR bacteria detected in urine; AND NO vaginal discharge<br/>• UTI more likely, antibiotics should help<br/>• You should start to improve within 48 hours<br/>• Symptoms usually last 3 days</p> <p><b>Pregnant women:</b> Always request urine culture<br/><input type="checkbox"/> If suspected UTI</p> |

If you think you may have COVID-19 then please visit <http://www.gov.uk/covid-19>

| Self-care to help yourself get better more quickly  | Options to help prevent a UTI  |
|---|--|
| <ul style="list-style-type: none"> <li>• Drink enough fluids to stop you feeling thirsty. Aim to drink 6 to 8 glasses.</li> <li>• Avoid too much alcohol, fizzy drinks or caffeine that can irritate your bladder</li> <li>• Take paracetamol or ibuprofen at regular intervals for pain relief, if you have had no previous side effects</li> <li>• There is currently no evidence to support taking cranberry products or cystitis sachets to improve your symptoms</li> <li>• Consider the risk factors in the 'Options to help prevent UTI' column to reduce future UTIs</li> </ul> | <p><b>It may help you to consider these risk factors:</b></p> <ul style="list-style-type: none"> <li>• Stop bacteria spreading from your bowel into your bladder. Wipe from front (vagina) to back (bottom) after using the toilet</li> <li>• Avoid waiting to pass urine. Pass urine as soon as you need to.</li> <li>• Go for a wee after having sex to flush out any bacteria that may be near the opening to the urethra.</li> <li>• Wash the external vagina area with water before and after sex to wash away any bacteria that may be near the opening to the urethra.</li> <li>• Drink enough fluids to make sure you wee regularly throughout the day, especially during hot weather.</li> </ul> <p><b>If you have a recurrent UTI, the following may help</b></p> <ul style="list-style-type: none"> <li>• Cranberry products and D-mannose: There is some evidence to say that these work to help prevent recurrent UTIs</li> <li>• After the menopause: Topical hormonal treatment may help, for example, vaginal pessaries.</li> <li>• Antibiotics at night or after sex may be considered</li> </ul> |

**URINARY TRACT INFECTIONS**  
A leaflet for older adults and carers

**TARGET** **NHS**

### WHAT IS A URINE INFECTION?

A urine infection occurs when bacteria in any part of the urine system cause symptoms.

Kidneys make urine  
Bladder stores urine  
Urethra takes urine out of the body

If a urine test finds bacteria but you are otherwise well, do not worry, this is common, and antibiotics are not usually needed. However, severe urine infections can be life threatening.

### WHAT YOU CAN DO TO HELP PREVENT A URINE INFECTION?

Are you drinking enough? Look at the colour of your urine.

- Drink enough fluid (6-8 glasses) so that you pass pale coloured urine regularly during the day, and to avoid feeling thirsty, especially during hot weather
- Avoid drinking too many fizzy drinks or alcohol
- There is no proven benefit of cranberry products or cystitis sachets
- Prevent constipation; ask for advice if needed
- Maintain good control of diabetes

### Stop bacteria spreading from your bowel into your bladder:

- Wipe genitals from front to back after using the toilet
- Change pads and clean genitals if soiled
- Keep the genital area clean and dry; avoid scented soaps
- Wash genital area with water before and after sex

Speak to your pharmacist about referral to a GP or other treatments.



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# Thank you for all you are doing!

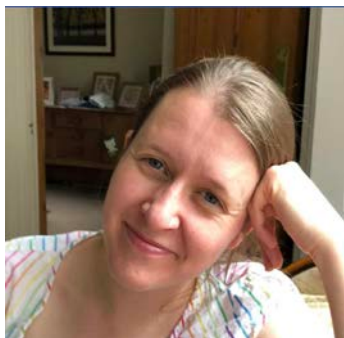
[www.rcgp.org.uk/targetantibiotics](http://www.rcgp.org.uk/targetantibiotics)

TARGETAntibiotics@phe.gov.uk

@TARGETabx

# Discussion

## Panel Members



Dr Linda Strettle  
General Practitioner  
Hon Sr Clinical Lecturer



Dr Steve Granier  
General Practitioner



Dr Monsey McLeod  
Imperial College



Dr Aleksandra Borek  
University of Oxford