

## Provider Service Specification

<b>Service</b>	Emergency Hormonal Contraception (EHC) to young people resident in Swindon
<b>Purchaser</b>	
<b>Provider</b>	Great Western Hospitals NHS Foundation Trust
<b>Contract period</b>	1 <sup>st</sup> October 2023 - 31st March 2026

<b>1. Purpose</b>
<p><b>Aims</b></p> <p>The aim of this service is to offer improved access to Emergency Hormonal Contraception (EHC) for young people (13 - 24 years age group) through a network of pharmacists within Swindon.</p> <p>It is essential that we continue to engage with this age group to support a sustainable reduction in the number of teenage conceptions and abortions - the pharmacies will help to support this work by providing this service to support the reduction of teenage pregnancies and inform good sexual health within the Swindon area.</p>
<p><b>Evidence base</b></p> <p>In line with the national rates, teenage pregnancies within Swindon have been falling, with rates now lower than the England average and most of Swindon's closest statistical (CIPFA) neighbours. Although the number of teenage pregnancies is low this needs to be maintained and inequalities still exist across the Swindon geography, with higher numbers in some of the most deprived wards.</p> <p>Improving sexual health is a key national and local priority for Swindon. Work has been successfully undertaken over recent years to address these health inequalities and pharmacies have been a key partner in this achievement. This SLA demonstrates a partnership responsibility (Swindon Borough Council and Great Western Hospitals NHS Foundation Trust) to continue making significant inroads into improving sexual health outcomes for Service Users in Swindon.</p>
<p><b>General Overview</b></p> <p>This agreement sets out the framework for the provision of an enhanced service for Community Pharmacies to register and issue Emergency Hormone Contraception (EHC) under a Patient Group Directive (PGD).</p> <p>This framework has been agreed with the Swindon and Wiltshire Local Pharmaceutical Committee (LPC). The implementation, administration, monitoring and review of this agreement is the responsibility of Great Western Hospital Foundation Trust, as commissioned by Swindon Borough Council.</p> <p>This agreement includes the expectation to promote and signpost service users to undertake a Chlamydia testing. This expectation, whilst not mandatory (i.e., contraception must not be withheld if the service user refuses to undertake a Chlamydia test) should be strongly encouraged.</p> <p>The decision to include this is based on recent evidence of Chlamydia prevalence amongst those who request EHC (20% positivity of those who tested in other areas across the South West region).</p>
<p><b>Objectives</b></p> <p>The aim and objectives of this service are to:</p> <ul style="list-style-type: none"> <li>• Increase swift access to EHC by females up to 25years of age who have had unprotected sex</li> <li>• Create an opportunity for Chlamydia testing by signposting to relevant services</li> <li>• Improve the service user's knowledge, demand, and uptake for LARC (Long lasting Reversible Contraception)</li> <li>• To support better sexual health outcomes for young people aged under 25 who live in Swindon through signposting to free online Condom delivery service</li> <li>• To hold and supply short term stock of Condoms at point of consultation (when online service permits).</li> </ul>

- To raise the general populations awareness of STI's, particularly Chlamydia and Gonorrhoea, and the role of condoms in reducing the risk
- To increase the uptake of Chlamydia testing amongst the sexually active 16-24 population of Swindon, through effective signposting to the online service.

**Expected Outcomes**

- To improve access to EHC for females between the age of 13 & 24
- To improve access to contraception and testing for Young people
- To contribute to reducing health inequalities across the local health community
- To increase patient choice by providing additional access channels to Chlamydia Screening and contraception
- To contribute to reducing the prevalence of Chlamydia in Young people under 25
- To increase the awareness of Chlamydia in young people under 25.
- To provide advice and support to improve sexual health outcomes
- Reduce teenage pregnancies and termination of pregnancies

**2. Scope**

**Service Description**

The Pharmacy will provide support and advice (written and verbal) to clients accessing the service, including advice on safer sex, condom use, the avoidance of pregnancy, the use of regular contraceptive methods and provide onward signposting/referral to services that provide long-term contraceptive methods and diagnosis and management of STIs.

The Pharmacy will promote Chlamydia testing and signpost accordingly. This expectation, whilst not mandatory should be strongly encouraged (i.e., contraception must not be withheld if the service user refuses to undertake a Chlamydia test)

The Sexual Health Service (GWHFT) will ensure supplies of condoms are provided to pharmacies within 7 days of request being submitted online.

**The online Chlamydia testing will be supplied to the patient via the online platform following signposting withing 7 days.**

**In addition, patients being signposted to the Online Condoms (C card scheme) will be supplied within 7 days and thereafter.**

**EHC:**

Participating pharmacies will provide a comprehensive EHC consultation, which requires the provision of women aged between 13 - 24 years of age free at the point of delivery with:

- Levonorgestrel or Ulipristal acetate
- Information, signposting, advice, and promotion of condoms to reduce STIs; and
- Information, signposting, advice, and promotion and/or for LARC
- *Patients aged under 13 are assessed as 'Fraser competent' against the Fraser Guidelines. The patient should be referred to an appropriate sexual health clinic or GP practice. Details of the patient and their situation should also be discussed with your designated safeguarding lead. EHC should not be provided in this instance.*

**Accessibility / Acceptability**

The service will be available during the normal opening hours of the pharmacy on premises that have a consultation room.

**Whole System Relationships**

- GWH Sexual Health Service
- Local Pharmaceutical Committee {LPC}
- Trust Prescribing Committee (GWH) - re Patient Group Directive
- Swindon Borough Council

**Interdependencies**

- Provision of condoms from GWH Sexual Health Service
- Purchase of EHC through usual wholesale channels
- Clinical advice and support from Outreach team at GWH Sexual Health Service
- Local Pharmaceutical Committee (LPC)
- Swindon Borough Council

**Sub-contractors**

N/A

**3. Service Delivery****Service Model**

Provide EHC to patients aged 13 to 24 (inclusive) presenting up to 120hrs after unprotected sexual intercourse, who are not excluded from treatment under the PGD

The Pharmacy will offer a user friendly, non-judgemental, client centred and confidential service and is expected to fulfil the standards of the 'You are Welcome' guidance (or relaunched standard) from the Department of Health. The young people may at times act as 'mystery shoppers' to assess the service provision.

Confidentiality statements clearly displayed and explained to young people

The part of the pharmacy used for provision of the service provides a sufficient level of privacy: - the Pharmacist and the service user must be able to sit comfortably together, and the conversations between the pharmacist and service user cannot be overheard by members of the public or other pharmacy staff.

The Pharmacy will work in partnership with the commissioner to ensure local campaigns and promotions are included within Pharmacy activity.

The service will be provided in compliance with Fraser guidance and Department of Health guidance on confidential sexual health advice and treatment for young people.

*Ensure patients aged under 16 are assessed as 'Fraser competent' against the Fraser Guidelines. A patient deemed not to be competent should be referred to an appropriate sexual health clinic or GP practice. Details of the patient and their situation should also be discussed with your designated safeguarding lead*

All under 18s should receive a risk assessment for CSE and referred to local safeguarding pathway if required. All under 16s should also be referred to the Sexual Health service via pharmoutcomes.

The service protocols should reflect National and Local Safeguarding Children and Vulnerable Adult Protection guidelines 2

The Provider shall record the consultations clinical and financial details using the agreed Pharmoutcomes Platform.

The Pharmacy must maintain appropriate records via pharmoutcomes to ensure effective ongoing service delivery and audit.

The training requirements to sign the PGD/be involved in the service should be the CPPE (Centre for postgraduate Pharmacy Education) Declaration of Competence <https://www.CQqe.ac.uk/services/declaration-of-competence> which is supported by nationally approved training materials and on-line assessment

**Associated Care Pathways**

If the Pharmacist has concerns that the service user may be pregnant, they should be referred to an appropriate service.

<p>Where a supply of Levonorgestrel or Ulipristal acetate is not appropriate (based on age or Pharmacist concerns), advice and referral must be made to another local service that will be able to assist them, as soon as possible, e.g., Sexual Health Service, Sexual Health Outreach service or GP.</p> <p>For young women requesting EHC service a referral for LARC, including Emergency Coil fitting, should be offered via the sexual health service.</p> <p>Under 18s offered a referral to the sexual health service for on-going contraception follow-up</p> <p>If the Pharmacist is unable to supply contraception because they do not have any supplies in stock, they should ensure that the client is directed to an alternative pharmacy or other appropriate service and GWHFT is notified.</p> <p>If the Pharmacist is unable to supply contraception because they are not accredited/signed up to PGD at the time of consultation, the client is directed to an alternative pharmacy or other appropriate services and GWHFT is notified</p> <p>Pharmacists will need to share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements, including, where appropriate, the need for the permission of the client to share the information. The service user should be advised that this is not a breach of confidentiality at the beginning of the consultation.</p> <p>Where a young person requests more comprehensive sexual health support the Pharmacy will refer into Outreach Nursing and / or a Pharmacy able to provide Emergency hormonal contraception. Where a referral is made to Outreach, pharmacies will use the secure email platform, such as PharmOutcomes which generates secure message to nhs.mail recipients. or nhs.net to nhs.net email communication.</p> <p>Any under 18s, or vulnerable adult, showing safeguarding flags should be referred through local safeguarding pathways</p>
<p><b>Indemnity and Liability arrangements applying</b> As per the terms and conditions of contract</p>
<p><b>4. Access and Acceptance Criteria</b></p>
<p><b>Geographic coverage/boundaries</b> Females aged between 13 and 24 years inclusive; resident, working in or visiting Swindon are eligible for EHC service.</p>
<p><b>Location(s) of service delivery</b> Providers Location</p>
<p><b>Days/hours of operation</b> The service will operate in line with the normal opening hours of the Pharmacy. Outside of these times, service users can contact the Sexual Health Service or alternative NHS services.</p>
<p><b>Self - Referral Eligibility</b></p> <ul style="list-style-type: none"> <li>• Aged between 13 &amp; 24 years for EHC</li> </ul> <p>If the young person is not eligible, the Pharmacy will direct the young person to alternative services using associated care pathways described within this SLA.</p>
<p><b>Referral Sources and route</b> Self-Referral</p>
<p><b>Response time, detail and prioritisation criteria</b> N/A</p>

<b>Exclusions</b>			
Where a supply of Levonorgestrel or Ulipristal acetate is not appropriate, advice and referral must be made to another local service that will be able to assist them, as soon as possible, e.g., Sexual Health Service, Sexual Health Outreach service or GP			
<b>5. Additional provider responsibilities</b>			
The pharmacy contractor co-operates with any locally agreed GWHFT led assessment of service user experience			
<b>6. Purchaser responsibilities</b>			
The GWHFT Sexual Health Service (the commissioner) will conduct an evaluation of the service to ensure value for money and outcomes.			
The GWHFT Sexual Health Service (the commissioner) will compile and share quarterly reports on pharmacy activity			
The GWHFT Sexual Health Service (the commissioner) may choose to undertake "mystery shopping" of the service by young people to establish service user experience and feedback from this will be shared with the pharmacy and LPC.			
GWHFT may arrange contractor meetings to promote service development and update pharmacy staff with new developments, knowledge, and evidence.			
GWHFT will provide up to date details of other services, which Pharmacy staff can use to refer service users who require further assistance. The information should include the location, hours of opening and services provided by each service provider.			
GWHFT will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies can use to promote the service to the public.			
GWHFT will be responsible for the provision of health promotion material, relevant to the service users and make this available to the Pharmacies by contacting the Sexual Health service in Swindon.			
<b>7. Quality and Performance Indicators</b>			
Service Area	Service Standard	Indicator	Method
Pharmacy- Training	CPPE distance learning: Emergency Hormonal Contraception	Completion of training	Declaration to be entered into PharmOutcomes
	CPPE distance learning course on safeguarding children and Vulnerable Adults Level 2 (mandatory)	Passing online assessment every 3 years	
	CPPE difficult discussions distance learning course (optional but recommended)	Completion of training	
	DBS certificate is in place	Completion of training	
	Attendance at locally organized update meetings. (optional but recommended)	N/A	
Pharmacies should maintain evidence that Pharmacists have completed the listed training and hold Declaration of Competence on file.			

Pharmacy- Service Provision	Participating Pharmacists must have an in-date Disclosure and Barring Service (DBS) check carried out through their employer.	3 yearly	Declaration/DBS number to be entered into PharmOutcomes
	The Pharmacy contractor must be able to demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service are aware of and operate within local policies and are appropriately trained in the operation of the service, including sensitive, client centred communication skills.	Declaration Pharmoutcomes	If there are any significant changes in the quality indicators (e.g., access, or lack of trained staff) the Provider must inform GWHFT within 10 working days and agree an action plan.
	A participating Pharmacy contractor must have in place in their Pharmacy suitable procedures and appropriately trained staff to ensure that the good practice detailed in this service specification operates in their absence.	Declaration Pharmoutcomes	
	This service will be expected to self-assess against the National 'You're Welcome' (or any other young people friendly scheme as required by Swindon Borough Council) and is expected to achieve accreditation in a time bound manner.		
GWHFT- Service Provision	The Sexual Health Service (GWHFT) will provide access to Chlamydia test kits via an online provider	Supplies to be provided within 7 days of the initial request	Quarterly Reporting
	% of under 16's referred to Sexual Health Service within 14 days of EHC issue at Pharmacy	100%	
<b>8. Activity Performance</b>			
<b>Service</b>	<b>Measure</b>		<b>Tolerance</b>
Comprehensive EHC Consultation	Pharmoutcomes		No tolerance based on clinical need (subject to service review)
EHC Dispensed (Levonorgestrel/ Ulipristal acetate)	Pharmoutcomes		Based on clinical need (subject to service review)
Pharmacies should use the Pharmaoutcomes system to record all activity - the collated invoice should be sent to the service. Other invoice types will not be accepted			
<b>9. Capacity Review</b>			
Activity to be reviewed on a quarterly basis to ensure EHC can be delivered in line with budgetary constraints.			
<b>10. Staffing</b>			
<b>Establishment and staffing profile</b>			
The Pharmacy contractor has a duty to ensure that pharmacy staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. This will be checked by GWHFT in the following manner:			

- Completion of DBS Documentation (checking current DBS)
- Review of training certificates in relation to the services on offer
- Signature of the Pharmacists on all Patient Group Directive documentation and to remain in each individual Pharmacy
- Signed service level agreement

**11. Monitoring and Review**

<i>Area</i>	<i>Method</i>	<i>Frequency</i>	<i>Lead</i>
Number of EHC issues at each Pharmacy	Pharmoutcomes	Quarterly	GWHSHC
Age, Ethnicity and locality (postcode) of service users	Pharmoutcomes	Quarterly	GWHSHC