

Public Health Locally Commissioned Services

April 2021- March 2023

Community Pharmacy

Sexual Health and Contraceptive Service

1. Service Description

This service is intended to provide a sexual health and contraceptive service to individuals from community pharmacies across Brighton and Hove. The service includes the supply of emergency hormonal contraception (EHC) to individuals aged 25 or under and chlamydia treatment under Patient Group Direction (PGD) to all individuals referred by the Chlamydia Screening Programme (CSP).

- For the purpose of this specification, provision of the sexual health and contraceptive service will hereafter be referred to as 'SHC service'.
- This service specification allows eligible individuals, who have given informed consent to engage with the service, and to use the community pharmacy as the delivery point for pharmaceutical care, dispensing of emergency hormonal contraception (EHC), chlamydia /gonorrhoea testing and chlamydia treatment, the supply of condoms and advice on long term contraception.
- This service specification allows for remote consultations (during the Covid response and until notified otherwise by the commissioner. See section 4) with individuals using NHS approved technologies or by telephone. Individuals who present at the pharmacy for treatment can be asked to complete the remote consultation form in appendices 3 or 4 to enable a socially distanced consultation using Infection Prevention and Control (IPC) guidance. NHS England set out the IPC requirements for community pharmacies in the following document. <https://www.england.nhs.uk/coronavirus/publication/standard-operating-procedure-community-pharmacy/>
- The remote consultation forms are intended as a consultation guide and must not be used to replace the inclusion/exclusion criteria in the PGDs.
- The supply of EHC and chlamydia treatment will be made free of charge to individuals who fulfil the criteria of the appropriate PGD.
- The Chlamydia Screening Programme will refer individuals to commissioned community pharmacies for treatment. The treatment pathway is detailed on Page 7.
- The pharmacist will provide general advice and support to those seeking advice on contraception and sexually transmitted infections (STI) and signpost to specific services where appropriate. However, the pharmacist must be responsive to individuals who do not fulfil the criteria for the SHC service and assist them in finding the correct service, i.e. General Practitioner or Sexual Health and Contraception (SHAC) service. <http://brightonsexualhealth.com>
- In the delivery of this service commissioned by Brighton and Hove City Council (BHCC) pharmacies will offer a user-friendly, non-judgemental, person-centred and confidential service which links into existing networks for contraception and sexual health services.
- The pharmacist must show awareness and be responsive to the needs of young people who access the service and follow young person friendly guidelines such as the Faculty of Sexual & Reproductive Healthcare. H: Contraceptive Choices for Young People March 2010 (Amended May 2019) <https://www.fsrh.org/standards-and-guidance/documents/cec-ceu-guidance-young-people-mar-2010/> . Young People under 16 years of age should be assessed using Fraser guidance (see appendix 1) and encouraged to consent to their details being shared with SHAC to enable the arrangement of a follow-up appointment.
- Free condom packs will be provided to individuals who present with a C-card. The C-card scheme enables young people under the age of 25 to access free condoms and Femidoms across the city. Further details are available on the Sexual Health and Contraception (SHAC) service website. <http://brightonsexualhealth.com/advice/c-card-free-condoms/>

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- The contract to provide the SHC service to the identified service user group is with the pharmacy contractor and not the individual pharmacist employees. It is the responsibility of their individual employers, via this specification, to enforce this.
- The pharmacist must ensure that their professional indemnity cover provider has confirmed that these activities will be included in their policy.

2. Aims and intended service outcomes

- To improve the sexual health of individuals in Brighton & Hove through access to EHC, sexual health advice, free condoms, chlamydia/gonorrhoea self-testing kits and chlamydia treatment and advice on long term contraception.
- To provide EHC (to individuals aged 25 years and under) and chlamydia treatment as specified in the SHC PGDs.
- To participate in the BHCC C-card scheme. This includes providing free condoms and chlamydia/gonorrhoea self-testing kits to individuals who present with a C-card and to individuals accessing EHC or chlamydia treatment under PGD.
- To increase individual's knowledge of the risks of acquiring STIs and how to avoid them.
- To signpost service users to other health and social care services and to act as a gateway to other services (e.g. other Sexual Health (SH) services, sexually transmitted infection (STI) screening, primary care services) by following information provided by BHCC and reference to the SHAC website. www.brightonsexualhealth.com.
- To improve access to sexual health and contraception services and advice and reduce pressure on specialist sexual health services and primary care.
- To strengthen the local network of contraceptive and sexual health services and to help ensure easy and swift access to advice for all young people who seek assistance.

3. Service outline

- It is a requirement to provide the service for at least 90% of opening hours. One day of this regime must be at the weekend.
- Individuals requesting the service will be seen as soon as possible. If they are unable to be seen immediately, they must be given the opportunity to make an appointment or be signposted to other services.
- It is the responsibility of contractor to have a list (that SHAC or BHCC maintains, updates and distributes) of all current service providers, to give to all potential service users if they are unable to offer the service.
- The contractor must ensure the pharmacy premises have a consultation room in which the individual can be seen privately and have their confidentiality maintained.
- Details of individuals requesting the SHC service must be recorded on the PharmOutcomes Emergency Hormonal Contraception and Chlamydia Treatment service registration template. The data must be stored in line with General Data Protection Regulations (GDPR).
- The pharmacist must ensure that they access support when appropriate. Pharmacists can access pharmacy support from SHAC if professional guidance is required. www.brightonsexualhealth.com.
- The criteria for supplying EHC and Chlamydia treatment under PGD must always be adhered to.
- As well as supplying EHC and Chlamydia treatment and free condom packs, the pharmacist also has a duty to provide individuals with appropriate contraceptive advice, STI information and associated health promotion information.
- The contractor must ensure that all other pharmacy staff that may have contact with individuals using the service are trained accordingly. This will include areas such as confidentiality and signposting to alternative services in the area.

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- The contractor must designate space within the pharmacy to advertise sexual health and contraception services. This includes information on other options to obtain this service locally.
- The contractor must provide BHCC with information on service availability and must advise on any changes to this availability within 24 hours.
- BHCC will monitor the performance of each individual pharmacy on a monthly basis. The contractor must ensure that correct data is entered on PharmOutcomes. This data will include the number of consultations, number of supplies, age, postcode and any further information that BHCC may request. BHCC will remunerate service claims on a quarterly basis.
- The pharmacist should maintain appropriate records on PharmOutcomes to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely for a length of time in line with local NHS record retention policies and as defined in the PGDs.
- The contractor will participate in any new developments in either practice or service, instigated by BHCC subject to prior approval with the East Sussex Local Pharmaceutical Committee.
- Pharmacists providing the service must complete the training and accreditation detailed in section 11.
- The pharmacist will share relevant information with other health care professionals and agencies, in line with locally determined safeguarding confidentiality arrangements. See section 6 for safeguarding information.
- BHCC will provide a framework on PharmOutcomes for the recording of relevant service information for the purposes of audit and the claiming of payment.
- BHCC will ensure that PGDs are available for the supply of EHC and chlamydia treatment. Copies will also be available on the emergency contraception and chlamydia treatment on PharmOutcomes.
- The pharmacist supplying the medicine must undertake the whole episode of care under the PGD. This includes the handing over of the medicine to the patient or in exceptional circumstances their representative, if the patient is ill or self-isolating– this responsibility cannot be delegated.

4. Remote consultations

The Faculty of Sexual and Reproductive Healthcare (FSRH) and the British Association for Sexual Health and HIV (BASHH) have co-authored a set of standards to be used as a benchmark for all providers of remote SH/SRH services, and as a tool for commissioning of services. It will also enable service users to understand what to expect from their provider. The expected standards for the SHC service are summarised below and further information can be found here <https://www.fsrh.org/standards-and-guidance/documents/fsrhhbashh-standards-for-online-and-remote-providers-of-sexual/>

- Confidentiality must always be maintained, and consultations should take place where they can't be overheard.
- Contractors must satisfy themselves that they can make an adequate and reliable assessment which does not compromise on service user care.
- Safeguarding must be taken into consideration during all consultations and appropriate action taken if necessary– see section 10
- Individuals under the age of 16 years old should be given extra consideration and an opportunity for a confidential face to face consultation according to Infection Prevention and Control guidance or be referred to SHAC if appropriate.
- BHCC have provided consultation forms (see appendices 3, 4) for use during a socially distance consultation within IPC guidance.

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5. Quality Indicators

- Health promotion materials promoting the availability of the service are displayed within the pharmacy and on the SHAC and primary care websites.
- The service is accessible for at least 90% of opening hours including one day at the weekend.
- Individuals requesting the service will be seen as soon as possible. If they are unable to be seen immediately, they must be given the opportunity to make an appointment or be signposted to other services.
- The contractor must develop a standard operating procedure (SOP) for the SHC service incorporating the referral and signposting pathway for the service.
- The data capture system and framework for the recording of relevant service information for the purposes of audit and claiming payment is completed either during or directly after the service consultation on all occasions.
- The contractor can demonstrate that pharmacists and staff involved in the provision of the service have undertaken the required training, accreditation and continuing professional development (CPD) relevant to this service.
- The contractor co-operates with any locally agreed BHCC assessment and evaluation of the service user experience to inform service development, as agreed with the Brighton and Hove LPC.

6. Emergency Hormonal Contraception

Refer to the Levonorgestrel and Ulipristal PGDs for the full list of inclusion and exclusion criteria.

7. Chlamydia treatment

Refer to the Doxycycline PGDs for the full list of inclusion and exclusion criteria.

8. Chlamydia/gonorrhoea testing and C-Card scheme

- The contractor must manage the stock of the chlamydia/gonorrhoea self-test and condoms products by liaising with the CSP – see contact details Page 8.
- The contractor must ensure that all staff are appropriately trained to give out condoms under the C-card scheme and the Chlamydia/gonorrhoea tests as appropriate.
- Contractors must record the supply of condoms under the C-card scheme on the data sheet provided by the CSP and return to the CSP every quarter. Data sheets should be emailed, a photo of the data sheet is acceptable. C-cards must be stamped or marked when the condoms are given out under the scheme.
- Young people receiving EHC or treatment for chlamydia should be advised to register with the C-card scheme for further supplies of condoms.

9. DBS Requirements

An **enhanced DBS** must be in place for all staff delivering this service. Providers will assure themselves that the appropriate DBS check, for the type of service being undertaken is in place for each member of staff providing the service. Please see guidance www.gov.uk/disclosure-barring-service-check/overview. The BHCC policy is that enhanced DBS are refreshed every three years.

The cost of enhanced DBS checks for pharmacy staff will be reimbursed by BHCC. Please send a copy of the invoice to publichealth@brighton-hove.gov.uk.

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10. Safeguarding

Pharmacists are required to act according to local Child Protection or Safeguarding procedures when advising young people on sexual health matters.

- If child is < 13 years contact the follow the Brighton & Hove Safeguarding Children Partnership. <http://www.brightonandhovelscb.org.uk/>
- Safeguarding concerns (for children aged 13 to 18) identified at presentation should be referred to the Brighton & Hove Safeguarding Children Partnership. <http://www.brightonandhovelscb.org.uk/>
- Follow local safeguarding arrangements for vulnerable adults when appropriate. <https://www.brighton-hove.gov.uk/content/social-care/keeping-people-safe/help-adults-risk-abuse-or-neglect>
- Pharmacists are required to use Fraser Guidelines to assess competence and risk when providing contraceptive advice or treatment to young people. Fraser guidelines are detailed on Pages 2-4 of the following document. <https://www.fsrh.org/standards-and-guidance/documents/cec-ceu-guidance-young-people-mar-2010/>
- It is a mandatory requirement of this service specification and Declaration of Competence (DoC) for the service provision to complete the following **Centre for Postgraduate Pharmacist Education (CPPE) safeguarding e-learning: Safeguarding children and vulnerable adults: a guide for the pharmacy team.** <https://www.cppe.ac.uk/programmes/l/safegrding-e-02>. Completion of the programme and the associated Level 2 assessment will fulfil the safeguarding requirements at Level 2 for pharmacists.

11. Accreditation & Training

- Pharmacists must be registered with the General Pharmaceutical Council or Pharmaceutical Society of Northern Ireland.
- Patient Group Directions have been authorised by BHCC for the supply of EHC and chlamydia treatment by community pharmacies in Brighton and Hove.
- Emergency contraception and chlamydia treatment may only be supplied by a pharmacist accredited under the accompanying Patient Group Direction (PGD). Pharmacists providing the service must sign the PGD and the PGD must also be counter signed by an authorising manager.
- Pharmacy staff must also be trained to confidentially refer each request for EHC or chlamydia treatment to the accredited pharmacist.
- The pharmacy contractor must ensure that pharmacists providing the service are competent to do so. Pharmacists will demonstrate to the pharmacy contractor that they have the necessary knowledge and skills to provide the service by completing the Emergency Contraception Declaration of Competence (DoC) and were appropriate the Chlamydia Testing and Treatment Service DoC on the CPPE website. www.cppe.ac.uk
- Signing the DoC whilst not meeting the competencies may constitute or be treated as a fitness to practice issue. Pharmacists' personalised statement of declaration should be retained and may need to be provided to commissioners and/or employers when required via the [CPPE Viewer](#).
- Pharmacists must have up-to-date knowledge relating to the clinical condition covered by the PGDs, the medicine and its use for the indications specified in the PGDs. Pharmacists must also participate in Continuing Professional Development (CPD) as defined by the General Pharmaceutical Council.

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- The declaration of competence must be updated every 3 years.
- It is a requirement for the pharmacist to set the CPPE viewer on their CPPE profile to “open” to enable commissioners to view the DoC. The PharmOutcomes application on the CPPE profile will also need to be enabled so that the DoC information can be shared with PharmOutcomes.
- Pharmacist must enrol on Pharmoutcomes to enable them to provide the service.

12. Termination and change requirements

- Termination can be made earlier by either party at 3 months’ written notice or on failure to provide activity data or meet the terms and conditions of the service specification as stated above.
- Pharmacies must inform the commissioner within 24 working hours if for any reason they are unable to provide the service either temporarily or permanently.

13. Payments for the service

The training and accreditation requirements and data collection are reflected in the fee structure. PharmOutcomes links to the NHS dictionary of medicines and devices and medications supplied will therefore be remunerated at the drug tariff price.

Supply of EHC under a PGD

- | | |
|----------------|-------------------|
| • Consultation | £15.00 |
| • Cost of LGN | Drug tariff price |
| • Cost of UPA | Drug tariff price |

Supply of Chlamydia treatment under a PGD

- | | |
|------------------------------|-------------------|
| • Consultation | £15.00 |
| • Cost of treatment supplied | Drug tariff price |

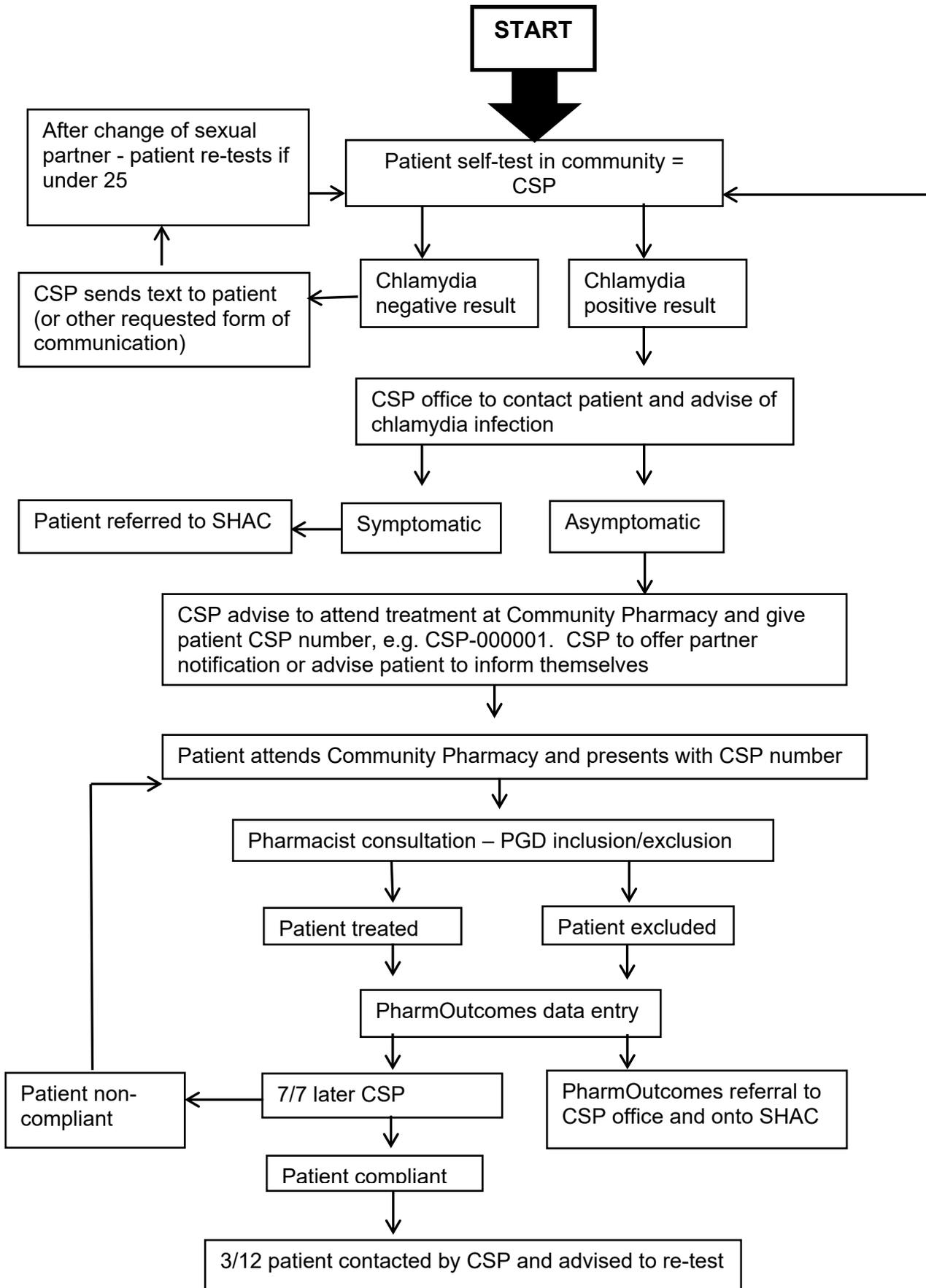
Payment will be made quarterly on receipt of appropriate documentation and completion of the data capture templates on PharmOutcomes and submitted to BHCC.

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Appendix 1: Chlamydia Treatment Pathway in Community Pharmacy



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Appendix 2

Chlamydia Screening Programme Team Contact Details

Brighton & Hove

Chlamydia Screening Programme Overview

The Chlamydia Screening Programme (CSP) is part of the Sexual Health & Contraception (SHAC) Service based in Brighton. The Team is responsible for leading this important public health activity, aiming to annually test 15-24 year olds across the city. In addition to providing sexual health and contraception awareness training to young people and staff, they are responsible for chlamydia and gonorrhoea test activity, as well as kits, C-cards and associated condom and lubricant provision to all CSP Providers. The office is usually staffed Monday-Friday, 8.30am to 5.30pm.

Ordering CSP equipment

We aim to keep in contact with CSP Providers and process orders for both chlamydia kits and condom packs in a timely manner. However, if you are near to running out of either or they are *out of date*, please contact the office as per CSP contact details below.

Office contact details for Pharmacy staff and patients CSP General Office No	01273 523222, (with out-of-hours answer machine)
CSP Generic In-box	SC-TR.BrightonCASH@nhs.net
CSP Address	Chlamydia Screening Programme Sexual Health and Contraception, Royal Sussex County Hospital, Outpatient's Department, Eastern Road, Brighton, BN2 5BE.

Individual contact details are as below. Name	Job title	Telephone No.	Email address
Amanda Scott	Health Promotion	01273 523222	amanda.scott5@nhs.net
Georgina Yeo	Chlamydia Screening & health promotion Lead	01273 523222	georgina.yeo@nhs.net
Sarah Frost	Administrative Assistant	01273 523222	sarah.frost12@nhs.net
Chante Shillingford	Administrative Assistant	01273 523222	chante.shillingford@nhs.net
Andy Cole	Administrative Assistant	01273 523222	andy.cole11@nhs.net

Appendix 3 – remote consultation form EHC

Brighton and Hove City Council

Emergency Hormonal Contraception Service for individuals 25 years of age or under

Private and Confidential

To be completed by the individual requiring treatment.

(Confidentiality can only be maintained as long as there are no considerations of harm)

If you would like help to complete this form, please ask a member of the healthcare staff.

If you have any concerns about your need for emergency contraception, then please ask to speak to a pharmacist confidentially or contact the Sexual Health and Contraception Service Tel. **01273 523388**.

Consent

Completion of this form implies **consent** to receive a consultation for emergency contraception and supply of an appropriate medicine.

Date.....

Name.....

Date of Birth..... Age.....

Postcode (*first part only i.e. BN1*)

If you are **under 16 years of age** please ask to speak to a pharmacist confidentially.

When did you have unprotected sexual intercourse? *Please tick to indicate below*

- Less than 96 hours ago (4 days)
- Between 72-120 hours ago (3-5days)
- More than 120 hours ago (5 days)
-

Have you had unprotected sex earlier in this menstrual cycle? YES/ NO (*please circle*)

If YES, what date did you have unprotected sex?.....

Why do you need Emergency contraception? (*Please tick to indicate below*)

- I didn't use any contraception
- The condom split or came off
- I have taken emergency contraception but vomited within 3 hours of taking it. If applicable, when did you take the emergency contraception.....
- I forgot to take/use my usual contraception.

If applicable, what contraception are you using and when was it last taken or used?

.....

When did your last period start? Date

How often do you have a period? For example every 28 days

Was your last period late/lighter/shorter or unusual in anyway? YES/NO (please circle)

If YES detail here.....

Have you already used emergency contraception since your last period? YES/NO (please circle)

If YES, when did you take it?

What tablet did you take ? (please tick below or speak to a pharmacist if you are unsure)

- Levonorgestrel e.g. Levonelle
- Ulipristal e.g. EllaOne

Is your weight more than 70KG (11 stone) ? YES/NO (please circle)

Are you currently taking, or have you taken any medicines within the last 4 weeks, including herbal remedies (e.g. St John's Wort)? YES/NO (please circle)

If YES, please list here.....

Have you ever had an allergy to a medicine? YES/NO (please circle)

If YES, please list here.....

Have you had a baby in last 21 days? YES/NO (please circle)

Are you breastfeeding? YES/NO (please circle)

Have you had an abortion, miscarriage, ectopic pregnancy or uterine evacuation for gestational trophoblastic disease (a rare disease that involves abnormal growth of cells inside a woman's uterus) **within the last 5 days?** YES/NO (please circle)

Do you have any of the following medical conditions? YES/NO (if YES please circle below)

- Acute porphyria
- Severe asthma controlled by oral glucocorticoids

Appendix 4- remote consultation form chlamydia treatment

Brighton and Hove City Council

Doxycycline for the treatment of chlamydia under Patient Group Direction

Private and Confidential

To be completed by the individual requiring treatment.

(Confidentiality can only be maintained as long as there are no considerations of harm)

If you would like help to complete this form please ask a member of the healthcare staff.

If you have any concerns about your need for treatment then please ask to speak to a pharmacist confidentially or contact the Sexual Health and Contraception Service Tel. **01273 523388**.

Consent

Completion of this form implies **consent** to receive a consultation for the treatment of chlamydia and the supply (if appropriate) of a 7-day course of doxycycline 100mg capsules.

Date.....

Name.....

Date of Birth..... Age.....

If you are **under 16 years of age** please ask to speak to a pharmacist confidentially.

Postcode (*first part only i.e. BN1*)

Telephone number.....

Chlamydia Screening Programme (CSP) **Index Code**

Please indicate below if you are the index patient or the sexual contact of an individual who has been referred by the CSP.

- Index Patient **or**
- Contact of Index Patient

If you are NOT the index patient, do you consent to your information being shared with the CSP for follow up purposes? (tick Yes or No below)

All information shared will be treated confidentially.

- YES
- NO

Have you already started a 7-day course of doxycycline for the treatment of chlamydia?

- YES
- NO

If YES, did you complete the full course?

- YES
- NO.....*please give details below why the course wasn't completed.*
.....

If YES, have you had sexual contact with an untreated individual since starting the 7-day course?

- YES
- NO

Do any of the following medical conditions apply to you? Please tick all that apply or tick none of the above.

- Pregnant or breast feeding
- History of liver or kidney disease
- Urinary symptoms such as pain on passing urine or passing urine more frequently
- Men: penile discharge or painful, swollen testicles
- Female: vaginal discharge, pelvic pain or pelvic inflammatory disease
- Conjunctivitis
- Pain or swelling in joints
- Fever
- Porphyria
- Myasthenia gravis
- Receiving treatment for HIV
- Systemic Lupus Erythematosus.
- Individuals with rare hereditary problems of fructose intolerance, glucose galactose malabsorption or sucrose-isomaltase insufficiency
- **NONE of the above**

Are you allergic to doxycycline or any of the ingredients in the medicine?(Please tick YES or NO below)

- YES
- NO

Are you taking any other medicines? Please list below

.....

The side effects of doxycycline are listed in the Patient Information Leaflet that will be supplied in the box with the medicine.

- **Common side effects include:** Abdominal pain, Nausea, vomiting, diarrhoea, oesophageal irritation.

Please speak to the pharmacist if you have any concerns about taking doxycycline 100mg capsules or need help to complete the consultation form.

Public Health Contacts

Stephen Nicholson

Lead commissioner HIV, sexual health and substance misuse
Brighton & Hove City Council

Ellie Katsourides

Public Health Team Office Manager
Brighton & Hove City Council

Direct Enquires to

Email: publichealth@brighton-hove.gov.uk