

Public health local service agreement

1 Apr 2024 - 30 September 2026

Community Pharmacy: Emergency Hormonal Contraception (EHC) to under 25s

Contents

1. Introduction.....	1
2. Background / Evidence Base	2
3. Aims and Outcomes	3
4. Service Outline/Standards	4
5. DBS Requirements.....	5
6. Referrals & Eligibility	65
7. Equipment & Premises	6
8. Accreditation & Training.....	6
9. Monitoring, Audit and Reporting.....	8
10. Payment/Cost	8
11. Ordering of stock.....	9
12. Contacts.....	9

1. Introduction

This service is for the provision of free Emergency Hormonal Contraception (EHC).

The contractor must be able to provide the EHC service for 90% of their opening times in order to maintain trust in the East Sussex sexual health website service finder

www.eastsussexsexualhealth.co.uk

This service covers:

- Assessing and dispensing, under local Patient Group Direction (PGD), free emergency hormonal contraception to East Sussex residents aged 25 or under, and those aged over 25 who are unable to access the alternative free at point of delivery services such as primary care, online (SH.UK) and specialist sexual health services.

- Provision of free pregnancy testing when appropriate to East Sussex residents aged 25 and under who are requesting EHC.
- Provision of free STI home sampling kits to all ages.

In addition, the pharmacy is suggested to provide the C-Card service specification and distribute condoms as per the C Card service specification.

Compliance with all aspects of this specification is mandatory for pharmacies providing EHC under the Local Service Agreement to ensure a satisfactory service standard. Only provision performed in line with this specification will be reimbursed and evidence of accreditation will be required before any payments are made.

Note: Reports of individuals who try to access free EHC from an advertised free EHC contractor, being forced to buy EHC from the provider will result in investigation by the commissioning authority (ESCC) and potential suspension of service.

Alternative out of hours EHC provision with next day 'click and collect' can be accessed online via www.sh.uk

2. Background / Evidence Base

This service will contribute to a reduction in the number of unplanned pregnancies and induced abortions by reducing the barriers to access EHC and provision of sexual health advice and referral to sexual health services as appropriate. It will also contribute to a reduction in the rate of STIs in young people aged under 25. The East Sussex Comprehensive Sexual Health Needs Assessment (2013) carried out focus groups with under 25s which indicated that many female participants were happy/very happy to use a pharmacy for contraceptive services. Pharmacies can provide accessible services with longer opening times in comparison to other face to face services. Online STI home sampling and EHC and condom services have since been commissioned in East Sussex that are proving an additional popular choice for non-NHS services access.

The cost of buying EHC, excludes many clients from accessing EHC via the community pharmacy. It has been estimated that only 50% of pregnancies are planned, with 16% unplanned and 29% ambivalent. Unplanned and ambivalent pregnancies can have a major impact on individuals, families, and wider society¹.

Emergency contraception is effective and will prevent most pregnancies when taken after intercourse. Emergency contraception can be used following unprotected intercourse and contraceptive failure.

There are two methods of emergency contraception: copper-bearing intrauterine devices (IUDs) and oral emergency hormonal contraceptive (EHC). When inserted within five days of unprotected intercourse, a copper-bearing IUD is the most effective form of

emergency contraception available.

There are two different emergency contraceptive pill regimes licensed in the UK. The first emergency contraceptive pill regime is called ellaOne and is one oral dose of Ulipristal acetate 30mg, taken within five days (120 hours) of unprotected intercourse.

A second but less effective emergency contraceptive pill regime is one oral dose of Levonorgestrel 1.5mg, taken within 72 hours of unprotected sexual intercourse.

Rates of STIs in young people aged 15-24 are higher than other age groups possibly due to the focus on testing this age group. STI home sampling kits are easy and cost effective in identifying STIs and supporting people to access treatment. Most STI testing in East Sussex is through STI home sampling kits, mainly ordered via the internet STI home sampling, condoms, EHC and bridging contraception provider www.sh.uk. STI home sampling 'Smart kits' can be ordered by [pharmacisuppliers](#) for provision during a face-to-face consultation.

National Policy Drivers:

- A Framework for Sexual Health Improvement in England (DH 2013) [A Framework for Sexual Health Improvement in England - GOV.UK \(www.gov.uk\)](#)
- Working together to Safeguard Children and Young People (2015) [Working together to safeguard children - GOV.UK \(www.gov.uk\)](#)
- Safeguarding policy: protecting vulnerable adults (2015) [Safeguarding policy: protecting vulnerable adults - GOV.UK \(www.gov.uk\)](#)
- Emergency Contraception Guidance (FSRH 2017) [FSRH Clinical Guideline: Emergency Contraception \(March 2017, amended December 2020\) - Faculty of Sexual and Reproductive Healthcare](#)
- Healthy Lives, Healthy People white paper (2010) [Healthy Lives, Healthy People: Our strategy for public health in England \(publishing.service.gov.uk\)](#)
- Teenage Pregnancy and prevention framework(2018) [Teenage Pregnancy Prevention Framework \(publishing.service.gov.uk\)](#)

This service specification and related training will support community pharmacies to link into the wider system approach to provision of sexual health service across East Sussex for East Sussex residents. This will include awareness of patient pathways between specialist and primary care medical services, enhancing information and advice to those attending pharmacies for services, refer to the East Sussex Sexual Health website for contact information <https://www.eastsussexsexualhealth.co.uk>.

3. Aims and Outcomes

- to improve young people's access to, and choice of, EHC.
- to increase young people's knowledge and understanding of sexual health and

contraception including emergency contraception.

- to reduce East Sussex unintended pregnancy rates, and.
- to reduce prevalence of STIs within East Sussex.

4. Service Outline/Standards

The pharmacy will provide EHC Ulipristal Acetate 30mg or Levonorgestrel 1.5mg free of charge to clients in line with the terms and conditions of ESCC PGD (see Accreditation section number 8).

All EHC to be administered in the pharmacy or appropriately labelled and dispensed for the individual to take away.

This service specification is intended to provide free of charge EHC to young people aged 25 years and under.

Occasionally individuals aged over 25 years or over may experience significant barriers to accessing EHC within the available time frame. In circumstances where patients aged over 25 years would not be able to access EHC through other means, or who may have significant barriers to access through other means, pharmacists may use their clinical judgement to dispense EHC under this service specification to this group.

Pharmacies will provide STI home sampling kits as an **opt out test, to all who request pregnancy tests, EHC and condoms**. Home sampling 'Smartkits' will be initially supplied to pharmacies via the chlamydia screening programme lead who will ensure that the provider is registered for future Smartkit delivery requests direct from the online provider. The **pPharmacy** will order sufficient supplies of condoms and STI home sampling kits. In addition to Provision of EHC the pharmacy will offer when relevant:

- A free pregnancy test and appropriate referral advice to women aged 25 years and under only.
- Free condoms following the current C-Card scheme guidance where the individual is registered for C-Card. Once set up with the C-Card team (email address given)
- the home sampling will be a direct order with the supplier, as detailed in Appendix A
- For those not registered for C-Card, condoms should be given and recorded in all instances of provision of EHC and pregnancy tests.
- Accurate and up to date information and advice on sexual health issues, and referral to other sources of support e.g., specialist centres, support groups or other health and social care professionals as appropriate.

The pharmacy will be responsible for the promotion of the services outlined in this service specification. The **pPharmacy** will put on view a display indicating the available services listed under this specification.

Specific service standards and responsibilities of the provider regarding young people:

- All advice and information given to young people will be in line with NICE guidance for the provision of contraception and sexual health advice services for young people. [FSRH Clinical Guideline: Contraceptive Choices for Young People \(March 2010, amended May 2019\) - Faculty of Sexual and Reproductive Healthcare](#)
- All staff providing this service to young people will assess and demonstrate in records that the young people are Fraser Competent where appropriate by following the PharmOutcomes service template.
- All staff working with young people will ensure young people are aware of the limits of confidentiality in line with Sussex Child Protection and Safeguarding Procedures.
- All staff working with young people are expected to be responsive to the needs of individual young people regarding age, learning ability, culture, religion, ethnicity, sexuality, and gender.
- All staff will have a current working knowledge of community provision offering sexual health and contraceptive services (including young person specific and outreach services), these are available via the sexual health website www.eastsussexsexualhealth.co.uk

Availability

The contractor must have an accredited pharmacist available to be able to provide the free EHC service for 90% of their opening times in order to maintain trust in the East Sussex sexual health website service finder www.eastsussexsexualhealth.co.uk

On a case-by-case basis, restricted availability may be agreed by the Commissioner following discussion and contractual agreement in relation to identified resident's needs.

Pharmacies must notify the Commissioner of any changes to service provision.

Clinical Governance

As part of good clinical governance pharmacies are required to develop, implement, monitor, and review the clinical quality of the service that they undertake.

5. DBS Requirements

A DBS check must be in place for all appropriate 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 [Disclosure barring service check overview | gov.uk](#). The County Council policy is that DBS checks are refreshed every three years.

6. Referrals & Eligibility

Eligibility for EHC includes any woman aged 25 or under who resides at an address in East Sussex, this includes those residing in temporary residences such as the homeless and rough sleepers and asylum seekers and refugees.

Eligibility will be based upon the patient group directive (PGD) provided in PharmOutcomes.

Complex EHC and any contraception issues must be referred through to the patients GP, complex EHC and/or emergency coils requests through to the individuals GP or the East Sussex Specialist Sexual Health Team esht.hr.sps@nhs.net

Men and women of any age are eligible to access STI home sampling postal kits.

7. Equipment & Premises

The **p**Pharmacy must ensure that a confidential consultation space is available within the pharmacy. Where a separate consultation room is not available in the pharmacy, providers must ensure that client confidentiality is maintained at all times and that the premises allow appropriate consultation and advice to be provided to the patient in a way that is acceptable to them.

8. Accreditation & Training

Patient Group Directions (PGD) have been agreed for the supply of EHC by community pharmacies in East Sussex.

Emergency contraception 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 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 following training courses accessed via the following link [Emergency hormonal contraception \(cppe.ac.uk\)](https://cppe.ac.uk)

Core and foundation training

- Emergency Contraception
- Safeguarding Children level 2 (elfh)
- Safeguarding Adults level 2 (elfh)

Assessment

- Emergency contraception (2023)

Locum Pharmacists

If a pharmacist is working as a Locum and has done the aforementioned required training via the PharmOutcomes system for a different local authority area; they should be able to sign up to offer the EHC service by signing the DoC and PGD for the East Sussex contract.

Followed by completing the emergency contraception Declaration of Competence (DoC) on the CPPE website. [Emergency hormonal contraception \(cppe.ac.uk\)](https://cppe.ac.uk/emergency-hormonal-contraception)

Signing the DoC whilst not meeting the competencies may constitute or be treated as a fitness to practice issue and will be subject to referral to GPhC. The pharmacy contractor must keep on the pharmacy premises copies of each DoC completed by pharmacists that they employ/engage to deliver the service along with a signed copy of the PGD.

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.

Guide for completing DOC [Emergency hormonal contraception \(cppe.ac.uk\)](https://cppe.ac.uk/emergency-hormonal-contraception)

Turn on CPPE Viewer

Ensure you are logged into CPPE, and then click My CPPE. Then click on Profile. Scroll down and then click the boxes to enable your CPPE viewer and PharmOutcomes.

If you forget to do this, you will be prompted to do so the first time you click on a Declaration of Competence topic.

The commissioner will:

- ensure that an up to date PGD is available via the EHC section of the PharmOutcomes system;
- ensure that the EHC template, also available via the PharmOutcomes system, reflects clinical changes and guidance.
- conduct an annual review of pharmacies supplying this service to determine whether the needs of the local population are being met.
- updated information will be provided to pharmacies via PharmOutcomes when published.
- provide details of relevant referral points which pharmacy staff may use to signpost service users who require further assistance.

- disseminate information on the service to other pharmacies and health care professionals in order that they may signpost patients to the service; and,
- will promote the pharmacy EHC and Chlamydia screening service on the East Sussex Sexual Health website www.eastsussexsexualhealth.co.uk

9. Monitoring, Audit and Reporting

The pharmacy will maintain appropriate records and complete all monitoring paperwork using the ESCC designated PharmOutcomes system to ensure effective ongoing service delivery and audit.

Quality Indicators

- The Pharmacy will review its standard operating procedures regularly.
- The Pharmacy by signing this contract will participate in ESCC organised audit of service provision via PharmOutcomes activity.
- The Pharmacy will co- operate with any locally agreed needs assessment and/or research requirements.
- The Pharmacy will provide and check all relevant information for the service to be promoted on the East Sussex Sexual Health website.
www.eastsussexsexualhealth.co.uk

10. Payment/Cost

The Council will remunerate Pharmacies participating in this service as shown below:

Activity	Price
EHC Consultation fee This price includes any necessary STI home sampling kit, pregnancy test or non-C card condoms	£25.50
ESCC will pay pharmacies for the supply of Levonorgestrel and Ulipristil Acetate at the rate stated in the NHS Electronic Drug Tariff www.drugtariff.nhsbsa.nhs.uk This will be monitored and updated by PharmOutcomes	Drug tariff price + VAT
STI home sampling smartkit (supplied free via info@preventx.com)	Include d in consultation fee
Pregnancy test (supplied by esht.ccardessex@nhs.net) where indicated for those requesting EHC	Include d in

	consultation fee
Provision of condoms - to C-Card registered individuals. reimbursed via the C card PHLSA Provision of condoms - to non-C-Card registered individuals - If offering pregnancy testing and/or EHC, please offer condoms regardless of whether they are signed up to C-Card scheme.	

Payment will only be made via PharmOutcomes. If you are not registered with PharmOutcomes, raise a helpdesk request via [PharmOutcomes | pharmoutcomes.org](https://pharmoutcomes.org) [Pinnacle Health <helpdesk@phpartnership.com>](mailto:helpdesk@phpartnership.com) to receive a username and password. Details will be required of your pharmacy, contact information, and an email address to issue the login details.

11. Ordering of stock

Condoms and pregnancy test kits

The condoms for C-Card or non C-Card and pregnancy tests can be ordered via c card supplier (see order form Appendix A), please signpost to a C-Card registration if not registered [C-Card Registration | East Sussex Sexual Health Clinic](#). An order form is now included in the specification specifically for the pharmacy to obtain pregnancy tests and condoms to distribute. Please note that a claim for condoms can only be made where the individual is signed up with C-Card. Claims for C-Card can only be made for **p**Pharmacies signed up to deliver this service. The **p**Pharmacy should consider becoming a distribution outlet for C-Card in order to receive payment. A list of C-Card providers is available on the ESCC website.

STI home sampling Smartkits

Order by emailing info@preventx.com

12. Contacts

East Sussex Specialist Sexual Health Services

esht.hr.spsh@nhs.net

Paula Sowter, East Sussex Specialist Sexual Health Contraceptive Nurse Consultant

psowter@nhs.net

STI home sampling kits, condoms, pregnancy tests and lubrication
esht.ccardeastsussex@nhs.net

East Sussex Public Health

Public.Health@eastsussex.gov.uk

Tony Proom, Strategic Commissioning Manager for Sexual Health, Public Health

Tony.proom@eastsussex.gov.uk

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Appendix A

East Sussex EHC Pharmacy scheme condom and pregnancy test kit order form

Please complete this form to order East Sussex Pharmacy EHC Condoms. Your order can be sent by email, or post to: -

Email: esht.ccardeastsussex@nhs.net

Address: C-Card, Avenue house,
1 The Avenue
Eastbourne
East Sussex, BN7 1UE

Tel: 01323 - 416100

Delivery details

Date of order	
Organisation name	
Contact name	
Delivery address	
Postcode	
Telephone number	
Email address	

Order details

PRODUCT AND DESCRIPTION	QUANTITY (1 box = 144 condoms)
Mates Natural condom (<i>standard size</i>)	box(es)
Mates Conform condom (<i>tighter fitting</i>)	box(es)
Mates King Size condom (<i>larger size</i>)	box(es)
Mates Flavoured condom (<i>mixture of coloured and flavoured condoms - suitable for oral sex</i>)	box(es)
Mates Skyn condom (<i>non-latex</i>) Normally limited to 1 box per order	box
Pasante Female condom (<i>non-latex</i>) Normally limited to 1 box per order	box of 30
Water Based Lubricant (<i>10ml sachets</i>) Multiple orders of 500 only	box(es) of 500 sachets
Pasante MEDICheck Dip & Read Pregnancy Test (x50)	box (of 50 tests)

Your order will be confirmed by email and dispatched to you within 10 working days.