

**MEMORANDUM OF UNDERSTANDING:**

**AGREEMENT FOR THE  
SUPPLY OF THE CONDOM  
DISTRIBUTION SCHEME (CDS)**

**Updated: 31 August 2023**



**SURREY**  
COUNTY COUNCIL

Sexual Health Commissioning

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## 1 Overview

Young people are the group most affected by sexual ill health and the group for whom having an unintended conception could affect the longest and minimise life chances the most. Enabling young people to gain the knowledge and skills necessary to maintain healthy sexual health and wellbeing is crucial to their lifelong learning. This could be through formal education settings, through community education settings or through informal sources such as their community pharmacy.

There are currently two sexual health contracts in place between Surrey County Council and local pharmacies. These are for the provision of Chlamydia screening & treatment and also for Emergency Contraception (EC) for young people under 25 years of age. There is a causal link between these two issues which could easily negate the need for young people to seek EC or to become infected with chlamydia and that is the effective use of condoms.

Condom failure or lack of condom use are the two main statements made when young people approach a community venue asking for sexual health support. There is a need to increase the number and locations of condom distribution scheme outlets across Surrey to facilitate improved access and improved education on how to use condoms correctly.

### 1.1 Rationale

The existing Surrey condom distribution scheme (CDS) has 47 outlets across Surrey which young people between the ages of 13 and 24 can visit. Once registered with the scheme they can visit and be given free condoms or femidoms and lubricant.

Registration to participate in the scheme requires the young person to attend a registration outlet in the first instance if they are under 16 years old to provide basic demographic information, undertake a safeguarding check and review against the Fraser Guidelines and receive a demonstration on how to use condoms correctly. At that point they are issued with a card which they can take to any CDS distribution outlet and be given additional supplies of free condoms etc

If they are over 16 years of age they can register online through the Beetroot website and receive their card and first supply of condoms through the post.

The pharmacies will be CDS distribution outlets once a C Card has been issued by a registration outlet or through online registration in order to supply condoms etc. As distribution outlets pharmacies enable convenient access to the young people and the aim is to increase the use of the service.

### 1.2 Aims of the Condom Distribution Scheme

The key aims of the scheme are to:

- reduce the number of unintended teenage conceptions.
- reduce the incidence of HIV and other STI's in young people.
- increase the availability, accessibility, and acceptability of condoms.
- reduce the associated barriers in accessing condoms, including financial cost (leading to health inequalities) and embarrassment.
- link individuals into mainstream services.

## 2 Service outline

2.1 Public Health are proposing to carry out a pilot to find out the effectiveness of paying pharmacies £4.13 per distribution of condoms and a single retainer fee of £50.

2.2 Each pharmacy that signs up to the pilot will be paid £4.13 per distribution and a one off £50 retainer fee.

2.3 A minimum of one member of staff must have attended the virtual 1.5hr CDS and Chlamydia Screening Programme (CSP) training delivered by the specialist sexual health provider. This training will be provided online.

2.4 Our aim is to increase the number of young people accessing CDS through pharmacies.

2.5 To distribute condom packs to 13–24-year-olds, raise awareness of other sexual health services, and offer a chlamydia screen

2.6 All data must be uploaded on to the web-based IT platform from Therapy Audit for payment to be received.

2.7 This will be delivered in a respectful manner using the pharmacy consultation room as it is a confidential space. For repeat visits condoms can be distributed over the counter in discreet bags.

2.8 People will be signposted and referred to other relevant commissioned services as appropriate.

2.9 The pharmacy will offer a user-friendly, non-judgmental, patient-centred, and confidential service.

2.10 Pharmacists and staff involved in the provision of the service must be aware of and operate within any locally agreed protocols and follow their company Standard Operating Procedures that cover the provision of this service.

2.11 The service may be provided by any trained and competent staff.

2.12 Pharmacy staff must be aware of local child, and vulnerable adult, safeguarding procedures. These must be followed at all times.

## 3. Records Management and Information Sharing

3.1 All provisions will be recorded on the web-based IT platform from Therapy Audit.

3.2 Pharmacies will be required to be distribution sites only which will require entering the young person's C-Card number and what was issued onto the platform.

## 4 Eligibility

4.1 The service is available to 13–24-year-olds who present a C Card with their request.

## 5 Accessibility

5.1 Services will be available to anyone with a C-Card who needs them during pharmacy opening hours.

5.2 In the instance the service becomes temporarily unavailable (for example, due to staff shortages or unanticipated closures):

- Information will be provided to enable pharmacies to signpost patients to access the service.
- Public health sexual health shall be notified of service unavailability and informed of the alternative arrangements which have been put into place.

5.3 During normal working hours support will be available from the scheme co-ordinator who will be able to answer specific queries and/or arrange for a referral to take place to a specialist sexual health service.

## 6 Training and Support

6.1 Delivery of this service as a distribution outlet can be undertaken by any member of the pharmacy support staff.

6.2 A minimum of one staff member must attend the joint CDS and CSP training. However, we would encourage all staff inputting data to read through the data input guidelines for the scheme's database to ensure that data is inputted correctly.

6.3 Should the young person require advice, detailed information, or signposting to another service it is advisable that a member of staff who has completed the training specified within the existing Public Health Agreements takes responsibility for the interaction.

6.4 An appropriate number of condoms and lubricant will be sent out to the pharmacy by the scheme co-ordinator. The appropriate number of resources required will be initially supplied as an agreed number of condoms for distribution based on how many 13-24 years olds might be interested in accessing the service.

6.5 When a pharmacy needs to restock, they can contact the scheme co-ordinator who will check that their distribution data is up to date. If all the data has been submitted, the scheme co-ordinator will send more stock to the pharmacy.

6.6 Training for the service will be provided virtually by the specialist sexual health service.

## 7 Costs

7.1 Start-up will consist of packs of condoms and lubricant supplied free of charge.

7.2 All condoms, lubricant and promotional materials will be distributed to the pharmacies free of charge.

7.3 All training is provided free of charge.

## 8 Safeguarding

8.1 Pharmacy staff must be aware of local child and vulnerable adult safeguarding procedures and follow them at all times.

8.2 The Responsible Pharmacist must be trained to Level 2 in Safeguarding.

8.3 If there are any concerns regarding safeguarding the pharmacy should immediately implement its own safeguarding policy and procedures.

## 9 Quality and safety

9.1 As it is a pilot there will be a Memorandum of Understanding (MOU) set up between the pharmacy and Surrey County Council (Public Health Department) stating the pharmacy has agreed to be a distribution site.

9.2 For the pilot there will be no target set for the number of distributions or repeat visits.

9.3 Activity will be monitored throughout the pilot phase and the scheme coordinator will initially supply an agreed number of condoms for distribution based on how many 13-24 years olds might be interested in accessing the service.

9.4 The pharmacy must have up-to-date policies and procedures in place for delivery of these services.

9.5 Each individual outlet is assigned a unique location code which is linked automatically to a distribution when the C-Card number is input to the database. This will enable the scheme coordinator to review uptake from each outlet and to offer additional help and support if needed.

9.6 When a young person accesses the outlet the member of staff dealing with them will need to ask for sight of their C-Card, will need to note the number on the reverse of the card and then hand over a supply of condoms or femidoms and any lubricant that is required. As soon as possible after the intervention, the C-Card number should be input to the CDS scheme's IT system and a note of what was issued. The intervention is then complete.

9.7 During the pilot phase a short online questionnaire (5 questions) will be made available by Surrey County Council to users of the scheme via a weblink or QR code to assess the effectiveness of the scheme.

9.8 These questions will focus on the scheme overall and not on individual pharmacies and will elicit information on whether venues are in the correct locations, are easily accessible etc. In addition, an online questionnaire will be made available to pharmacies to elicit feedback on the scheme and how their particular outlet has found being part of it and ways of improving it.

9.9 The data will be analysed to look at the number of 13–24-year-olds that have accessed the scheme per pharmacy and how many repeat visits they have recorded. If pharmacies have only managed to deliver the service to a small number of 13–24-year-olds, support will be offered to increase their numbers.

9.10 If the pharmacy is interested in continuing with the scheme once the pilot is complete, we will use the data recorded and set a target based on that moving forward.

## 10 Incidents and feedback

10.1 Incidents and feedback in relation to any service will be reported and investigated as per the pharmacy's incident reporting procedures.

## 11 Storage and waste

11.1 The condom and lubricant will have expiry dates written clearly on them and should not be given out 6 months prior to the expiry date.

11.2 The consumables should be stored in a cool and dry place below 24°C temperature and avoid keeping near moisture prone areas or near reach of direct sunlight.

11.3 All out-of-date condoms and lubricant should be disposed of in general waste. Due to the nature of the materials used neither unused condom or lubricant is recyclable.

## 12 Use of Locum Pharmacists

12.1 The contractor has a duty to ensure that staff and other pharmacists (including locums) involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service to ensure the smooth continuation of the service in their absence.

12.2 The contractor should ensure that there are adequate support staff, including staff specifically trained to support this service in the pharmacy, in order to support the pharmacist (including locum pharmacist) in the operational elements of the service and to help ensure the safe and smooth running of the service.

12.3 The contractor will ensure that appropriate professional indemnity insurance is in place.

## 13 Funding and Claiming Procedure

Service Provided	Fee
Distribute condoms	£4 .13 per distribution
Retainer Fee	A single retainer payment £50

13.1 Payments will be made monthly upon input of the data onto the CDS scheme's IT platform.

13.2 Fees will be paid on the basis of submitted claims into a bank account specified by the contractor.

13.3 Contractors are responsible for entering accurate claims data on the correct website. Claims can be entered weekly (although daily would be preferable) there is no need for the transaction to be entered 'live'.

13.4 Use of the service will be reviewed on a regular basis.

## 14 Pilot Timeframe

14.1 The CDS pilot project with pharmacies will operate from 1<sup>st</sup> October 2023 to 30<sup>th</sup> September 2024.

14.2 By signing this MoU pharmacies agree to commit to delivering this service until 30<sup>th</sup> September 2024.

14.3 At the end of the pilot, a discussion will take place between the Surrey County Council Public Health team and individual pharmacies to determine whether to move this MoU into a substantive agreement and continue the delivery and funding of the service.

14.4 There will be opportunities for pharmacies to join this pilot after each of the trainings which take place on the following dates:

- 13 Sept 2023
- 22 Jan 2024
- 13 March 2024

A retainer fee of £50 will be paid to all pharmacies participating. Those pharmacies that are continuing with the scheme and received less than £50 retainer fees due to joining later will receive an additional retainer fee to ensure they received £50 in total.



Signed for and on behalf of: **Surrey County Council**

Signed *Kate Crockatt* 11/01/2023 (Authorised Signatory)

Name: Kate Crockatt      Position: Public Health Lead

Signed for and on behalf of: \_\_\_\_\_ (Pharmacy Name)

NHS Code: \_\_\_\_\_

I confirm that the above MoU is agreed and accepted:

Signed \_\_\_\_\_ (Authorised Signatory)

Name \_\_\_\_\_ Position \_\_\_\_\_