

Public Health Locally Commissioned Services

April 2026 – March 2029

Community Pharmacy: C-Card Condom Distribution Scheme

1. Aims of the service

The aim of the C-Card condom distribution scheme is to improve the sexual health and well-being of young people under 25 years of age in Brighton and Hove by providing quick, easy and confidential access to free condoms via community pharmacies.

Community pharmacy staff providing the service must show awareness and be responsive to the needs of young people who access the service. The 'You're Welcome' guidance sets out 8 standards and associated quality **criteria** for youth-friendly services that **have** been developed in partnership with young people.

['You're Welcome': establishing youth-friendly health and care services - GOV.UK](#)

2. Objectives of the service

- To provide young people aged 13-24 years old with quick and confidential access to condoms via participating community pharmacies.
- To reduce the incidence of chlamydia and other sexually transmitted infections (STI's) in young people.
- To increase the availability, accessibility, and acceptability of condoms.
- To reduce the associated barriers in accessing condoms, including financial cost (leading to health inequalities) and embarrassment.
- To link young people into mainstream services by signposting to the Brighton and Hove Sexual Health and Contraception (SHAC) service [Brighton Sexual Health and Contraception Service and Clinics](#).

3. Service Outline

- The C-Card Scheme [C-Card for free condoms - Brighton Sexual Health](#) gives young people 13 to 24 years of age access to free condoms, internal condoms and lubricant.
- C-cards are available to download in App format from the SHAC website. <http://brightonsexualhealth.com/advice/c-card-free-condoms/>.
- Paper copies are also available to collect from the clinics listed on the website SHAC website. [Our locations - Brighton Sexual Health and Contraception Service](#)
- C-Card packs will be supplied to contracted community pharmacies free of charge by the Chlamydia Screening Programme (CSP) – contact details in Appendix 1.
- The contractor must manage the stock of the C-card packs by liaising with the CSP. The service's QR poster can be requested from the CSP. (see contact details in Appendix 1)
- Contractors will be issued with display material from the CSP to advertise that the C-card service is available from the pharmacy.
- The contractor must ensure that all staff are appropriately trained to give out condoms under the C-card scheme. Refer to section 4.
- Pharmacy staff providing the C-card service are also required to watch the videos on the C-Card website and signpost young people to this information. Refer to section 4.
- The contractor will issue one C-Card pack containing 6 condoms and 1 lube under the scheme at each interaction. The supply can be repeated every 7 days; however, the young person can request extra supplies if required.
- Contractors must ensure that young people who are using the C-Card App scan the service's QR poster and show staff their "collect screen" before collecting the C-card pack.

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- Contractors must ensure that young people using paper C-Cards, present the card so it can be marked to register the supply.
- If the C-card App or paper C-card are not presented, then 3 condoms may be issued instead of the full pack and the young person should be encouraged to download and register with the App or go to a C-card collection point. The single condoms will be supplied by the CSP with the C-card packs.
- Further details are available on the Sexual Health and Contraception (SHAC) service website. <http://brightonsexualhealth.com/advice/c-card-free-condoms/>

4. Quality Indicators

- In the delivery of the service 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 service is available for 100% of opening hours. If the service is not available, then the pharmacy should direct the person to another pharmacy providing the service as listed on the SHAC website.
- Pharmacy staff providing the service have completed the training detailed in section 4.
- Health promotion materials promoting sexual health and the availability of the service are displayed within the pharmacy and on the SHAC website.
- Contractors unable to provide the service either temporarily or permanently must contact the service commissioner as soon as possible and no longer than 24 hours from stopping provision.
- PharmOutcomes for the purposes of audit and claiming payment should be completed either during the consultation or by the end of the day the supply was made.
- Contractors have a safeguarding policy that is aligned to Brighton and Hove safeguarding policies. Refer to section 5.

5. Training

- Training is via an online live webinar or recording of the training and should not take longer than one hour to complete. The webinar training link will be forwarded to commissioned pharmacies.
- Pharmacy staff providing the C-card service are also required to watch the videos the on C-Card website and signpost young people to this information.
[C-Card for free condoms - Brighton Sexual Health](#)

How to use your C-card App (2 minutes)
Consent and Safeguarding (5 minutes)
How to use a Condom (2 minutes)

6. Safeguarding

Contractors must have a safeguarding policy in place that is in line with the Brighton and Hove safeguarding policies (listed below) before providing the service. All staff working in the pharmacy must be made aware of the key contacts for safeguarding advice within the pharmacy and how to raise safeguarding concerns.

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- If child is < 13 years contact the Brighton & Hove Safeguarding Children Partnership <https://www.bhscp.org.uk>
- Safeguarding concerns (for children aged 13 to 18) identified at presentation should be referred to the Brighton & Hove Safeguarding Children Partnership. <https://www.bhscp.org.uk><http://www.brightonandhovelscb.org.uk/>
- Follow local safeguarding arrangements for vulnerable adults when appropriate. [Report a safeguarding concern \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/content/social-care/keeping-people-safe/help-adults-risk-abuse-or-neglect) <https://www.brighton-hove.gov.uk/content/social-care/keeping-people-safe/help-adults-risk-abuse-or-neglect>
- Contractors are encouraged to access the NHS England Safeguarding App or access the following information [NHS England » Safeguarding](#).
- Pharmacy staff providing the service are expected to understand and adhere to Fraser guidelines (refer to Appendix 2), child protection and safeguarding policies at all times when providing the C-Card scheme. All staff will have been trained in child protection and safeguarding.

7. Termination and change requirements

- Termination of this service contract can be made earlier by either party at 3 months' written notice.
- Failure to provide activity data in a timely manner or meet the terms and conditions of the service specification as stated above will result in immediate termination of the contract.
- Pharmacies must inform the commissioner within 24 hours if for any reason they are unable to provide the service either temporarily or permanently.

8. Stock Management

- C-Card products will be supplied to providers free of charge by the CSP. Refer to Appendix 1
- C-Card products (condoms, lubricant, C-Cards and C-Card stickers) should be ordered using the contact details in Appendix 1.

10. Payments for the service

The training and accreditation requirements and data collection are reflected in the fee structure. Payment will be made monthly on receipt of appropriate documentation and completion of the data capture templates on PharmOutcomes (PO) and submitted to BHCC.

Fee	Remuneration
C - Card pack supplied and recorded on PO	£3.50

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Appendix 1

Chlamydia Screening Programme Team Contact Details

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 females 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 the C-card condom distribution scheme and the supply of C-card packs including 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 C-card 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.

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Individual contact details are as below. Name	Job title	Telephone No.	Email address
Beth Kent	Health Promotion Specialist	01273 523222	B.Kent2@nhs.net
Kim Fortescue Talwar	Lead Nurse for Integrated Sexual Health and HIV	01273 696955 x64103	kim.fortescue-talwar@nhs.net
Rosie Gahnstrom	CSP Data Administrator	01273 523222	rosie.gahnstrom@nhs.net
Mia Masters	Health Promotion Administrator	01273 523222	mia.masters@nhs.net
Caitlin O'Connor	Health Promotion Specialist	01273 523222	caitlin.oconnor1@nhs.net
Amy Foot	CSP Home Sampling Administrator	01273 523222	amy.foot2@nhs.net

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Appendix 2

Fraser Guidelines

In England, Wales and Northern Ireland, in order to provide contraception to young people under 16 years of age without parental consent, it is considered good practice to follow the Fraser Guidelines/criteria.

While the Fraser Guidelines below relate specifically to contraceptive advice or treatment, the principles are applicable to other sexual health services for young people under 16. A young person's age should not be a barrier to them accessing condoms.

Competence is demonstrated if the young person is able to:

Understand the treatment, its purpose and nature, and why it is being proposed.

Understand its benefits, risks and alternatives.

Understand in broader terms what the consequences of the treatment will be.

Retain the information for long enough to use it and weigh it up in order to arrive at a decision.

A young person is competent to consent to contraceptive advice or treatment if:

- The young person understands the professional's advice.
- The professional cannot persuade the young person to inform their parents or allow the professional to inform the parents that they are seeking contraceptive advice.
- The young person is very likely to begin or continue having intercourse with or without the contraceptive treatment.
- Unless they receive contraceptive advice or treatment, the young person's physical or mental health or both are likely to suffer.
- The young person's best interests require the professional to give contraceptive advice, treatment or both without parental consent.

Reference

- Faculty of Sexual and Reproductive Healthcare Clinical Guideline: Contraceptive Choices for Young People Clinical Effectiveness Unit March 2010 (Amended May 2019)

<https://www.fsrh.org/standards-and-guidance/documents/cec-ceu-guidance-young-people-mar-2010/>