

Top Tips: Condom Distribution Service (Brighton & Hove)

Aims of 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 <https://brightonsexualhealth.com/>

Service at a glance

- Target group: young people aged 13–24 years with quick, confidential access to free condoms, internal condoms and lubricant.
- C-Card packs are supplied free of charge by the Chlamydia Screening Programme (CSP)

Availability of C-cards:	
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 – https://brightonsexualhealth.com/about/locations/



Check the young person presents either the C-Card App collect screen or a paper C-Card before issuing a full pack – 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



If no App or paper C-Card is presented, only 3 condoms may be supplied and the individual should be encouraged to register



One C-Card pack contains 6 condoms and 1 lubricant sachet. Repeat supply normally every 7 days, with additional supplies available if required.



Operational top tips

Training	Supply
Ensure all staff providing the service complete the webinar training and watch the C-Card videos https://brightonsexualhealth.com/advice/c-card-condoms/ -How to use your C-card App (2 minutes) -Consent and Safeguarding (5 minutes) -How to use a Condom (2 minutes) Training for the service will be provided virtually by the specialist sexual health service. Training dates for the online training can be found here: https://www.sexualhealth.cnwl.nhs.uk/surrey-sexual-health-and-contraception/	Record all supplies on PharmOutcomes during the consultation or by the end of the same day Service should be available during 100% of opening hours or patients should be directed to another participating provider.
 Contractors will be issued with display material from the CSP to advertise that the C-card service is available from the pharmacy	

Safeguarding and governance

- Have a safeguarding policy aligned to Brighton & Hove safeguarding arrangements
- Apply Fraser Guidelines and safeguarding procedures for all young people
- Any service interruption must be reported to the commissioner within 24 hours

Payment and stock



Claim £3.50 per C-Card pack supplied and recorded on PharmOutcomes.



Order stock, cards and promotional materials from the CSP team

Implementation Tips

- Train the whole pharmacy team, not just pharmacists.
- Proactively promote the service using posters and conversations.
- Ensure data recording is completed promptly to avoid payment delays.
- Maintain adequate stock levels and monitor expiry dates.
- Document local safeguarding contacts and escalation routes.
- Use every interaction as an opportunity to signpost to wider sexual health services.



Increasing Service Provision

Top tip	How to
Make every team member a C-Card champion	• Train all pharmacy staff, including counter assistants, dispensers, technicians, and pharmacists. • Ensure staff watch the C-Card videos covering the app, consent/safeguarding and condom use. • Use quick refresher sessions to maintain awareness.
Make C-Card highly visible	• Display the CSP provided C-Card promotional material. • Use posters and conversations to proactively promote the service. • Make sure young people can easily identify the pharmacy as a C-Card collection point. • Position QR code posters where young people can discreetly scan them. • Include information on digital screens and pharmacy social media channels.
Promote the Service Proactively	• Mention the service during: ○ Emergency contraception consultations ○ Sexual health discussions ○ Chlamydia screening conversations ○ Contraception service interactions • Encourage staff to routinely ask appropriate young people if they know about the C-Card scheme. • Highlight that the service is free, confidential, and available without an appointment.
Keep the service available throughout opening hours	• Aim for service availability during 100% of opening hours. • Ensure staff understand the collection process. • If the service is unavailable, direct the young person to another participating provider.
Strengthen Links with Local Youth Services	• Build relationships with: ○ Schools and colleges ○ Universities ○ Youth centres ○ Housing and homelessness services ○ Social care teams ○ Community organisations supporting young people • Provide leaflets and encourage referrals into the pharmacy service.
Maintain Excellent Stock Management	• Monitor stock levels weekly. • Check expiry dates routinely. • Keep sufficient supplies of:



	○ Condoms ○ Internal condoms ○ Lubricant ○ C-Cards ○ Promotional materials • Reorder early through the CSP team.
Use every contact to support wider sexual health	• Promote wider sexual health support including: ○ STI testing ○ Chlamydia screening ○ Contraception advice ○ Emergency contraception ○ Sexual health clinics • Link into Brighton & Hove SHAC where appropriate. • Use condom provision as an opportunity for wider sexual health conversations.
Maintain strong safeguarding practice	• Apply Fraser Guidelines and safeguarding procedures for all young people. • Maintain a safeguarding policy aligned with Brighton & Hove arrangements. • Ensure local safeguarding contacts and escalation routes are documented.
Remove Barriers and Reduce Embarrassment	• Offer a private and welcoming approach. • Avoid requiring young people to explain why they need condoms. • Make consultations quick and discreet.
Celebrate and Share Success	• Share positive service figures with staff. • Recognise team members who actively promote the service. • Discuss service outcomes at team meetings.