

Top Tips: Condom Distribution Service (Surrey)

Aims of service

-  Reduce the number of unintended teenage conceptions.
-  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.
-  Reduce the incidence of HIV and other STI's in young people.

Referral into scheme

<16 years old	16 years old +
- Attend a registration outlet in the first instance to: - Provide basic demographic information - Undertake a safeguarding check and review against the Fraser Guidelines - 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.	Can register online through the Beetroot website and receive their card and first supply of condoms through the post.

Accessibility

- Services will be available to anyone with a C-Card who needs them during pharmacy opening hours.
- During normal working hours support will be available from the scheme coordinator who will be able to answer specific queries and/or arrange for a referral to take place to a specialist sexual health service.

If 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.



Service at a glance

- Target group: 13–24 year olds who present a valid C-Card
- Pharmacies act as distribution sites only – registration is completed elsewhere – online for eligible young people aged 16 years old or over, and face to face at a registration outlet for eligible young people ages 13–15
- Condoms, femidoms and lubricant may be supplied

Operational top tips

Training	Supply
Ensure at least one team member completes the 1.5-hour CDS and Chlamydia Screening Programme training. 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 every supply on the Therapy Audit web platform using the young person's C-Card number. Repeat supplies can be provided discreetly over the counter.
 Offer chlamydia screening awareness and signpost to other sexual health services where appropriate.	

Storage and waste

 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.	 The condoms and lubricant 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.	 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 nor lubricant is recyclable.
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Safeguarding and governance

- Responsible Pharmacist should be trained to Safeguarding Level 2
- Follow local safeguarding procedures and implement pharmacy safeguarding processes immediately if concerns arise
- Pharmacy must already provide the Pharmacy Contraception Service and Chlamydia Screening services

Payment and stock



Receive £4.13 per distribution plus a one-off £50 retainer fee



Stock replenishment is dependent on distribution data being up to date

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. • 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. • 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.
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.