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| **Specification Title** | Emergency Contraception in Community Pharmacy |
| **Service Lead** | Lucy Poland-Goodyer – Commissioning Manager Shannon Hursey – Commissioning Officer |
| **Contract Period** | 1st April 2023 to 31st March 2028 |

1. **Agreement to provide**

By offering this service the Pharmacy agrees to comply with all requirements under the Buckinghamshire Council Public Health Services Contract.

1. **Background**

Buckinghamshire Council is committed to improving the sexual health and wellbeing of its population and targeting services to those areas of greatest need. It recognises the direct links between sexual ill health, poverty, poor housing, unemployment, discrimination and other forms of social exclusion. The main elements of a modern, comprehensive sexual health service are defined as providing:

* Prevention of sexually transmitted infections (STIs) and HIV
* Diagnosis and treatment of STIs and HIV
* Contraception care and abortion
* Services that address psychological and sexual problems

The organisation of current sexual health care provision is complex and delivered across a range of primary care providers at level one including general practice, community pharmacyand specialist sexual health providers. Young people under 25 years are a key target group for sexual health prevention and reducing teenage conceptions is one of three national public health outcome indicators for sexual health.

For full details on the Buckinghamshire Joint Strategic Needs Assessment visit <https://sexualhealthbucks.nhs.uk/professionals/sexual-health-needs-and-data/> and to see a copy of the latest Buckinghamshire Sexual Health Strategy please visit <https://sexualhealthbucks.nhs.uk/professionals/sexual-health-strategy-2016-2021/>

1. **Service**

This service is for the provision of free Emergency Contraception (EC) to women\* aged from 13 in the community pharmacy setting. There is no upper age limit.

*\*References to women throughout this specification include women and other people with a womb or ovaries and include transgender men, and non-binary people assigned female at birth, and intersex people with a womb or ovaries.*

The service will be provided in compliance with Fraser guidance and Department of Health (DH) guidance on confidential sexual health advice and treatment for young people under 18 [www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services](http://www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services)

***3.1 Service outcomes are to:***

* Improve access to emergency contraception, safer sex and sexual health advice
* Reduce the number of unintended pregnancies in the client group by use of EC
* Refer all clients accessing this service into mainstream contraceptive services for ongoing contraceptive needs
* Increase the knowledge of risks associated with contraception and sexually transmitted infections (STIs)
* Refer clients at risk of STIs to an appropriate service
* Increase knowledge, especially among young people, of the availability of EC from the community pharmacy setting
* Increase access to the chlamydia screening programme by providing additional locations where women can be signposted to screening.
* Increase access for young people to sexual health advice and referral on to specialist sexual health services where required.

***3.2 Definitions of clients:***

EC provided free of charge to women aged 13 and over, and in line with safeguarding practice. There is no upper age limit.

***3.3 Exclusions***

Clients excluded from the patient group direction (PGD) criteria will be referred to another local service that will be able to assist them as soon as possible, e.g. GP, specialist sexual health service.

**3.4 The service will:**

* Provide free EC to women aged 13 and above and offer a user-friendly, non-judgmental and confidential service using client centred communication skills. EC to be supplied in line with the Buckinghamshire Levonorgestrel 1500 Patient Group Direction (PGD). PGD can be accessed:

<https://sexualhealthbucks.nhs.uk/professionals/community-pharmacies/>

* If the client had unprotected sex more than 96 hours but less than 5 days ago, they should be urgently referred to a specialist sexual health clinic, or their GP practice for alternative emergency contraception. Details of clinics can be found <https://sexualhealthbucks.nhs.uk/>
* For clients aged 15-24, explain the importance of chlamydia screening and how to access a free test through <https://sexualhealthbucks.nhs.uk/>
* Give out promotion materials provided by the service and signpost to Buckinghamshire Sexual Health website <https://sexualhealthbucks.nhs.uk/>

Advice and signposting:

* Provide support and advice to clients accessing the service, including:
	+ Advice on the avoidance of unintended pregnancy
	+ Advice on avoidance of sexually transmitted infections (STIs)through safer sex and condom use,
	+ Advice on the use of regular contraceptive methods, e.g. Long Acting Reversible Contraception (LARC)
	+ Provide onward signposting to local sexual health services and website [www.sexualhealthbucks.nhs.uk](http://www.sexualhealthbucks.nhs.uk) that provide further advice and care around contraception, including LARC, diagnosis and management of STIs.

Safeguarding

* Comply with safeguarding processes as detailed in section 3.5

Record Keeping

* Maintain appropriate records to ensure effective ongoing service delivery and audit. Records are confidential and should be stored securely and for a length of time in line with local NHS record retention policies.

Governance

* Ensure that pharmacists and staff involved in the provision of the service are fully trained and are aware of and operate within local protocols, including having robust systems in place to fully inform all locum staff.
* Ensure that clients are referred to a participating pharmacy or other appropriate service if the accredited pharmacist is absent. Participating pharmacies are on the Bucks sexual health website <https://sexualhealthbucks.nhs.uk/service-finder/?filter=emergency-contraception>
* Ensure a standard operating procedure is in place for this service.
* Share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements, including, where appropriate, the need for the permission of the client to share the information.
* Gain informed consent before sharing any relevant information with other health care professionals and agencies in line with locally determined confidentiality arrangements.

***3.5 Safeguarding***

All pharmacy service protocols should reflect national and local child and adult protection guidelines and the pharmacy has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in Safeguarding Children and Vulnerable Adults through the Centre for Pharmacy Postgraduate Education (CPPE) training.

All under 18’s must be assessed using the CSE checklist, included on PharmOutcomes. Those at high risk for example, from child sexual exploitation (CSE) or those with drug and alcohol related issues should be flagged on the PharmOutcomes system. More information on CSE can be found on <https://sexualhealthbucks.nhs.uk/professionals/safeguarding/> and <https://www.buckssafeguarding.org.uk/childrenpartnership/parent-and-carers/sexual-exploitation/>

The provider will abide by the legislation on safeguarding (children and adults). This includes the safeguarding policies operated by Buckinghamshire Safeguarding Children Partnership. [www.buckssafeguarding.org.uk](http://www.buckssafeguarding.org.uk) This shall include understanding safeguarding referral procedures and referral pathways to the First Response Team and/or Thames Valley Police. See appendix D for contact details.

The service will be provided in compliance with Fraser guidance and Department of Health guidance on confidential sexual health advice and treatment for young people aged under 16 years. If a young person is not deemed to be Fraser competent, please encourage them to involve their parents in the process. The pharmacist must ensure that child protection concerns have been considered and seek advice from the child protection team if there is any doubt. All clients under the age of 16 years should be referred to the pharmacist to ensure that they comply with Fraser Guidelines.

In the Fraser Guidelines, based on a House of Lords Ruling; a health professional can give advice or treatment to a person under 16 without parental consent providing they are satisfied that:

* The young person will understand the advice
* The young person cannot be persuaded to tell his or her parents or allow the practitioner to tell them that they are seeking contraceptive advice
* The young person is likely to begin or continue having intercourse with or without contraceptive treatment
* The young person's physical or mental health is likely to suffer unless he or she receives contraceptive advice or treatment.
* The young person’s best interest requires the practitioner to give contraceptive advice and/or treatment without parental consent.

The cross government guidance on child protection, Working Together to Safeguard Children, is available at [www.workingtogetheronline.co.uk/index.html](http://www.workingtogetheronline.co.uk/index.html)

The Provider will ensure that all staff working on this specification have had a satisfactory enhanced Disclosure and Barring Service[[1]](#footnote-2) (DBS) check. A DBS check is required due to one to one work with clients under 18 years. Please see section 4 for more information on how the cost of a DBS can be reimbursed.

 ***3.6 Confidentiality***

All service users should be made aware of their right to confidentiality and that this will be respected and maintained in line with General Pharmaceutical Council and other professional bodies’ recommendations.

***3.7 Hours of service***

During the pharmacy’s contracted opening hours, an accredited pharmacist will normally be available to provide the EC service from the pharmacy premises on a basis that supports service aims and intended outcomes. Improved access to EC and sexual health advice is particularly required outside of traditional working hours (i.e. beyond Monday to Friday, 9am – 5pm). If under exceptional circumstances an accredited member of staff is not available, the women must be advised when they will return and be offered details of alternative services close by <https://sexualhealthbucks.nhs.uk/service-finder/>

***3.8 Treatment***

Supply levonorgestrel in line with the requirements of the locally agreed Patient Group Direction (PGD). The pharmacist must agree to work within and must sign and return the current Buckinghamshire Levonorgestrel 1500 PGDwhich can be accessed: <https://sexualhealthbucks.nhs.uk/professionals/community-pharmacies/>

Any updated PGD is signed by all accredited pharmacists working at the pharmacy and a new signature sheet for the PGD must be submitted to Buckinghamshire Council within four weeks of circulation.

When an accredited pharmacist is on the premises, EC should be supplied free of charge to clients as part of the scheme. However, at the request of a client, Levonelle® One Step may be sold over the counter within product licence, if this is more acceptable.

***3.9 Buckinghamshire Council will provide the following to support this provision:***

* Ensure the presence of a locally agreed PGD for the supply levonorgestrel (EC)
* Online training on implementation of EC PGD, Chlamydia screening and safeguarding. This will include Fraser guidelines and guidance on confidential sexual health advice and treatment for young people aged under 18.
* Training to promote service development and update pharmacy staff with new developments, knowledge and evidence.
* Manage the Buckinghamshire sexual health website [www.sexualhealthbucks.nhs.uk](http://www.sexualhealthbucks.nhs.uk) including details of all pharmacies providing this service and details of all sexual health services in the county.
* Promote the service locally, including the development of publicity materials, which pharmacies can use to promote the service to the public.
* Provide advice on sexual health commissioning and links with all other sexual health providers at national and local level to ensure evidence-based practice, including the development of a local sexual health network, health needs assessments and strategies.
* A lead on health promotion across the county and co-ordination of programmes with for example, schools, further and higher education on sexual health.
1. **Accreditation and Competencies**

The Provider must ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service, including sensitive, client-centred communication skills. Please also see section 5, training.

Prior to commencement of the service, Pharmacists and locums must provide Buckinghamshire Council with a signed Levonorgestrel 1500 Patient Group Direction (PGD) for use in Buckinghamshire. The PGD is regularly reviews and updated every 3 years. It can be accessed <https://sexualhealthbucks.nhs.uk/professionals/community-pharmacies/>

The pharmacist must be currently registered with the General Pharmaceutical Council (GPhC) and this commissioned EC service can only be provided from a pharmacy by a locally accredited pharmacist.

Pharmacists must complete a three yearly Enhanced Disclosure and Barring Service (DBS) (including barred list) check and provide the certificate number. The cost of the DBS can be reimbursed by Buckinghamshire Council if the Pharmacist needs to get a new DBS check primarily for delivery against this specification. Proof of purchase for the DBS should be sent to phcontracts@buckinghamshire.gov.uk within two months of payment. Payment will be made to the pharmacy.

To be able to claim on Pharmoutcomes, Pharmacists will need complete the EC accreditation section. The information required is:

* GPhC registration number
* Confirmation that Buckinghamshire Council training has been undertaken
* Confirmation of having a DBS and the DBS number
* Confirmation of Service Agreement
* Date CPPE training was undertaken

There is a three-month grace period from service commencement to complete this information. This information will be required to be updated every three years.

**5 Training**

**5.1 Buckinghamshire Council Online Training**

Online training has been developed by Public Health in conjunction with the Local Pharmaceutical Committee (LPC). All staff who deliver on this specification should complete this training covering chapters on EC, chlamydia and safeguarding This is available <https://sexualhealthbucks.nhs.uk/professionals/community-pharmacies/>

This training must be undertaken every three years.

**5.2 CPPE training**

Compulsory training

* CPPE Emergency Contraception e-learning programme
* CPPE Safeguarding children and vulnerable adults e-learning programme

Beneficial training

* CPPE Contraception open learning programme
* CPPE Difficult discussions programme
* CPPE Sexual health in community pharmacies – open learning
* Spotting the Signs child sexual exploitation for those working in sexual health services and/or any other CSE course provided via Bucks Children’s Safeguarding Board

CPPE modules can be accessed at: [www.cppe.ac.uk](http://www.cppe.ac.uk/)

**6 Equipment/Facilities**

A pharmacy contracted to provide sexual health services must have a consultation area which meets the following requirements:

* The patient and the pharmacist can sit down together
* They can talk at normal speaking volumes without being overheard by staff or customers
* The area is clearly signed as a private consultation area; and
* Has weighing scales.

These areas will ideally be at the level required for the provision of Medicine Use Reviews (MURs) detailed in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions. For advice on this please contact the Pharmaceutical Team in the Area Team at NHS England or <http://psnc.org.uk/services-commissioning/advanced-services/murs/mur-premises-requirements/>

**7 Quality and Audit**

Buckinghamshire Council will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment. This is via the electronic recording system, PharmOutcomes[[2]](#footnote-3).

Buckinghamshire Council reserves the right to request evidence or information that the provider is providing the service in a way that is safe, convenient and in accord with the requirements of this specification. The provider is required to comply with all reasonable requests for evidence or information.

The pharmacy will participates in any organised audit of service provision if requested to do so; the details of the audit to be discussed and agreed with the Local Pharmaceutical Committee (LPC). Where there are cost implications of undertaking this audit the Council will discuss with the LPC.

The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

The pharmacy will complete all required data collection fields (see appendix B) and use PharmOutcomes for transfer of non-patient identifiable information to the Council.

The pharmacy will comply with any post-payment verification of payment claim forms undertaken by or on behalf of the Council.

Performance monitoring of this service specification may be undertaken at any time by Buckinghamshire Council and at the time of the pharmacy contract assessment visit by the Area Team from NHS England.

**8 Termination Notice**

For either party to terminate this agreement there will be a three month notice period.

**9 Payment (Charges)**

 Payments are made monthly. The tariff for these services are set out in the table below

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| **Tariff**  | **Payment (£s)** |
| Per EC consultation regardless of whether EC is supplied | £20.00 per client |
| EC supplied at drug tariff price in the BNF (2022) £5.20 plus VAT at low rate | £6.24  |

Claims for EC are made by the Pharmacist completing the required information on PharmOutcomes. Claims should be completed monthly but Pharmacists are able to retrospectively claim for the previous month. Any claims outside of this period will not be eligible for payment. Payments are made monthly.

**10 Contacts**

For any information or queries relating to this service specification, the Public Health Contract or payments please contact: Integrated Commissioning, Public Health and Wellbeing Team at Buckinghamshire Council phcontracts@buckinghamshire.gov.uk

All local sexual health services including specialist contraceptive services and promotional materials can be found on the Buckinghamshire sexual health website <https://sexualhealthbucks.nhs.uk/>

For any technical advice on the pharmacy contract or general pharmacy issues, please contact the Area Team at NHS England in Oxfordshire [www.england.nhs.uk/south-east](http://www.england.nhs.uk/south-east)

**Appendices**

**Appendix A: EC PGD**

PGD can be accessed through:

<https://sexualhealthbucks.nhs.uk/professionals/community-pharmacies/>

A signed copy of the PGD must be sent to Integrated Commissioning at Buckinghamshire Council

**Appendix B: EC consultation requirements for PharmOutcomes**

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**Appendix C:**

**Buckinghamshire Safeguarding Contacts** [www.buckssafeguarding.org.uk](http://www.buckssafeguarding.org.uk)

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| **Advice and Support for Primary Care**  |
| Buckinghamshire ICB <https://www.bucksoxonberksw.icb.nhs.uk/>  | 01296 585916 | bobicb-bucks.safeguarding@nhs.net |
| Buckinghamshire Healthcare NHS Trust | 01296 566079 | buc-tr.bhtchildprot@nhs.net |
| **Safeguarding Referrals**  |
| Children’s Social Care, Buckinghamshire Council | First Response Team | 01296 383 962  | <https://www.buckscc.gov.uk/services/care-for-children-and-families/child-protection-and-safeguarding/> If you think a child or young person under the age of 18 years is being abused or neglected, please inform Buckinghamshire Council’s First Response Team or the Police. |
| Adult Social Care, Buckinghamshire Council | Safeguarding Adults Team | 01296 383 204 | <https://careadvice.buckinghamshire.gov.uk/Report-a-concern-about-abuse-or-neglect/>safeguardingadults@buckinghamshire.gov.uk |
| Social CareAdults & Children  | Out of Hours Emergency Duty Team | 0800 999 7677 |  |
| Thames Valley Police | Non-emergency enquiries | 101 |  |
| **Domestic Abuse** |
| Women’s AidDomestic Abuse Support | AylesburyHigh Wycombe | 01296 437 77701494 461 367 | [www.aylesburywomensaid.org.uk](http://www.aylesburywomensaid.org.uk) [www.wycombewomensaid.org.uk](http://www.wycombewomensaid.org.uk)  |
| Sexual Assault and Abuse Support Service | Aylesbury | 01296 719 772 | [www.avmksaass.org.uk](https://www.avmksaass.org.uk/)support@avmksaass.org.uk |
| Rape and Sexual Abuse Support Services | Wycombe, Chiltern & S Bucks | 01494 462 222 | [www.rapecrisiswycombe.com](http://www.rapecrisiswycombe.com) |

**Updated November 2022**

1. Disclosure and Barring Service [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service) [↑](#footnote-ref-2)
2. Pharm Outcomes is an internet based software system which is used to record service provision and claims for provision. All pharmacists providing this service will be required to use this method of recording. [↑](#footnote-ref-3)