

Service Specification No.	
Service name	<b>Emergency Hormonal Contraception and Chlamydia Screening in Pharmacy</b>
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Provider Lead	<b>Community Pharmacies</b>
Period	<b>April 2018 – September 2018</b>
Date of Review	

## I. Population Needs

### I.1 National/local context and evidence base

Improving sexual health is a key national public health priority (*Healthy Lives, Healthy People*, Department of Health, 2010).

Sexual ill health has significant social and economic costs for society. The long term-health implications of sexual ill health such as infertility, ectopic pregnancy, miscarriage, unemployment, social exclusion and discrimination and stigma have significant cost implications for society. These costs outweigh those of providing an integrated system of services concerned with sexual health promotion, the prevention of unintended pregnancy and sexually transmitted infection and disease.

Sexual ill health and unintended pregnancies are strongly linked with deprivation and broader health inequalities. Certain groups experience disproportionately poor sexual health. These include young people, men who have sex with men, black Africans and sex workers. Other vulnerable groups such as refugees and asylum seekers and prisoners also experience poor sexual health.

The *National Strategy for Sexual Health and HIV* (Department of Health, 2001) set out a 10 year plan to reduce the transmission of HIV and STIs, enhance HIV/AIDS care services, modernise sexual health services and dramatically reduce teenage pregnancy rates. It highlighted a shortfall in capacity to meet demand and the need for greater integration of services. The policy identified the following as essential elements of good sexual health:

- equitable relationships and sexual fulfilment
- access to information regarding sexual health
- access to services to avoid the risk of unintended pregnancy, illness and disease

*Healthy Lives, Healthy People*, (Department of Health, 2010) confirmed the need for an accessible integrated model of sexual health service delivery at a local level. The strategy is supported by a Public Health Outcomes Framework that defines the ambitions for a reformed public health care system. This includes specific indicators concerned with under 18 conceptions, access to non-cancer screening programmes, chlamydia diagnosis, late presentation of HIV and mortality from conditions considered preventable.

Chlamydia is the most common bacterial sexually transmitted infection, with sexually active young

people at highest risk. Genital infections are asymptomatic in around 70% of women and 50% of men. As chlamydia often has no symptoms and can have serious health consequences (e.g. pelvic inflammatory disease, ectopic pregnancy and tubal factor infertility) opportunistic screening remains an essential element of good quality sexual health services for young adults. A substantial proportion of all young adults become infected with chlamydia in a year.

Since 2004 rates of chlamydia, herpes and warts have been increasing year on year in Plymouth. Rates of Sexually Transmitted Infections in the under 25's remain high and above regional and national averages. Rates of teenage conceptions in the city are consistently above regional and national averages.

Community Pharmacies have a significant role in improving public health and preventing ill health. They provide accessible and convenient services that are well placed to deliver a number of sexual health services and interventions including chlamydia screening and treatment and the provision of contraception.

## 2. Key Service Outcomes

### 2.1 Insert any locally agreed outcomes and quality requirements

Outcome	Indicator	Target	Reporting Mechanism
Reduction in unplanned pregnancies	Provision of Levonorgestrel Emergency Hormonal Contraception (EHC)	n/a	PharmOutcomes
Improvement of chlamydia diagnosis and partner notification rates	Provision of chlamydia screening to under 25's	n/a	PharmOutcomes

## 3. Scope

### 3.1 Aims and objectives of service

This service specification outlines the enhanced provision of sexual health services delivered by community pharmacies in Plymouth. This include following services:

- Provision of Levonorgestrel Emergency Hormonal Contraception (EHC), free of charge, to women between the ages of 13 and 24 years inclusive, who meet the inclusion criteria under the Patient Group Direction (PGD) as adopted by Plymouth City Council
- Provision of chlamydia testing to under 25's during EHC consultation and also to those aged 16 – 24 years if requested over the counter in the pharmacy

These services aim to contribute to an improvement in the sexual health of the population of Plymouth and reduce sexual health inequalities. They aim to target populations of high need, in

particular those under 25 years of age.

These services are part of a comprehensive range of sexual health services in Plymouth that aim to

- Ensure access to the full range of contraceptive methods
- Reduce the number of under 18 conceptions
- Delay early onset sexual behaviour in young people
- Reduce the rate of all unintended conceptions and repeat abortions
- Provide timely access to abortion services and increase the proportion of medical abortions and the % of abortions carried out under 9 weeks gestation
- Reduce the transmission of sexually transmitted infections including HIV
- Reduce late diagnosis of HIV and other STIs
- Improve the chlamydia diagnosis and partner notification rates
- Reduce late diagnosis of HIV and other STIs
- Ensure high levels of satisfaction from users of sexual health services

All pharmacy services detailed in this specification are commissioned to be clinically sound and cost effective. They must provide convenient and timely access and, wherever possible aim to ensure that an individual's needs can be met in one place. They must also ensure appropriate treatment pathways are in place to facilitate referral to other appropriate services, in particular Community Contraception and Sexual Health Services (CCASH) and Genito Urinary Medicine services.

### **3.2 Service description/pathway**

#### **Emergency Hormonal Contraception Service**

Provision of Emergency Hormonal Contraception under PGD Administration/Supply of Levonorgestrel 1500 microgram tablet by appropriately trained, named community pharmacists in Plymouth

#### **Service Description**

This service is commissioned for community pharmacists to provide, free of charge, Levonorgestrel Emergency Hormonal Contraception (EHC) to women between the ages of 13 and 24 years inclusive, who meet the inclusion criteria under the Patient Group Direction (PGD) as adopted by Plymouth City Council

#### **Aims**

- To improve client choice and access to emergency contraception within Plymouth
- To increase the use of Levonorgestrel EHC by women who have had unprotected sex
- To contribute to a reduction in the number of unplanned pregnancies in the client group
- To increase awareness of sexual health among young women and reduce the number of terminations of pregnancy
- To promote self-care through the pharmacy, including the provision of advice and signposting information
- To refer clients, especially those from hard to reach groups, into mainstream contraceptive and sexual health services
- To refer clients who may have been at risk of STI's and increase the uptake of chlamydia screening in this client group
- To strengthen the local network of contraceptive and sexual health services to help ensure easy

and swift access to advice

- **Service Outline**

- The pharmacy will provide Levonorgestrel 1500 microgram tablet under the PGD adopted by Plymouth City Council
- If the pharmacist believes that the client is under 16 years of age, the pharmacist will undertake a competence assessment in accordance with the “Fraser Guidelines” and record this.
- The pharmacist must confirm whether the client is eligible to access the service strictly in accordance with the PGD inclusion and exclusion criteria.
- Access routes to the service will include:
  - Self-referral by the individual
  - Referral by another pharmacy that does not offer the service
  - Referral by another practitioner/worker
- For every EHC consultation undertaken, the pharmacist will offer a free chlamydia screening test

## **Chlamydia Testing Service in Pharmacies**

### **Service Description**

This service is commissioned for community pharmacists to provide, free of charge chlamydia testing during EHC consultation (in 13-24's) or over the counter requests for testing (in 16-24s).

### **Aims**

Chlamydia Screening in Plymouth is designed to ensure that:

- Young men and women who are sexually active and aged between 15 – 24 years old undertake an annual opportunistic chlamydia screening test and a test every time they change sexual partner.
- Timely treatment of all positive screens.
- Timely partner notification, screening and treatment of any partners of positive screens.

### **Service Outline**

- **Criteria for testing.** Only pharmacies where the pharmacist has been accredited for and is providing the Emergency Hormonal Contraception (EHC) service are eligible to participate in the chlamydia screening service. A screening test should be offered in conjunction with a request for the provision of EHC to those aged 13-24 years, or to those aged 16-24 years who request a test over the counter. Tests can also be offered to the partners of those receiving this service.
- **Referral Policies.** No referral is required for a screening test.
- **Clinical procedures.** Pharmacists should ensure that the young woman attending for EHC is aware of the importance of having a chlamydia test straight away (to test for any infection that may be present) and to retest in 3 weeks' time in line with the NCSP Core Requirements 2014 (to test for this new risk exposure). To ensure that a correct diagnosis is obtained, the chlamydia screening test should be carried out by the patient in line with the instructions contained within the postal kit. If assistance is required to complete the sample clients can contact the Plymouth Chlamydia Screening Programme.
- **Results.** All results will be actioned by the Chlamydia Screening Programme at Plymouth Community Healthcare.
- **Record keeping.** The pharmacy must record number of chlamydia testing kits issued on Pharmoutcomes.

## **Training or Accreditation - CPPE; local training, CPD**

The following criteria must be met by pharmacies signing up to the EHC and chlamydia screening enhanced service:

- All pharmacists who provide Levonorgestrel EHC must attend a locally approved training event organised by the local Chlamydia Screening Programme (CSP). If training has occurred outside of the locality there will need to be an adapted training on local services which can be arranged through the CSP.
- Completion of the latest e-learning CPPE modules:
  - CPPE learning module on Emergency Contraception
  - CPPE assessment on Emergency Contraception
  - CPPE learning module on Safeguarding Children and Vulnerable Adults
  - CPPE assessment on Safeguarding Children and Vulnerable Adults
- The pharmacist must be registered with the General Pharmaceutical Council (GPhC).
- Pharmacists will be responsible for identifying their own learning needs and recording their Continuing Professional Development (CPD) in accordance with current GPhC standards.
- Pharmacists should cascade general information on the supply of Levonorgestrel EHC and chlamydia testing to all pharmacy staff to ensure that everyone is aware of the key issues regarding the supply of EHC and chlamydia tests/screens. This will also help to ensure that all staff respond sensitively and appropriately to enquiries about Levonorgestrel EHC and chlamydia testing. In particular, staff should recognise that all requests for Levonorgestrel EHC should be referred to the pharmacist early on in the consultation. They should also recognise that all requests for over the counter tests in under 16s should be referred to a GP or the Young People's Sexual Health Service at The Zone.
- The following additional online information resources are available to Pharmacists to support them with the delivery of these services:
  - Faculty of Sexual and Reproductive Healthcare emergency contraception  
[www.fsrh.org/pdfs/CEUguidanceEmergencyContraception11.pdf](http://www.fsrh.org/pdfs/CEUguidanceEmergencyContraception11.pdf)
  - Family Planning Association  
[www.fpa.org.uk/helpandadvice/contraception/emergencycontraception](http://www.fpa.org.uk/helpandadvice/contraception/emergencycontraception)
  - NHS Sex Worth Talking About  
[www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx](http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx)
  - [www.chlamydia-screening.nhs.uk](http://www.chlamydia-screening.nhs.uk)
- Pharmacies delivering this service should be aware of local sexual health services and referral pathways.
- Lead Pharmacists will sign and return the front page of the relevant PGDs to Plymouth City Council to provide details of accredited pharmacists providing this service.
- Pharmacists who do not deliver EHC on a regular basis should attend update training

commissioned by Plymouth City Council every 2 years

### **3.3 Population covered**

- These services cover the geographical area of Plymouth. Provision of Levonorgestrel Emergency Hormonal Contraception (EHC) is specifically for women between the ages of 13 and 24 years who meet the inclusion criteria under the Patient Group Direction (PGD). Chlamydia testing is commissioned for 13-24 year olds as part of an EHC consultation and for 16-24s as over the counter requests.

### **3.4 Any acceptance and exclusion criteria or prioritisation criteria**

Exclusion criteria

- Individuals who are unsuitable for treatment under the Services on clinical grounds
- Individuals who have not validly consented to the treatment provided under the Services; and
- Any unreasonable behaviour unacceptable to the Provider, it's Staff or the named professional clinically responsible for the management of the care of such individual

**Signposting (where women are excluded from PGD, where people don't fit the criteria for chlamydia testing, out of hours and where referral to another service is needed)**

- The pharmacy contractor has a duty to ensure that pharmacists and staff have relevant knowledge in order to provide the service. Pharmacy staff should also be provided with knowledge of local service provision such as contraceptive and sexual health services, in order to refer or signpost clients.
- Clients requesting chlamydia testing who do not meet the criteria should be referred to the Chlamydia Screening Programme 01752 434 865 for advice on appropriate testing venues.

### **3.5 Interdependencies with other services**

It is expected that pharmacies will work closely alongside a range of services including Young People's Sexual Health service at The Zone, GUM service, abortion services, GP practices, the Community Contraception and Sexual Health Service and Chlamydia Screening Programme in Plymouth Community Healthcare, Sexual Assault Referral Centre (SARC) and gynaecology and maternity services.

### **3.6 Any activity planning assumptions**

N/A

### **3.7 Conditions**

- **Premises and equipment**
  - a. The pharmacy must provide an area which offers sufficient privacy, confidentiality and comfort for the client.
  - b. The participating pharmacies are encouraged to display a window sticker advertising the Emergency Contraception Service. Stickers will be supplied by the Plymouth Community Healthcare Community Contraception and Sexual Health Service
  - c. Pharmacies are encouraged to display relevant promotional materials supplied by Plymouth

### **3.8 Key Tasks**

As defined in in various sections above.

### **3.9 Exiting the Service**

Where appropriate and necessary the pharmacy will ensure referral onto other services.

## **4. Applicable Service Standards**

### **4.1 Applicable national standards e.g., NICE**

It is expected that the Pharmacies will be compliant with national policy and the standards of clinical practice as set out in the guidance published by

- Department of Health
- General Pharmaceutical Council
- National Institute for Health and Clinical Excellence (NICE)
- British Association for Sexual Health and HIV (BASHH)
- Medical Foundation for HIV and Sexual Health (MEDFASH)
- Faculty of Sexual and Reproductive Healthcare (FSRH)
- National Chlamydia Screening Programme

#### **Fraser Guidance**

- a. The accredited pharmacist should make and record an assessment of every young person who is believed to be under 16 years of age in accordance with the Fraser Guidelines about the competence of that young person to receive advice and treatment. Levonorgestrel EHC can ONLY be provided under the PGD if the woman is assessed by the pharmacist as 'Fraser Competent'. Records of this assessment must be kept in accordance with the PGD. Discussion with the young person should explore the following issues:
  - 1) Whether the young person is sufficiently mature to understand the advice given
  - 2) Advice and encouragement to discuss the situation with parents / guardian
  - 3) The effect on physical/ mental health if advice/treatment is withheld
  - 4) Whether supply of Levonorgestrel EHC is in the best interest of the young person.
- b. A Fraser assessment form for women aged 13-16 years of age should be completed and retained regardless of whether or not Levonorgestrel EHC is supplied.

Over the counter requests for chlamydia testing, i.e., not part of an EHC consultation - anyone under 16 who requests a chlamydia test over the counter should be referred to the Zone or their GP for testing

## **4.2 Applicable local standards**

### **• Responsibility of Pharmacists**

- a. Satisfactorily comply with his or her obligations under Schedule 1 of the Pharmaceutical Services Regulations to provide essential services and has an acceptable system of clinical governance.
- b. The pharmacy contractor has a duty to ensure that the pharmacists and staff involved in the provision of the service are aware of and operate within the
  - Patient Group Direction for Levonorgestrel EHC
  - Local guidelines on chlamydia testing
- c. Where appropriate, the lead pharmacist must make arrangements for new pharmacists to receive training in order to become accredited to provide Levonorgestrel EHC
- d. An accredited pharmacist must personally speak with and counsel the client requesting Levonorgestrel EHC. The accredited pharmacist must obtain the information outlined in the Client Assessment and Record Form (Appendix 2) before making any recommendation regarding the provision of emergency contraception.
- e. The pharmacist must ensure that counter staff are aware of the service to offer over the counter free chlamydia testing to 16-24 year olds requesting this and to ensure they are aware of guidelines to follow in relation to under 16s and over 24s who request a test.
- f. Accredited pharmacists should be aware of their safeguarding responsibilities.

## **4.3 Staffing requirements – suitably qualified, list any specific experience or qualifications for staff delivering the service**

- Pharmacies must ensure that all staff delivering the services are fully accredited to carry out the procedures required as part of this service specification and will be required to demonstrate their professional eligibility, competence, and continuing professional development on request from the commissioner.

## **4.4 Contract Monitoring and Management Arrangements**

### **• Record Keeping**

- a. The accredited pharmacist must ensure that all relevant fields within Pharmoutcomes are completed during every consultation, whether Levonorgestrel EHC is issued or not.
- b. The accredited pharmacist must ensure that all consultations are recorded on the Plymouth City Council Assessment and Record sheet (Appendix 2).
- c. All forms must be stored in a secure location in order to maintain patient confidentiality and will only be used for record and anonymous audit purposes.
- d. For patients 18 years of age and over, the pharmacist should retain the Assessment and Record Sheet for a period of 8 years.
- e. For patients under 18 years of age, the Assessment and Record Sheet should be retained until the patients are of 25 years of age.

### **• Quality indicators**

- a. The pharmacy participates in any Plymouth City Council organised audit of service provision.
- b. The pharmacy can demonstrate that clear and accurate records are kept and stored confidentially.

c. The pharmacy can demonstrate that any new pharmacist involved in the provision of these services has completed the relevant training.

- **Payment and reimbursement structure, payment for drugs, payment for professional services**

### **Emergency Hormonal Contraception**

Remuneration will be quarterly in arrears based on activity reported via Pharmoutcomes.

#### Payment Fee Structure 2014/2016

Fee of £12.50 per consultation with client 13 to 24 years of age. Re-imburement cost of Levonorgestrel 1.5 mg supplied under the PGD at appropriate Drug Tariff price – currently £5.20 plus any associated VAT. Payments will be amended subject to any changes in tariff

### **Chlamydia Testing**

Remuneration will be quarterly in arrears based on activity reported via Pharmoutcomes

#### Payment Fee Structure 2014/2016

Fee of £2.50 per issue of chlamydia test and £2.50 for every test returned. (within the agreed age brackets)

## **4.5 Continuous Improvement**

The provider will ensure that responsive protocols and procedures will be in place for managing patient complaints. Complaints will be reviewed at regular intervals and learning from these shared with the commissioner.

## **5. Location of Provider Premises**

At named pharmacy

## **6. Required Insurances**

### **6.1 Indemnity and disputes**

- a. The pharmacist is responsible for ensuring that his or her own personal professional indemnity covers the activity as outlined under the PGD and service specification.
- b. The pharmacy and accredited pharmacist must report any incidents, near-misses and complaints relating to this service according to their organisational policies and procedures and also communicate this to Plymouth City Council

## **7. Contingency Planning**

7.1 Minimum service to be maintained in the event of disaster / emergency

