**Service Specification for the delivery of Advanced Contraceptive Services in Community Pharmacy 2021/2022-2023/2024**

This Service Specification details the Services to be delivered by the Provider in respect of the provision of advanced contraceptive services within community pharmacy. It covers the provision of:

* Supply of Emergency Hormonal Contraception (EHC) free to women under the age of 25 years (in accordance with the local Patient Group Directive).
* Condom distribution as part of the Gloucestershire condom distribution scheme.
* Sexual health advice and signposting.

**1. Service background**

The availability of regular and emergency contraception plays a key role in the prevention of unplanned pregnancies (NICE LGB17, 2014).

As part of its statutory responsibility for sexual health the Council is responsible for commissioning comprehensive contraceptive services to ensure that individuals are able to make informed choices about their contraception; and have access to a full range of contraceptive options both to prevent pregnancy and, in the case of condoms, transmission of Sexually Transmitted Infections (STIs).

The Services outlined in this Specification support delivery of the national ambitions set out in the Government’s Framework for Sexual Health (2013) and the objectives of the Council’s current sexual health strategy, in particular ensuring access to sexual health services and preventing unplanned pregnancy, particularly among young women under the age of 18 years.

**2. Service objectives and outcomes**

The Service is designed to:

* provide comprehensive and timely access to Emergency Hormonal Contraception (EHC) and condoms in community pharmacy for those under the age of 25 years (the age group at higher risk of STIs and unplanned pregnancy).
* provide professional sexual health care and advice in a non-clinical setting, including signposting to specialist sexual health services, Pregnancy Advisory Service or general practice, where appropriate.
* raise awareness of the use of Intrauterine Devices (IUDs) as an alternative or additional form of emergency contraception and on-going contraception.
* strengthen the local network of contraceptive and sexual health services within primary care.

The Service is expected to impact on the following outcomes:

* Improved access to emergency hormonal contraception (EHC) among Service Users under the age of 25 years (the age group with a higher proportion of unplanned pregnancies).
* Improved access to condoms for Service Users under the age of 25 years.
* Improved uptake of IUDs as an effective form of emergency (and long acting) contraception.
* Reductions in unplanned pregnancy and under 18 conceptions.
* Reductions in STIs among young people.
* Development and maintenance of professional competencies within community pharmacy for the provision of sexual health advice and EHC.

 **3. Service Description:**

The Provider must comply with the terms and requirements set out in the local Patient Group Directive (PGD) for the supply of EHC. Providers must have returned a signed copy of the PGD to the Council and retain a hard copy for inspection if required.

The Provider must provide a user-friendly, non-judgemental, client-centred and confidential Service which links into existing pathways for community contraceptive services for rapid referral where appropriate.

The Provider must provide the Service on a ‘walk-in’ basis.

The Provider must provide a private, sound proofed consulting room at the Provider’s Premises.

The Provider must promote the Service via the Provider’s website (where this exists); and through signage and information in the Provider’s Premises.

Emergency Hormonal Contraception (EHC)

The Provider must supply free EHC (Levonorgestrel or Ulipristal Acetate as appropriate) in accordance with the PGD to Service Users aged 13-24 years resident in Gloucestershire.

The Provider must undertake a confidential consultation with the Service User; take and record the Service User history; and assess whether the Service User meets the inclusion criteria for supply of EHC in accordance with the PGD.

The Provider must assess the Fraser Competency of the Service User where Service Users are believed to be under 16 years of age (and at least 13 years or over); and complete the required proforma as set out in Appendix 1 of this Specification. As detailed in the PGD, Service Users under the age of 13 years, should be referred to their general practitioner or specialist sexual health service..

The Provider must ensure that the Service User understands how to take the medicine and what to do if they experience side effects.

The Provider must offer the anti-emetic Domperidone to Service Users (if indicated) and supply under PGD.

The Provider must discuss the use of an Intra-Uterine Device (IUD) as an alternative or additional means of emergency contraception. In line with National Institute for Health and Care Excellence (NICE) guidance, Service Users requesting emergency contraception must be advised that an intrauterine method is more effective than an oral method. Service Users wishing to use an IUD for emergency contraception must be signposted to the specialist sexual health service or their GP.

The Provider must highlight the benefits of Long Acting Reversible Contraception (LARC) during the consultation and signpost the Service User to their GP or sexual health service for further information and/or fitting.

The Provider must offer a pregnancy test to Service Users who may be pregnant (if need is identified through the EHC consultation).

Where appropriate, the Provider must refer patients into the Pregnancy Advisory Service (PAS) or Teenage Pregnancy Midwifery service using the contact details on PharmOutcomes.

The Provider must use their professional judgement to consider, and where appropriate act on any safeguarding issues coming to their attention as a result of providing the Service. This must be in line with local safeguarding procedures for children and vulnerable adults. If there are safeguarding concerns, Providers must refer to the guidance on PharmOutcomes or G-Care website and where appropriate contact: adults’ safeguarding advice: socialcare.enq@gloucestershire.gov.uk; children’s safeguarding advice: childrenshelpdesk@gloucestershire.gov.uk.

Condom distribution

As part of the EHC consultation, the Provider must advise the Service User on the use of condoms for the prevention of STIs.

*Gloucestershire condom distribution scheme*

The Provider must be registered with the Gloucestershire condom distribution scheme as a distribution site and supply free condoms to those registered with the scheme. The Provider must comply with the scheme’s requirements for distribution sites, including Staff training requirements.

*Supply of free condoms as part of the EHC consultation*

In cases where the Service User is supplied Ulipristal Acetate and on the contraceptive pill and as detailed in the PGD must use barrier methods for the specified time period, the Provider at their discretion can provide free condoms to the Service User if the Service User is unable to afford to pay for condoms and if failure to supply condoms could result in an unwanted pregnancy. In cases where these Service Users are not registered with the Gloucestershire condom distribution scheme and under the age of 25 years, the Provider must also sign post the Service User to information on how to register with the Gloucestershire condom distribution scheme.

Sexual health advice and information

The Provider must ensure, where appropriate, that the Service User receives support and advice on matters relating to sexual health, including: advice on safe sex, condom use and use of regular contraception methods; and referral to general practice or specialist sexual health services for contraception, and/or STI testing and treatment.

The Provider must provide leaflets or signpost to online information to reinforce advice given during the consultation. Leaflets on emergency contraception, contraception and STIs can be downloaded for free from the Family Planning Association (FPA) website or ordered from the FPA at the Provider’s expense.

**4. Service access**

The Service must be available to Service Users between the ages of 13 and 24 years, resident in Gloucestershire, or registered with a Gloucestershire GP.

The Service must be accessed via self-referral to the Provider or signposting from the specialist sexual health service. The Service must be available on a walk-in basis during the Provider’s opening hours.

In administering/supplying EHC, the Provider must adhere to the inclusion and exclusion criteria set out in the PGD; and the requirements regarding the assessment of Fraser Competency for Service Users believed to be under the age of 16 (and at least 13 years or over). When assessing Fraser Competency, the proforma (provided in Appendix 1 of this Specification) must be completed.

Service Users over the age of 25 years requesting EHC must be advised of the opportunity to purchase the over the counter (OTC) product, if appropriate. At the discretion of the Provider, Service Users over the age of 25 years who request a free EHC service may be supplied with EHC free of charge within the application of the PGD in the following instances: those who are unable to access a free EHC service within the critical time scale, or who cannot afford to purchase the OTC product, and for whom failure to treat could result in an unwanted pregnancy.

To ensure continuity and availability of the Service, the Provider must ensure that long term locum Pharmacists working for the Provider comply with all aspects of the Service Specification.

In instances where the Provider is unable to supply EHC (for example in the case of Staff absence or use of locums), the Provider must ensure that Staff signpost the Service User to the nearest alternative service provider and call the alternative provider in advance to confirm that the service is available at that time. If the Provider cannot locate an alternative provider able to provide the service from within community pharmacy or the alternative provider is not acceptable to the Service User, the Provider must signpost the Service User to the specialist sexual health service or the Service User’s general practice.

**5. Consumables and resources**

The Provider must purchase their own stock of EHC (Ulipristal Acetate and Levonorgestrel), Domperidone and pregnancy tests. These will be reimbursed as detailed in section 9: Payments.

The Provider must obtain condoms via the Gloucestershire condom distribution scheme.

When signposting or referring Service Users to alternative points of care, the Provider must use the contact details provided on PharmOutcomes.

Leaflets on emergency contraception, contraception and STIs can be downloaded for free from the Family Planning Association (FPA) website or ordered from the FPA at the Provider’s expense.

**6. Training and Staff requirements**

The Provider must ensure that all Staff involved in providing the Service:

1. Have the necessary training, knowledge and competencies to deliver the service in accordance with the Service Specification and PGD;
2. Have signed up to, and are using the PGD;
3. Are aware of and adhere to requirements on Service User confidentiality, which takes into account the needs and requirements of under 16s.

The Provider must ensure that all Staff providing the Service:

1. Have an up to date Centre for Pharmacy Postgraduate Education (CPPE) Declaration of Competence (DOCs) for emergency contraception; and ensure they are reaccredited every two years;
2. Attend a face to face CPPE Emergency Contraception event at least every four years;
3. Have completed the following CPPE modules:
	1. Consultation skills for pharmacy practice
	2. Contraception
	3. Emergency contraception
	4. Sexual health in pharmacies
	5. Safeguarding children and vulnerable adults: Level 2 (2017)
	6. Safeguarding children and vulnerable adults: a guide for the pharmacy team.
4. Attend a face to face local safeguarding training event covering children and vulnerable adults at least every four years;
5. Are only recruited or engaged in compliance with the Safer Recruitment Guidance set out in Schedule 4 of the Contract.
6. Remain in good standing with the General Pharmaceutical Council or alternatively have current registration with the Disclosure and Barring Service (DBS);

throughout the Contract period.

The Provider must ensure that any new appointments of Staff are only made to applicants with a satisfactory General Pharmaceutical Council or DBS check taking into consideration the provisions and regulations under the Rehabilitation of Offenders Act 1974. The Council acknowledges that pharmacists and others have the option to have portable DBS checks.

The Provider must maintain records of DOCs and relevant certificates of training and reaccreditation. The Provider must make these records available to the Council on request.

The Provider must ensure that Staff involved in the provision of condoms have attended training provided by the Gloucestershire condom distribution scheme.

The Provider is responsible for identifying the learning needs of Staff and recording their Continuing Professional Development (CPD).

The Provider must cascade training on supply of EHC to all Staff to ensure that everyone is aware of the key issues of supplying EHC and can respond sensitively and appropriately to enquiries.

**7. Record keeping and reporting requirements**

The Provider must maintain up-to-date records of the Services provided under this Specification to facilitate performance management and audit.

The Provider must complete the proforma in PharmOutcomes for each intervention carried out under this Specification.

The Council will be supplied with data from PharmOutcomes on a Quarterly basis which will be used to determine the Quarterly payment for activity due to the Provider. Activity claims must be submitted not later than 1 Month following a Quarter end. There will be no back claiming allowed in subsequent Quarters other than in exceptional circumstances with the prior agreement of the Contract Manager.

Records provided in PharmOutcomes may be monitored by the Council for quality and audit purposes.

The Provider must record data on condoms distributed under the Gloucestershire condom distribution scheme and provide to the condom distribution scheme co-ordinator on a Quarterly basis.

Records must be maintained by the Provider of advice given, and interventions and referrals made during consultations. The Provider must keep records for 8 years for adults; and up to 25 years for Service Users under the age of 16 years.

If required, Providers must share relevant information with other health care professionals and agencies in line with locally agreed confidentiality and data protection agreements.

**8. Quality assurance**

The Provider must comply with the requirements of the NHS Pharmacy Contract (The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013) relating to the pharmacies’ legal obligations for clinical governance, data protection, information governance, confidentiality, and the handling & consideration of complaints.

The Provider must comply with the requirements of the Equalities Act 2010; ensuring equality of opportunity and anti-discriminatory practice in respect of Staff and Service Users. The Provider must assess access to the Service giving due regard to the protected characteristics defined within the Equality Act 2010.

The Provider must communicate to the Council without delay (and no later than two Working Days) full details of any Serious Incidents which relate to this Service.

The Provider must review their standard operating procedures for the Service and referral pathways on an annual basis, or sooner if there are any changes to the Service.

The Provider must co-operate with any local agreed assessment of Service User experience by the Council.

**9. Payments**

The Council will be supplied with data from PharmOutcomes on a Quarterly basis which will be used to determine the quarterly payment for activity due to the Provider. Activity claims must be submitted not later than 1 Month following a Quarter end. There will be no back claiming allowed in subsequent Quarters other than in exceptional circumstances with the prior agreement of the Contract Manager.

Providers contracted to provide this Service will receive the following payments:

|  |  |
| --- | --- |
| **Activities covered under this Contract**  | **Payment** |
| Provision of EHC service under PGD  | £13 per consultation |
| Supply of Ulipristal Acetate  | Reimbursed at Chemist and Druggist cost price plus VAT |
| Supply of Levonorgestrel  | Reimbursed at Chemist and Druggist cost price plus VAT |
| Supply of pregnancy test | Reimbursed at Chemist and Druggist cost price plus VAT |
| Supply of domperidone | Reimbursed at Chemist and Druggist cost price plus VAT |
| Supply of condoms under the Gloucestershire condom distribution scheme  | £1.75 per issue |
| Supply of condoms as part of the EHC consultation in accordance with the criteria set out in section 3 of this Service Specification | £1.75 per issue |

**Appendix 1 Fraser Guidelines Questionaire *(relating to contraception)***

1. The young person understands the advice being given.
2. The young person cannot be convinced to involve parents/carers or allow the medical practitioner to do so on their behalf.
3. It is likely that the young person will begin or continue having intercourse with or without treatment/contraception.
4. Unless he or she receives treatment/contraception their physical or mental health (or both) is likely to suffer.
5. The young person’s best interests require contraceptive advice, treatment or supplies to be given without parental consent.

**COMMUNITY PHARMACY LOCALLY ENHANCED SERVICES**

**FOR CLIENTS WHO ARE BELIEVED TO BE UNDER 16 YEARS OF AGE**

Any Pharmacy Staff having a discussion with the young person should gently explore the following issues at each consultation. This should be fully documented and should include an assessment of the young person’s maturity, and whether they are acting voluntarily.

|  |  |  |
| --- | --- | --- |
| **YOUR ASSESSMENT OF FRASER** | **YES** | **NO** |
| Understanding of advice given |  |  |
| *e.g. understands the service they are accessing, understands what actions they need to take during or following access to the service.****Notes: (****please record discussion)* |
| Encouraged to involve parent / carer |  |  |
| *e.g. client not prepared to talk to parent/carer at this time but will try to do so in due course. May be able to discuss with another responsible adult. Any coercion?****Notes:*** |
| The effect of physical or mental health of young person if advice / treatment withheld |  |  |
| *e.g. advice/ treatment/ service is needed now, to ensure their wellbeing.****Notes:***  |
| Action in the best interest of the young person |  |  |
| *e.g. providing the professional service/ advice at this time is in the best interest of the client, regardless of parental consent.****Notes:*** |

If the answer to each of these questions is **‘YES’** then the service may be supplied.

If a child is not competent to give consent i.e. a ‘**NO’** to the questions, you should seek consent from a person with “parental responsibility” (this will often, but not always, be the child’s parent/ carer).

Pharmacist’s/ Staff member’s Signature: … … … … … … … … … … … … … … … …

Date: … … … … … … … … … … … … … … … … … … … … … … … … … ..

Client’s Name … … … … … … … … … … … … … … … … … … … … … …

Service Provided … … … … … … … … … … … … … … … … … … … … …

*Please retain this completed document for your record /service file – electronically or as hard copy*