

SECTION 1
SERVICE SPECIFICATION

Service/ Care pathway/ Cluster	CONTRACEPTION THROUGH COMMUNITY PHARMACY
Commissioner Lead	David Newell
Provider Lead	Pharmacies The term pharmacist refers to pharmacists registered with the General Pharmaceutical Council to practice in Great Britain and providing the service on behalf of a contracted provider.
Period	01/10/2016 to 30/06/2020
Date of Review	29/9/2019

1. Purpose

Amongst the contributing factors to the high number of teenage pregnancies are low expectations of education and employment opportunities, ignorance about contraception and mixed messages about sex from the adult world.

Community Pharmacists are ideally placed to provide Emergency Hormonal Contraception (EHC) and sexual health advice to patients. This serves to improve patient access to the EHC provision.

The overall aim of the service is to improve access to the EHC service for women of all ages and develop and enhance the service to contribute to reducing pregnancies and incidences of sexual transmitted infections (STIs). The aims and intended outcomes of this Enhanced Service are:

- To improve access to emergency contraception and sexual health advice
- To increase the knowledge, especially among young people, of the availability of emergency contraception and contraception from local pharmacies
- To contribute to a reduction in the number of unintended pregnancies in the patient group.
- To increase the knowledge of risks associated with STIs
- To signpost patients especially those from hard to reach groups, to available mainstream sexual health services

To contribute to the local network of contraceptive and sexual health services to help ensure easy and swift access to advice.

Equitable access to EHC is an important step in the drive to reduce teenage pregnancies across South Tyneside. The broad coverage of pharmacies offers and ensures accessibility to all. Pharmacies can provide an anonymous service in an environment that respects the dignity and confidentiality of the patient.

2. Service Scope

The Service will be available to all patients within South Tyneside in accordance with equality and diversity legislation.

The service is to be delivered by accredited Community Pharmacists, free of charge to the patient, according to the approved STFT Patient Group Direction (STFT PGD)

The term pharmacist refers to pharmacists registered with the General Pharmaceutical Council to practice in Great Britain and providing the service on behalf of a contracted provider.

The service is to provide an Emergency Hormonal Contraception (EHC) Service involving the supply of Levonelle 1500 Hormonal Contraception (Levonorgestrel 1.5mg tablet) and sign post/advice on sexual health services

The service is to be provided within South Tyneside within the full opening hours of the Pharmacy.

The pharmacy must be commissioned by South Tyneside NHS Foundation Trust (STFT) to supply EHC and must have an accredited consultation area, which should be used for the consultations. The consultation area must:

- Enable both the patient and the pharmacist to sit down together
- Enable the patient and pharmacist to talk at normal speaking volumes without being overhead by other visitors to the pharmacy, or by staff undertaking their normal duties
- Be clearly designated as a private consultation area, distinct from the general public areas of the pharmacy and signed off by the STFT .

3. Service Delivery

All Pharmacies are expected to provide the essential services they are contracted to provide to all their patients. This contract outlines the more specialised services to be provided. The specification of this service is designed to cover the enhanced aspects of the provision of EHC, some of which are beyond the scope of essential services. No part of the

specification by commission, omission or implication defines or redefines essential services.

The objectives of this service are to:

- Enable provision of EHC through community pharmacies.
- Provide EHC packs as directed by STFT Sexual Health
- Develop a network of community pharmacies offering an easily accessible, free emergency hormonal contraception.
- Facilitate the transfer of care where appropriate.

The service enables all accredited pharmacists providing the service on behalf of commissioned pharmacies to give advice and counsel on sexual activity and related matters such as sexually transmitted diseases.

Service Outline

Only Pharmacy Contractors that are signed up to the Local Enhanced Service for the supply of Emergency Hormonal Contraception through Community Pharmacy Contract and employ an accredited pharmacist to provide this service, can operate under this service specification.

The service will provide a targeted approach to the reduction in the number of teenage pregnancies. The service will ensure the various contraceptive protection and sexual health services are discussed.

Accessing the Service

Patients may self refer, or be referred via appropriate professionals in a range of organisations.

Consultation and Assessment

All accredited pharmacists shall provide a professional consultation service when assessing the patient for EHC.

The pharmacist will assess the patient suitability for EHC in line with the requirements of the service specification and the STFT STFT PGD.

The pharmacist will provide support and advice to patients accessing the service, including advice on the avoidance of pregnancy and STIs through safer sex and condom use. Information will also be given on the use of long acting contraception along with other regular contraceptive methods including the provision of condoms.

The service will be provided in compliance with Fraser guidelines and Department of Health guidance for the provision of confidential sexual health advice and treatment for young people aged under 16. (See Appendix 2)

The service standard or standard operating procedures set by the commissioned

pharmacies should reflect national and local child and vulnerable adult protection guidelines.

Whenever a patient falls within the exclusion criteria, the pharmacist can refer the patient onto a specialist sexual health service if necessary. Pharmacists are advised to keep an anonymous record of all these referrals.

When an accredited pharmacist is not available to make a supply of EHC under the STFT PGD or in the event a supply cannot be made for whatever reason, the patient will be advised of alternative sources of supply, including other pharmacies that supply EHC under STFT PGD and contraception and sexual health services. Pharmacists or pharmacy staff MUST telephone the service to which they are directing the patient, to ensure that the service is available to the patient that day (i.e. in the case of pharmacies, that the EHC STFT PGD accredited pharmacist is on duty).

Supply of Medication

If it is appropriate to supply, the supply of EHC will be made free of charge to the patient at the LA's expense.

Sexual Health packs will be issued to patients free of charge to all accessing for EHC. These will include information relating to sexual health, clinic opening times and condoms.

All medicines supplied must be labelled to comply with the Medicines Act.

Data will be collected on the Patient Checklist form provided which is to be submitted along with the claim form on a monthly basis.

Referral to Other Services

If, following the consultation, whether or not medication is not supplied, the Accredited Pharmacist may decide it is relevant to provide onward signposting to sexual health services that provide long-term contraception methods and diagnosis and management of STIs.

Accredited Pharmacists will give guidance and signpost patients to community contraceptive services and GPs as appropriate.

Accredited Pharmacists will inform the patient of other health and social care providers and support organisations, such as patient groups, when appropriate.

Accreditation and Training

It is the responsibility of all accredited pharmacists who provide EHC service on behalf of a commissioned pharmacy contractor must undergo an Disclosure and Barring Service (DBS) formerly Enhanced Criminal Record Bureau (CRB) checks as they are likely to be working with under 16's in a private area of the premises. A copy of the DBS/CRB must be returned with the initial registration.

Accreditation of pharmacists is conditional on the following:

Completion of Centre for Pharmacy Postgraduate Education (CPPE) in:

- Emergency Hormonal Contraception
- Contraception
- Safeguarding Children and Vulnerable Adults (Local STFT training will also be acceptable)

Attendance at a local STFT EHC training event every three years (On a case by case basis, the STFT may accept evidence of training carried out in other local STFT s)

Signing of the Contract (Contractor) and EHC Patient Group Direction (Pharmacist)

Pharmacists must ensure that supporting pharmacy staff are trained in dealing with patients in a patient-centred, user-friendly, confidential and non-judgmental manner when requesting EHC. Pharmacists are expected to work towards implementing the Department of Health paper 'You're Welcome' Quality Standards.

Accreditation and certification processes may be updated in line with national initiatives associated with harmonisation of accreditation

Current requirements are:

Accredited Pharmacists must retain copies of their certificates of accreditation and training at the premises where they offer the service.

Accredited pharmacist should also retain copies of certificates that support their accreditation at the premises where they offer the service.

Documentation should include, all certificates required by the STFT Commissioner (currently Attendance at STFT Commissioned Training Session CPPE Emergency Hormonal Contraception, CPPE contraception, CPPE Safeguarding Children and Vulnerable Adults or STFT equivalent certification)

Pharmacists must have their certificate of accreditation and certificate of update training in the pharmacy premises where the service is being provided.

Accreditation status must be reviewed at least every three years, in the form of a self declaration of competency (in line with HAG requirements or any national initiative that supersedes HAG)

Maintenance of own level of updating with evidence of Continuing Professional Development, ideally via CPD entries on the Royal Pharmaceutical Society of Great Britain website <http://www.uptodate.org.uk/home/welcome.shtml>)

Each practitioner is accountable for ensuring their skills and knowledge is kept up to date prior to supplying under STFT PGD.

Integrated Governance

Indemnity

The pharmacy/accredited pharmacist must notify their professional indemnity insurers and maintain adequate insurance cover for their participation in this service.

Confidentiality

The pharmacy contractor and their staff must not disclose to any person other than a person authorised by STFT , any information acquired by them in connection with the provision of the service which concerns the medical conditions of, or the advice received by, any patient.

The pharmacists may need to share relevant information with other health care professionals and STFT, in line with locally determined confidentiality arrangements.

The service must be offered in accordance with professional requirements in relation to confidentiality and comply with the requirements of the Data Protection Act.

Audit

The contractor will allow the STFT 's internal and other nominated auditors access to all or any papers and service records relating to this Agreement for the purposes of audit and consent to the disclosure of relevant information for the purpose of fraud prevention, detection and inspection.

The Contractor will participate in an annual audit of service provision, led by STFT .

Complaints

The pharmacy must have a system in place for handling complaints in line with the Local Authority Social Services and Nation Health Services Complaints (England) Regulations 2009 (Statutory Instrument 309).

The pharmacy must ensure that patients are informed they have the right of complaint to PALS (Patient Advice and Liaison Service) at the STFT . All relevant information shall be provided to the patient in order for them to access STFT complaints procedure.

The Contractor should review complaints regularly and lessons learnt applied as appropriate.

Significant Event Reporting

In the event of any 'adverse incident' or 'near miss' relating to the provision of this service, the pharmacist must have systems in place for documenting and learning from significant events, including completing the appropriate incident reporting form and forwarding a copy to the STFT .

Equality of Access

The Service Provider shall at all times comply with the requirements of the Race Relations Act 1976, Race Relations Act (Amended) 2000, Disability Discrimination Act 1995, the Sex Discrimination Act 1975, the Sex Discrimination Act (Amended) 1986 and the Equal Pay Act 1970 and shall not discriminate against any person or organisation, or supplier on the grounds of race, gender, sexual orientation, disability,

Obligations of the Contractor

The pharmacy contractor is responsible for the delivery of the service as detailed in the Contract and Patient Group Direction (STFT PGD).

The pharmacist will ensure that appropriate stock levels of EHC (POM Pack) are maintained to meet the requirements of this Contract.

The pharmacy contractor has a duty to ensure that pharmacists and pharmacy staff involved in the provision of the service are aware of and operate within local protocols and national guidance.

The pharmacy contractor must inform the STFT of any changes in permanent personnel providing the service on behalf of the contractor including regular locums.

The pharmacy contractor is responsible for ensuring that there are sufficient accredited pharmacists and staff who have the relevant knowledge and training to provide the service for the full hours of service.

The pharmacy contractor must ensure that all pharmacists and locum pharmacists, who are providing the EHC service on their behalf, are suitably accredited to provide EHC.

Should the pharmacy contractor not have an accredited pharmacist available, and therefore cannot provide the service, the STFT must be informed immediately.

It is the responsibility of the pharmacy contractor to ensure that in his / her absence, all accredited locums are made fully aware of the protocols and follow the protocols accordingly. If a locum is employed who is not accredited to provide the service, they should be made aware of alternative locations where the service can be obtained, in order to advise the patient.

The pharmacy contractor must report all serious clinical incidents to STFT using the appropriate clinical incident form.

The pharmacy contractor should have in place appropriate health and safety and risk management systems to ensure premises are safe and young person friendly

Obligations of the STFT

STFT will ensure that appropriate systems and documentation are in place to ensure the contractor is supported in the delivery of the service as defined in the Contract.

STFT will reimburse the pharmacy for the fixed cost of the drug plus a consultation fee for each patient receiving EHC.

STFT will provide pharmacies with relevant information and promotional materials relating to services within the area.

Development of publicity materials, which pharmacies must use to promote the services they provide to the public.

STFT s will provide pharmacies with details of health and sexual health clinics to which patients can be signposted.

The service will be periodically reviewed by STFT .

Care Quality Commission

The pharmacy will be requested to provide information requested by the STFT in relation to assessments and or special reviews as specified by the Care Quality Commission

Information Management

The pharmacist will maintain appropriate records as specified in the STFT PGD and Contract to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely and retained for a period of eight years.

All records must be available on request for inspection by STFT or its agents for the purpose of audit.

The Pharmacy must have a system for collecting data on adverse incidents, which should be aligned to the relevant guidance contained in STFT Incident Reporting Policy. STFT will provide a copy of the policy upon request and training can be arranged. In primary care, adverse incidents should include, but are not limited to, incidents relating to:

- Death occurring on the premises
- Patient complaint
- Prescribing-related events
- Other medical
- Other administrative and
- Other incidents

When appropriate, the pharmacy must put in place appropriate governance and security for the IM&T Systems to safeguard patient information.

The Pharmacy must ensure that the IM&T Systems and processes comply with statutory obligations for the management and operation of IM&T within the NHS, including, but not exclusively:

- Common Law Duty of Confidence

- Data Protection Act 1998
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Computer Misuse Act 1990 and
- Health and Social Care Act 2001

The pharmacy must meet prevailing national standards and follow appropriate NHS good practice guidelines for information governance and security, including, but not exclusively NHS Confidentiality Code of Practice.

Contract Management

The main point of contact for the pharmacy will be the signatory of this contract unless otherwise informed.

For general queries in relation to the operation of the contract by STFT contact

David Newell
Business Manager
Tel: (0191) 2831432

4. Quality Indicators

Monitoring of the service will be on-going and will inform the end of year service review.

Contract variations will be discussed and agreed by both parties.

5. Prices

For each documented consultation during the period of this Contract, pharmacies will receive:

Consultation only	£11.26
Medication	£5.46
Chlamydia Pack	£1.00
Full Claim	£17.72

The cost of medication will be reviewed every three months to reflect any updated pricing, in conjunction with medicines management. This will not be backdated.

Payment Method

Payment will only be made through the PHARMOUTCOMES System.

Payments will be made to the participating pharmacy by cheque or BACS at the end of the month following that to which the payment relates.



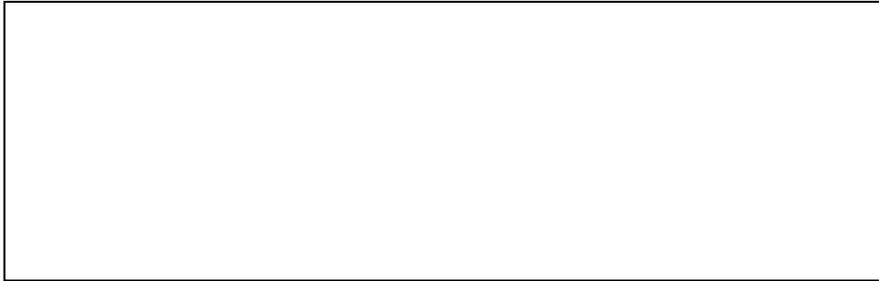
Appendix 1

LOCAL ENHANCED SERVICE CHLAMYDIA SCREENING PACKS

AGREEMENT FOR THE PROVISION OF CHLAMYDIA SCREENING AS PART OF THE CONTRACT FOR THE PROVISION AND SUPPLY OF EMERGENCY HORMONAL CONTRACEPTION

1. **Pharmacy Code:**

Pharmacy Stamp/Details:



2. **Agreement:**

I confirm that the pharmacy agrees to providing Chlamydia Screening Packs as part of the Contract for the Provision of Emergency Hormonal Contraception.

The Commissioners will ensure the Pharmacy is supplied with appropriate Chlamydia Postal Packs by the Chlamydia Screening Program.

3. **Service Aims and Intended Health Outcomes**

The overall aim of the service is to reduce incidences of sexual transmitted infections (STIs). The aims and intended outcomes of this Enhanced Service are –

- 3.1 To contribute to the reduction of incidences of Chlamydia, via Chlamydia screening and patient education.
- 3.2 To increase access to Chlamydia screening for 15 – 25year olds by providing postal packs and where appropriate screening as part of the Regional Chlamydia Screening Programme.

4. **Consultation and Assessment**

- 4.1 The service will include offering Chlamydia screening for young men and women aged 15 to 25 years through the regional Chlamydia screening programme.
- 4.2 The Pharmacist will provide patients with information on sexually transmitted diseases including the Chlamydia screening programme.
- 4.3 The Pharmacist will facilitate the distribution of Chlamydia screening to all that attend for EHC.
- 4.4 The Pharmacist will counsel the patient on the completion and return of the Chlamydia screening pack and provide advice on the possible outcomes.

5. Service Monitoring

The pharmacy will be required to provide the STFT periodically with a report of the number of Chlamydia screening packs issued. The STFT will advise the pharmacy of the format and the frequency for the submission of these monitoring figures.

6. Signature to Agreement

Signature on behalf of the Pharmacy:

The main point of contact for the pharmacy will be the signatory of this agreement unless otherwise informed.

Signature	Name	Date

Signature on behalf of the STFT :

Signature	Name	Date

APPENDIX 2

Confidentiality

A young person is competent to consent to treatment if:

- The young person understands the doctor's advice.
- The doctor cannot persuade the young person to inform his or her parents or allow the doctor to inform the parents that he or she is seeking contraceptive advice.
- The young person is very likely to begin or continue having intercourse with or without contraceptive treatment.
- Unless he or she receives contraceptive advice or treatment, the young person's physical or mental health or both are likely to suffer.
- The young person's best interests require the doctor to give contraceptive advice, treatment or both without parental consent.

These are the Fraser Guidelines, which were issued following a House of Lords' judgement in 1985. They relate to contraception but similar principles apply where other medical conditions are under consideration.