## APPENDIX A

**SERVICE SPECIFICATION**

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| Service Specification No. |  |
| Service | **Emergency Hormonal Contraception in Community Pharmacy** |
| Authority Lead | **St Helens Council, Public Health** |
| Provider Lead | **Community Pharmacy** |
| Period | **1st April 2023 to 31st March 2024** |
| Date of Review | **Annual** |

|  |
| --- |
| 1. Population Needs |
| * 1. Sexual health covers the provision of advice and services around contraception, relationships, sexually transmitted infections (STIs) (including HIV) and abortion. Provision of sexual health services is complex and there is a wide range of providers, including general practice, community services, acute hospitals, pharmacies and the voluntary, charitable and independent sector.   2. There is increasing evidence that unplanned pregnancies have poorer pregnancy outcomes and children born after unplanned pregnancies tend to have a more limited vocabulary and poorer non-verbal and spatial abilities. These differences are almost entirely explained by deprivation and inequalities[[1]](#footnote-1). A study in 2016 lead by the University of Wisconsin[[2]](#footnote-2), concluded that concluded that unwanted pregnancy is associated with an increased risk of mental health problems in later life. Women with pre-existing mental health problems should be actively supported to reduce the risk of unwanted pregnancies.   3. The numbers of abortions increased slowly until 2008 and have remained relatively stable since then. However, repeat abortions have risen over the last decade and there was a further 2% increase in 2011, when 36% of all abortions were repeats.   4. Women should be encouraged and supported to use regular methods of contraception. However, emergency contraception is a safe and effective way of preventing unwanted pregnancy when regular methods have failed or have not been used. |
| 2. Key Service Outcomes |
| **2.1** To increase access to free emergency hormonal contraception.  **2.2** To contribute to the reduction in unwanted pregnancies.  **2.3** To contribute to the reduction in teenage conceptions.  **2.4** To contribute to reducing the rate of women having a termination.  **2.5** To contribute to reducing the repeat termination rate.  **2.6** To increase the number of women referred to GPs and/or community sexual health clinics for on-going contraceptive and sexual health needs. |
| 3. Scope |
| **3.1 Aims and objectives of service**  The aim of this service is to provide free emergency hormonal contraception in community pharmacy venues, therefore improving access to emergency contraception and sexual health advice. Ensuring increased access to emergency contraception for women who have had unprotected sex and therefore contribute to a reduction in the number of unplanned pregnancies. Increasing access to emergency contraception will also help reduce inequalities in provision and access to a wider audience.  The service aims to refer clients, especially those from hard to reach groups, into mainstream contraceptive services, increase the knowledge of risks associated with sexually transmitted infections (STIs), refer clients who may have been at risk of STIs to an appropriate service and strengthen the local network of contraceptive and sexual health services to help ensure easy and swift access to advice.  **3.2 Service description/pathway**  **3.2.1** The pharmacist will provide emergency hormonal contraception based on the two Patient Group Directions that have been adopted by the Commissioner.   * Levonorgestrel * Ulipristal Acetate   These documents are below:      **\*All Pharmacists are required to read, sign and return a copy of the PGDs (or accredit via Pharmoutcomes). If there are updates to the PGDs within the period of the contract all pharmacist will sign and agree to adopt the new PGD otherwise the pharmacy will no longer be in contract to deliver this service.**  **3.2.2** The Provider must provide this service in accordance with the criteria described within the PGD and in accordance with this agreement and must first advise women that the Cu-IUD is the most effective method of emergency contraception as per the Faculty of Sexual and Reproductive Healthcare (FSRH) 2017 guideline on Emergency Contraception. Pharmacist can signpost to the local community Sexual Health Service for all types of contraception including LARC.  **3.2.3** The appropriate free emergency supply will be provided based on the pathway within the PGDs.  **3.2.4** Providers will offer a user-friendly, non-judgmental, client-centred and confidential service.  **3.2.5** The Provider has appropriate health promotion material available for the client group, actively promotes its uptake and is able to discuss the contents of the material with the client, where appropriate  **3.2.6** Pharmacists will link into existing networks for community contraceptive services so that women who need to see a clinician / doctor can be referred on rapidly. They can also contact the community sexual health service for any advice and support.  **3.2.7** The Provider will provide support and advice to clients accessing the service, including advice on the avoidance of pregnancy and STIs through safer sex and condom use, advice on the use of regular contraceptive methods and provide onward signposting to services that provide long-term contraceptive methods and diagnosis and management of STIs, such as the Integrated Sexual Health Service. <http://getiton.org.uk/Pages/default.aspx>  **3.2.8** Pharmacists can also offer the supply of free condoms to promote safe sex. Stocks can be ordered via the community based integrated sexual health service, using the following email address or telephone number: [**SHealth.Improvement@sthk.nhs.uk**](mailto:SHealth.Improvement@sthk.nhs.uk)**, 01744 627699.**  **3.2.9** Those aged 15 to 24 should be offered a Chlamydia screening kit or referred to the Community Sexual Health Service for testing as part of the consultation. [\*This pathway is currently not yet set up for this, Public Health will keep the Provider updated with progress in-year, the pharmacy can signpost to the Integrated Sexual Health Service for STI screening and treatment and also postal kits are available online via the Sexual Health service website <http://getiton.org.uk/Pages/default.aspx> ].  **3.2.10** The Provider has a duty to 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.  **3.2.11** The Provider should maintain appropriate records to ensure effective on-going service delivery and audit.  **3.2.12** The Provider has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.  **3.2.13** The Provider must allow the Commissioner to audit the Service. The Provider will be given advanced written notice and detail of any audit.  **3.3 Population covered**  Sexually active women attending pharmacies in St Helens who have had unprotected sex 0–120 hours of attending the pharmacy. Those aged under 13 should be managed as per St Helens Council Child Safeguarding Policy. Those under 16 should be assessed for Fraser competence and all under 18s should be risk assessed to ensure that the child is not at risk of harm  **3.4 Any acceptance and exclusion criteria and thresholds**  Women who have had unprotected sex over 120 hours before attendance for EHC.  Please see attached PGD for inclusion and exclusion criteria in relation to medical conditions.  **3.5 Interdependencies with other services**   * St Helens Community Sexual Health Service * St Helens General Practitioners * St Helens GUM service * St Helens Council – Public Health * St Helens LPC * UKHSA * ChaMPs Public Health Network * St Helens Clinical Commissioning Group * Patient groups * Health Watch * Young Persons Drug & Alcohol Team * CGL (Community based adult drug and alcohol recovery service)   **3.6 Any activity planning assumptions**  Based on patient need accessing local accredited community pharmacies |
| 4. Applicable Service Standards |
| 4.1 Applicable national standards  Service provision shall at all times conform to relevant external standards or best practice guidance as issued by Department of Health, Faculty of Sexual and Reproductive Healthcare, BASH, or National Institute for Health and Clinical Excellence. Key standards, policies & procedures include, but are not limited to the training and competencies and key standards outlined in the;  Ulipristal PGDs;   * Training and competencies outlined in the PGDs (Page 4) * Key Standards outlined in the PGDs (Page 11)   Levonorgestrel PGDs;   * Training and competencies outlined in the PGDs (Page 4) * Key Standards outlined in the PGDs (Page 12)   4.2 Applicable local standards  All pharmacists should follow:   * St. Helens Safeguarding Children Board’s Multi-Agency Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website (<http://sthelensscb.proceduresonline.com/index.htm>). * St. Helens Safeguarding Adults Board’s Multi-Agency Safeguarding Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website - [Safeguarding\_Adults\_Multi-Agency\_Policy\_and\_Procedure\_1.pdf (sthelens.gov.uk)](https://thecog.sthelens.gov.uk/media/3921/Safeguarding-Adults-Policy-Procedures-and-Good-Practice-Guidance/pdf/Safeguarding_Adults_Multi-Agency_Policy_and_Procedure_1.pdf?m=637864670138570000). * All pharmacists providing this service must have completed the following CPD open learning ‘modules’ / packs:   + Contraception open learning pack   + Emergency hormonal contraception open learning pack   + Safeguarding : a guide for the pharmacy team * All pharmacists must maintain a regular self-assessment declaration of competency every two years or sooner if appropriate, self declaration via the CPPE website and supply the commissioner with a copy. * Once the commissioner is satisfied that the self-assessment is complete the pharmacy will be put on an accredited list for St Helens Council. * The Pharmacist must have achieved the competency levels specified in the NICE Competency Framework for Health Professionals using Patient Group Directions. <https://www.nice.org.uk/guidance/mpg2/resources> * The pharmacist must be satisfied that they have a suitable area where they can have a confidential consultation with the client i.e. consultation room. * Pharmacists must at all times supply EHC in accordance with the most recent up to date PGD provided by St Helens Council. * It is the responsibility of the Provider to make reasonable endeavours within the pharmacy to ensure locums and other pharmacists have the necessary competence, self-accreditation and that they have a Standard Operating Procedure for EHC for when they are not available to provide the service. * Pharmacists who are not accredited must refer clients to another named provider for example a nearby pharmacy, family planning clinic or walk-in centre. * The pharmacy participates in any audit organised by the Commissioner relating to this service provision. The Provider will be given advanced written notice and detail of any such audit and is not deemed onerous to provide. * The Pharmacy co-operates with any locally agreed assessment of service user experience. The Provider will be given advanced written notice and detail of any such service user experience and is not deemed onerous to provide. |
| 5. Location of Provider Premises |
| **The Provider’s Premises are located at:**  Named Community Pharmacies within the Borough of St Helens. Locations to be agreed by St Helens Council, Public Health. |
| 6. Required Insurances |
| **6.1 If required, insert types of insurances and levels of cover required**  The Provider must satisfy required insurances detailed in the St Helens Council PQQ Stage/PQQ Accreditation Questionnaire and must notify their professional indemnity insurers. |

**APPENDIX B**

**CONDITIONS PRECEDENT**

1. See Main Contract

* All pharmacists providing this service must have completed the following:
  + Contraception open learning pack
  + Emergency hormonal contraception open learning pack
  + Safeguarding Children open learning pack
* All pharmacists providing the service must be CPPE self-declared as requested by PharmOutcomes registration. Pharmacists providing this service must have received locally organised training and have their names on an approved list kept by St Helens Council. It is advisable for any member of the pharmacy staff who will be involved in supporting this service to attend the locally organised training.

## APPENDIX C

**QUALITY OUTCOMES INDICATORS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Quality Outcomes Indicators** | **Threshold** | **Method of Measurement** | **Consequence of breach** |
| No of pharmacists CPPE self-declaration | Minimum 1 | Accreditation Questionnaire Stage. Visit / Audit | Trigger point for Council contract review |
| No of pharmacists that have received local training in the last 3 years | Minimum 1 | Accreditation Questionnaire Stage. Visit / Audit | Trigger point for Council contract review |
| No and % of consultations where health promotion material and advice was supplied | 100% | To be determined | Trigger point for Council contract review |
| Number of pharmacies clearly displaying the free EHC available here sticker | 100% | Visit | Trigger point for Council contract review |
| Number of pharmacies having available a current list of accredited providers | 100% | Visit | Trigger point for Council contract review |

**APPENDIX D**

**SERVICE USER, CARER AND STAFF SURVEYS**

If service user, carer and staff surveys have been undertaken by direction of the Commissioner in relation to the service the results or reports should be sent to the commissioner. All Providers involved in this service shall co-operate with any surveys initiated by Public Health. The Provider will be given advanced written notice and detail of any such survey and is not deemed onerous to provide.

**APPENDIX E**

**FEES (All Fees are exclusive of V.A.T)**

|  |  |
| --- | --- |
| Consultation for EHC fee | £15.00 |
| Consultation for Chlamydia Screening | £2.00  A fee of £2.00 for a ‘consultation for Chlamydia Screening’.  (This means that the pharmacy will receive £2.00 when the pharmacist undertakes a consultation, including a discussion about potential partner notification, **and** hands out the chlamydia screening kit). Please note that if a consultation is undertaken **and** a kit is provided then the £2.00 fee is payableregardless of whether or not the client returns the test to the lab.)  NOTE – A ‘go-live’ date had not yet been set- this element of the service is not in operation. |
| Pregnancy test | £5.00 |
| Chlamydia postal kits | Will be supplied by Integrated sexual health service (name of provider will be supplied to participating Pharmacies) |
| Levonorgestrel supply | £5.20 \*or the most up to date cost of supplying the drug |
| Ulipristal acetate supply | £16.95 \*or the most up to date cost of supplying the dru |
|  |  |

**Payment Notes:**

* PharmOutcomes enables real time data (including claims) to be seen by both the Pharmacy and the Council.
* Payments will be made by the Council monthly in arrears by BACS.
* Payment is subject to adherence to the terms of the service specification.
* Pharmacies should ensure that all activity is uploaded onto PharmOutcomes by the 6th of each month to enable claims to be processed for payment by the Council from the10th of each month.
* The Council will not reimburse claims for activity that is over 3 months old so pharmacies need to ensure that activity is uploaded onto PharmOutcomes on a regular basis**.**

**APPENDIX F**

**SAFEGUARDING POLICIES**

In dealing with service users under the age of 16, the Provider must ensure that they adhere to the Department of Health’s guidance document “*Best practice guidance for doctors and other health professionals on the provision of advice and treatment to young people under 16 on contraception, sexual and reproductive health”*[[3]](#footnote-3).

The Provider shall ensure all staff are aware of, trained to a level appropriate to their role and abide by guidance and legislation on Safeguarding (children and adults). The Service Provider should ensure that staff are aware of and abide by:

* St. Helens Safeguarding Children Board’s Multi-Agency Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website (<http://sthelensscb.proceduresonline.com/index.htm>).
* St. Helens Safeguarding Adults Board’s Multi-Agency Safeguarding Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website <http://old.sthelens.gov.uk/media/744225/1401235_st_helens_safeguarding_adults_edition_april_2015.pdf>

This should include understanding safeguarding referral procedures and referral pathways to social care.

Practitioners also need to be aware of the specific responsibilities that they have for young people aged 13-15 and for those under the age of 13.

**APPENDIX G**

**INCIDENTS REQUIRING REPORTING PROCEDURE**

***[Insert pursuant to clause B11 (Incidents Requiring Reporting) procedure for reporting, investigating, and implementing and sharing Lessons Learned from: (1) Serious Incidents (2) reportable Patient Safety Incidents; and (3) Non-Service User incidents] – See main contract***

**Serious Untoward Incidents (SUIs)**

***\* Reporting of SUI will be in line with St Helens Council Public Health Contract requirements.***

The Provider must report all serious and untoward incidents, complaints and compliments to the commissioners. Whilst compliments and less serious complaints can be reported as part of monthly or quarterly routine data submissions, serious untoward incidents must be reported at the first available opportunity to the Local Authority Commissioner and within any case, within forty eight hours.

Serious Untoward Incidents include but are not restricted to:

* Incidents which in any way compromise the safety of service users or staff, including incidents of abuse/violence and how managed
* Emergencies leading to service restrictions or closures
* Staff vacancies causing service disruption (cover or minimum safety)

The Service Provider must deliver to the Commissioner a robust Management Board Action Plan detailing the response to the incident and steps that will be taken to remove or minimise future risk.

**Adverse Incident or Near Miss**

In the advent of any ‘adverse incident’ or ‘near miss’ the practice must complete the appropriate incident reporting form and demonstrate that the practice has learnt from the incident.

**APPENDIX H**

**DATA AND INFORMATION PROVISION**

**Core minimum Dataset – Requirements & Frequency:**

**The following information will be collected by the Pharmacy via PharmOutcomes.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Data** | **<16** | **< 18** | **18-24** | **25-34** | **35+** |
| Number of consultations for EHC |  |  |  |  |  |
| Number discussed Chlamydia |  |  |  |  |  |
| Number provided a chlamydia postal kit |  |  |  |  |  |
| Number of pregnancy tests |  |  |  |  |  |
| Number supplied Levonorgestrel |  |  |  |  |  |
| Number supplied Ulipristal |  |  |  |  |  |
| Number of non face to face consultations |  |  |  |  |  |

|  |  |
| --- | --- |
| **Data** | **Postcode** |
| Number of consultations for EHC |  |
| Number discussed chlamydia testing |  |
| Number provided chlamydia testing postal kit |  |
| Number of pregnancy tests |  |
| Number supplied Levonorgestrel |  |
| Number supplied Ulipristal |  |

**Information Requirements:**

The client data constitutes a medical record and must therefore be retained for 25 years.

None provision of information may result in with-holding payment.

**APPENDIX I**

**TRANSFER OF AND DISCHARGE FROM CARE PROTOCOLS**

*See Main Contract*

**APPENDIX J**

**SERVICE QUALITY PERFORMANCE REPORT**

*See Main Contract*

**APPENDIX K**

**DETAILS OF REVIEW MEETINGS**

**Formal Contract Meetings:**

Formal contract and performance monitoring shall form an integral element in the relationship between the provider and Commissioner. A minimum of 10% of pharmacies delivering the service will receive a contract monitoring visit on an annual basis and the Provider will given advanced written notice of each visit. The provider will meet, with the Commissioner to review performance. The Provider will given advanced written notice of any such meeting. The decision to visit will be determined by feedback from patients, quarterly performance monitoring data, joint working with St Helens Primary Care Operational Committee or random selection.

**APPENDIX L**

**AGREED VARIATIONS**

**[See Main Contract**

**APPENDIX M**

**DISPUTE RESOLUTION**

**[See Main Contract**

**APPENDIX N**

**SUCCESSION PLAN**

**[See Main Contract**

**APPENDIX O**

**DEFINITIONS AND INTERPRETATION**

**[See Main Contract**



Pharmacies can either email [SHealth.Improvement@sthk.nhs.uk](mailto:SHealth.Improvement@sthk.nhs.uk) (which is probably the best way to order) or call 01744 627699.  The email is monitored by several staff so that’s the best way to ensure the order gets received.

**Condom Order Form**

**\*All details must be completed in full.**

|  |
| --- |
| **\***Contact Name: |
|  |
| **\***Organisation Name: |
|  |
| **\***Contact/Delivery Address: |
|  |
| **\***Contact Telephone No: |
|  |
| **\***Contact Email address of person making the order |
|  |
| **\***Have you ordered from this service before? Yes No |

**Items that can be ordered:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Product name** | **Product Description** | **Quantities supplied** | **Quantity Required** |
| **Pasante** *Regular* | Shaped for comfort and feeling | **Standard** gross packs [144] or  **Eco** packs [288]  Please state | *Please state Gross or Eco* |
| **Pasante**  *Naturelle* | Shaped for a natural feeling. | **Standard** gross packs [144] or  **Eco** packs [288] | *Please state Gross or Eco* |
| **Pasante**  *Flavours* | Flavoured. For extra fun. | **Standard** gross packs [144] or  **Eco** packs [288] | *Please state Gross or Eco* |
| **Pasante**  *Ribs & Dots* | For total satisfaction. | **Standard** gross packs [144] or  **Eco** packs [288] | *Please state Gross or Eco* |

**Lubricants to Order:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Product name** | **Product Description** | **Quantities supplied** | **Quantity Required** |
| Pasante  Light 5ml | Gently lubricates. Water based formula. | Gross packs  [144] |  |

**Special Request Orders:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Product name** | **Product Description** | **Quantities supplied** | **Quantity Required** |
| **Female Condoms** | Female Condom | Individual |  |
| **Pasante**  *Sensiva* | Non-latex condoms | Packs of 72 |  |
| **Pasante**  **Lubricant** | Pasante  Light 10ml | 500’s |  |
| **Mates Skyns** | Non- latex  condoms | 144’s |  |

Do you need bags for packing condoms**? Yes No**

**Return completed form to:**

*By email*: [SHealth.Improvement@sthk.nhs.uk](mailto:SHealth.Improvement@sthk.nhs.uk)

*Telephone*

*Enquiries*: 01744 627699

**Please note: Products provided may be of a different brand depending on availability**

1. Effect of pregnancy planning and fertility treatment on cognitive outcomes in children at ages 3 and 5:

   longitudinal cohort study’, Carson C et al, *BMJ* 2011; 343: d4473 [↑](#footnote-ref-1)
2. [AJPH201512693\_Herd 421..429 (core.ac.uk)](https://core.ac.uk/download/pdf/31300329.pdf) last accessed 14.03.23. [↑](#footnote-ref-2)
3. Department of Health (2004). *Best Practice Guidance for Doctors and other Health Professionals on the Provision of Advice and Treatment to Young People Under 16 on Contraception, Sexual and Reproductive Health* (<http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4086960>) [↑](#footnote-ref-3)