**SERVICE SPECIFICATIONS**

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| **Service Specification No.** | **1** |
| **Service** | **Emergency Hormonal Contraception** |

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| **1. Population Needs** |
| **1.1 National/local context and evidence base**  ***A Framework for Sexual Health Improvement in England*** (Department of Health) along with ***Health Promotion for Sexual Health and Reproductive Health and HIV*** (Public Health England)highlight the need to: -   * Reduce unwanted pregnancies by ensuring that people have access to the full range of contraception and; * Support women with unwanted pregnancies to make informed decisions about their options as early as possible   <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/142592/9287-2900714-TSO-SexualHealthPolicyNW_ACCESSIBLE.pdf>  <https://www.gov.uk/government/publications/sexual-and-reproductive-health-and-hiv-strategic-action-plan>  Locally, Knowsley also identifies the following priorities: -   * Ensuring availability of a range of contraception choices. * Ensuring residents know how to access available contraception. * Improving access to all methods of contraception including Emergency Hormonal Contraception. * Increase awareness of sexual health, including Child Sexual Exploitation (CSE), among local healthcare professionals and relevant non-health practitioners particularly those working with vulnerable groups, including those working with people with learning difficulties. * Reducing unplanned pregnancies including in the under-18 cohort. * Reducing unwanted pregnancy after childbirth. |
| **2. Key Service Outcomes** |
| The Provider will offer a user-friendly, non-judgmental, client-centred and confidential service.  The Provider will offer a service that is welcoming to young people.  The Provider must ensure the privacy of Service Users.  Other appropriate reference sources will be utilised where appropriate.  The Provider will ensure that Staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service, including sensitive, Service User centred communication skills and accreditation. **Staff providing this service must be accredited via the self-declaration process of the Centre for Post Graduate Pharmacy Education (CPPE) and it is the responsibility of the Provider to hold evidence of accreditation for audit purposes.**  The Provider must ensure that Staff involved in the provision of the service are aware of and operate within local protocols.  The Provider will make available to Service Users appropriate health promotion material which may include websites or apps and actively promote its use and discuss the contents of the material with the Service User.  The Provider must review its standard operating procedures and the referral pathways for the service every two years.  The Provider must participate in any audit of service provision as required by the Authority.  The Provider must cooperate in any assessment of service user experience as required by the Authority.  Pharmacists operating this service must complete a CPPE declaration of competence for Emergency Contraception, enable their CPPE viewer within their CPPE profile to allow Knowsley Borough Council to ensure up to date declarations and complete the registration process on Pharmoutcomes.  The service will be provided during the Provider’s normal opening hours. |
| **3. Scope** |
| **3.1 Aims and objectives of service**   * To increase knowledge, especially amongst young people, of contraception. * To increase knowledge of risks associated with STIs. * To improve access to emergency contraception and sexual health advice. * To increase the appropriate use of Emergency Hormonal Contraception by women who have had unprotected sex and help contribute to a reduction in the number of unplanned pregnancies in the client group. * To refer Service Users, especially those from hard-to-reach groups, into mainstream contraceptive services. * To increase knowledge of risks associated with STIs. * To refer Service Users who may have been at risk of STIs to an appropriate service. * To 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 Service description**  The Provider will supply Levonorgestrel or Ulipristal Emergency Hormonal Contraception (EHC) when appropriate to Service Users in line with the requirements of the locally agreed Patient Group Directions (PGDs) for Service Users who meet the criteria set down in the patient group direction.  The supply will be made free of charge to the Service User.  The Provider will link into existing networks for community contraceptive services and utilise local signposting information so that women who need access to alternative services may do so. The relevant signposting information will be shared with the provider(s) and linked from PharmOutcomes.  Service Users excluded from the PGD criteria will be referred to another local service that will be able to assist them, as soon as possible.  The Provider will provide support and advice to Service Users accessing the service, including advice on the avoidance of pregnancy and sexually transmitted infections (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.  **3.2.2 Service outline**  A service will be provided that assesses the need and suitability for a Service User to receive EHC, in line with the PGDs. Where appropriate a supply will be made; where a supply of EHC is not appropriate, advice and referral to another source of assistance, if appropriate, will be provided. Service Users who have exceeded the time limit for EHC will be informed about the possibility of use of an IUD and should be referred to a local service as soon as possible.  Advice which may be verbal, written or in the form of websites and apps on the avoidance of STIs and the use of regular contraceptive methods, including advice on the use of condoms, will be provided to the Service User. This should be supplemented by a referral (where appropriate) to a service that can provide treatment and further advice and care.  The Provider must maintain appropriate records to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely and for a length of time in line with local NHS record retention policies.  The Provider may need to 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 Service User to share the information.  **3.3 Population covered**  This is an open access service.  **3.4 Any acceptance and exclusion criteria and thresholds**  Inclusion and exclusion criteria, which are detailed in the PGDs, will be applied during provision of the service.  **3.5 Interdependencies with other services**  The Provider will be required to work with the Councils commissioned sexual health service. |
| **4. Applicable Service Standards** |
| 4.1 Applicable national standards e.g., NICE  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 and local child and vulnerable adult protection guidelines. The service must also be delivered in compliance with the Caldicott Principles and Guidance. |