

Community Pharmacy EHC and Chlamydia Screening Service: Frequently Asked Questions

Devon and Torbay Pharmacy Core Public Health Services Contract (Sexual Health)

General Issues					
Where can I find details of other sexual health services that I can refer young people to?	<table border="1"> <thead> <tr> <th>Torbay</th> <th>Devon</th> </tr> </thead> <tbody> <tr> <td> <p>Torbay sexual medicine service have a multi-disciplinary outreach team who are able to offer 1:1 interventions, contraception (including CCard) and appropriate referrals into other local and national services. Contact them on 01803 656500 or wider Torbay services can be found at: http://www.torbaydirectory.com/kb5/torbay/enterprise/home.page for sexual health services; go to: http://www.s-wize.co.uk/</p> </td> <td> <p>Details of the full range of sexual health services (including CCard) provided by the Northern Devon Healthcare NHS Trust are available here: http://www.thecentresexualhealth.org Further information available via the Devon County Council website: https://new.devon.gov.uk/adultsocialcareandhealth/health-and-wellbeing/sexual-health/</p> </td> </tr> </tbody> </table>	Torbay	Devon	<p>Torbay sexual medicine service have a multi-disciplinary outreach team who are able to offer 1:1 interventions, contraception (including CCard) and appropriate referrals into other local and national services. Contact them on 01803 656500 or wider Torbay services can be found at: http://www.torbaydirectory.com/kb5/torbay/enterprise/home.page for sexual health services; go to: http://www.s-wize.co.uk/</p>	<p>Details of the full range of sexual health services (including CCard) provided by the Northern Devon Healthcare NHS Trust are available here: http://www.thecentresexualhealth.org Further information available via the Devon County Council website: https://new.devon.gov.uk/adultsocialcareandhealth/health-and-wellbeing/sexual-health/</p>
Torbay	Devon				
<p>Torbay sexual medicine service have a multi-disciplinary outreach team who are able to offer 1:1 interventions, contraception (including CCard) and appropriate referrals into other local and national services. Contact them on 01803 656500 or wider Torbay services can be found at: http://www.torbaydirectory.com/kb5/torbay/enterprise/home.page for sexual health services; go to: http://www.s-wize.co.uk/</p>	<p>Details of the full range of sexual health services (including CCard) provided by the Northern Devon Healthcare NHS Trust are available here: http://www.thecentresexualhealth.org Further information available via the Devon County Council website: https://new.devon.gov.uk/adultsocialcareandhealth/health-and-wellbeing/sexual-health/</p>				
Can EHC be dispensed to Trans Men? (Patients who identify as male, or who are in transition but may have a biologically female reproductive system)	Yes, as long as they fit into the wider criteria (e.g. age) Appropriate non-judgemental information and advice should be offered, particularly encouraging him to go for an additional screen. Where there is risk of HIV transmission, invite patient to attend the local GUM / sexual medicine service as a matter of urgency for an assessment of need for PEP (Post Exposure Prophylaxis)				

PGD (Patient Group Direction)	
Definition	A PGD is a legal document that allows a Pharmacist to supply and administer prescription only medicines. The current Devon, Torbay & Plymouth community pharmacy PGD for supply and administration of Levonelle 1500 emergency hormonal contraception (EHC) to young women between 13 and 24 years, runs from 1st October 2016 to 30 th September 2018.
Which pharmacies & pharmacists are eligible to provide EHC under the PGD as part of the public health service contract?	<ul style="list-style-type: none"> Pharmacies in Devon and Torbay: that have been accepted by the public health team as eligible providers of EHC and have a current contract arrangement in place Pharmacists in Devon and Torbay: pharmacists must be accredited to provide the service and comply with the training requirements set out in the service specification (available on the local LPC website http://devonlpc.org/locally-commissioned-services/). This includes locum pharmacists who wish to provide the service.
Lead Pharmacist role	Legislation requires that individual health professionals (pharmacists) must be named and authorised to practise under the PGD and are responsible for ensuring that they are practising under a PGD that is in date and the most recent version. It is the responsibility of the Lead Pharmacist within the pharmacy to ensure that all pharmacists that are accredited to deliver the EHC service have read and signed the front sheet of the Community Pharmacy EHC PGD. This includes locum pharmacists who are accredited to provide the service.

What happens if there is a change in Lead Pharmacist?	If there is a change in Lead Pharmacist: <ul style="list-style-type: none"> the public health team should be notified (see below) the front sheet of the PGD will need to be amended and a copy sent to the public health team for their records 	
	Torbay	Devon
	Ian Tyson Acting Head of Public Health Improvement Public Health Team ian.tyson@torbay.gcsx.gov.uk 01803 207314	Sandra Allwood Public Health Contracts Administrator Public Health Team Sandra.allwood@devon.gov.uk 01392 386381
Completion/retention of patient assessment record	The current Community Pharmacy EHC PGD operates across Torbay Council, Devon County Council and Plymouth City Council areas and is operational until 30 September 2016. The PGD requires that the Community Pharmacists EHC Assessment and Record Sheet is completed and held in a secure manner to maintain patient confidentiality and should be retained for 8 years (in adults) or until 25th birthday in a child (age 26 if the record is made when the young person was 17). <u>Pharmacists are required to complete this assessment record in alongside any submission of activity on PharmOutcomes.</u>	
If a lead Pharmacist is on leave or is sick/absent, can a Locum Pharmacist still supply service(s) to that patient?	Pharmacists must be accredited to provide the service and comply with the training requirements set out in the service specification (available on the local LPC website http://devonlpc.org/locally-commissioned-services/). This includes locum pharmacists who wish to provide the service. If the locum has not signed the PGD for that specific pharmacy, the service users should be referred to the nearest alternative provider where the service is available <i>free of charge</i> . We would not expect that a young person is charged for EHC. A regularly updated list of currently commissioned pharmacists in the Devon County Council area are located on the Emergency Contraception link at the website below. See <i>click here for a local list of pharmacies</i> : http://www.thecentresexualhealth.org/services/contraception . For a list of pharmacies in the Torbay area see the LPC website here: http://devonlpc.org/locally-commissioned-services/commissioned-services-2/ . All pharmacies currently commissioned can be found on the regularly updated document titled ' <i>Final Pharmacy list...(DATE)</i> '.	

PharmOutcomes	
How do pharmacists access PharmOutcomes?	Most pharmacies will already be familiar with this system. Commissioners can arrange for you to be set up as a supplier on the system.
Do pharmacists require an individual log in?	Yes, each <u>pharmacist</u> (not each pharmacy) should have their own log in and individual account for registering activity on PharmOutcomes.
Where do pharmacists record my activity?	When you log into Pharm Outcomes, there is a services tab with a list of your accredited services, where you will find both the EHC and Chlamydia "service" templates. Activity has to be recorded for you to receive payment. For help and support with entering activity on PharmOutcomes, please contact the Pinnacle Health Helpdesk: https://pharmoutcomes.org/pharmoutcomes/help/home?sendMessage&contactus

Enrolment/Declaration Criteria	<p>From 1 October 2016 pharmacists will be required to complete a brief Enrolment/Declaration page on login to PharmOutcomes. Pharmacists will be required to complete the 4 questions below:</p> <p>Your Full Name <input type="text"/></p> <p>Registration <input type="text"/></p> <p>I have read and signed the PGD 1 version 3.0 administration/supply of Levonorgestrel 1500 microgram tablet. Read and signed? <input type="radio"/> Yes <input type="radio"/> No</p> <p>I have completed the CPPE learning and assessment modules for EHC. Completed <input type="radio"/> Yes <input type="radio"/> No</p> <p>I have completed the CPPE learning and assessment modules for Level 2 Safeguarding Children Completed <input type="radio"/> Yes <input type="radio"/> No</p> <p>I have attended a local face-to-face training event for Chlamydia Screening and Talking Young People - within the last 3 years. Attended <input type="radio"/> Yes <input type="radio"/> No</p> <p>N.B Pharmacists will be unable to proceed to deliver the service unless they have answered Yes to all of the questions.</p>	
How do we get paid for activity?	<p style="text-align: center;">Torbay</p> <p>Only activity that is recorded on PharmOutcomes will be paid. The system automatically generates an invoice on the 8th of the following month for all the activity submitted the previous <u>month</u>. The Authority, will process the invoices as soon as they are received and so payment is usually issued about 1 week later.</p> <p>The combined EHC/Chlamydia consultation payment will be made follow delivery of the intervention and submission of activity data on PharmOucomes.</p> <p>Chlamydia payments will require the pharmacy to record the service ONCE only on PharmOutcomes, this will then generate the single annual payment of £25.00. No further action is required after that until the following financial year.</p>	<p style="text-align: center;">Devon</p> <p>Only activity that is recorded on PharmOutcomes will be paid. The system automatically generates an invoice on the 8th of the following month for all the activity submitted the previous <u>quarter</u>. Therefore invoices are sent April, July, October and January.</p> <p>The Authority, will process the invoices promptly and payment is usually issued about 1 week later. This is paid as part of the quarterly invoices.</p> <p>Payment of the retainer for chlamydia is currently set to pay £6.25 per quarter to every accredited provider.</p> <p>The system will allow data to be entered and claimed for retrospectively for 3 months (Grace period = 6 months)</p>

Pharmacy Poster				
How can pharmacists obtain additional copies of posters to promote the service?	<p>As part of the service requirement pharmacies are required to display the promotional poster (s) in a location that is clearly visible to young people. Some stores that have toilet facilities may also wish to put posters up in these areas.</p> <table border="1" data-bbox="517 1637 1444 1854"> <tr> <td data-bbox="517 1637 954 1854"> <p style="text-align: center;">Torbay</p> <p>Michelle Crow Torbay Sexual Medicine Service Torbay and Southern Devon Health Care Trust michelle.crowe@nhs.net Tel: 01803 656520 (answerphone)</p> </td> <td data-bbox="954 1637 1444 1854"> <p style="text-align: center;">Devon</p> <p>Ellen Reed/Lorraine Bemmer Chlamydia Screening Administrator The Centre Northern Devon Healthcare NHS Trust Tel: 01392 284965</p> </td> </tr> </table>		<p style="text-align: center;">Torbay</p> <p>Michelle Crow Torbay Sexual Medicine Service Torbay and Southern Devon Health Care Trust michelle.crowe@nhs.net Tel: 01803 656520 (answerphone)</p>	<p style="text-align: center;">Devon</p> <p>Ellen Reed/Lorraine Bemmer Chlamydia Screening Administrator The Centre Northern Devon Healthcare NHS Trust Tel: 01392 284965</p>
<p style="text-align: center;">Torbay</p> <p>Michelle Crow Torbay Sexual Medicine Service Torbay and Southern Devon Health Care Trust michelle.crowe@nhs.net Tel: 01803 656520 (answerphone)</p>	<p style="text-align: center;">Devon</p> <p>Ellen Reed/Lorraine Bemmer Chlamydia Screening Administrator The Centre Northern Devon Healthcare NHS Trust Tel: 01392 284965</p>			

Preventx Kits		
How do pharmacists access additional supplies of kits?	<p style="text-align: center;">Torbay</p> <p>Michelle Crow Torbay Sexual Medicine Service michelle.crowe@nhs.net Tel: 01803 656520 (answerphone)</p>	<p style="text-align: center;">Devon</p> <p>Cindy Jefferson PA Devon County Council Public Health team Cindy.jefferson@devon.gov.uk</p>
Where should pharmacies display the kits dispenser?	Kits should be displayed in a location that is clearly visible to the target group of young people aged 16-24 who wish to pick up a kit without a face to face consultation.	
Pharmacy Preventx Web-page	Pharmacists are able to access an individual Preventx web page to access information about Chlamydia screening activity in their store. For those pharmacists who require information on login details please contact:	
	<p style="text-align: center;">Torbay</p> <p>Michelle Crow Torbay Sexual Medicine Service Torbay and Southern Devon Health Care Trust michelle.crowe@nhs.net Tel: 01803 656520 (answerphone)</p>	<p style="text-align: center;">Devon</p> <p>Cindy Jefferson PA Devon County Council Public Health team Cindy.jefferson@devon.gov.uk</p>

Safeguarding		
The law and under 16 year olds accessing Emergency Hormonal Contraception (EHC).	The law does not permit young people <u>under 13</u> to consent to sex and this disclosure should trigger a safeguarding process. Provision of EHC to young people under 13 years old is outside the parameters of the Community Pharmacy PGD and the pharmacist should consider referral of the young person to specialist contraception and sexual health services. The Sexual Offences Act 2003 allows professionals to give sexual health and contraceptive services and advice to 13-16 year olds, providing they are 'Fraser competent' and that the pharmacist is acting in the interest of preventing unplanned pregnancy. Confidentiality should be upheld at all times by all pharmacists and counter staff, regardless of decision to issue EHC or to offer a Chlamydia screen.	
Who should a pharmacist contact is there is a concern about a young person? (<i>to talk through a case or concern you might have about a young person</i>)	For general advice and to talk a concern through, a pharmacist should talk to either the Named or Designated professionals for Safeguarding Children. If there e sufficient concerns to make a referral then proceed to the local MASH (Multi-Agency Safeguarding Hub). Client consent is not required to make a safeguarding phone call or referral where there are concerns about issuing EHC.	
	<p style="text-align: center;">Torbay</p> <p>Designated Nurse Safeguarding Children – Philippa Hiles - 01803 655720 phillippahiles@nhs.net, Named Nurse Safeguarding Children – Jane Wilkinson on 01803 208659 / 07826 874089</p>	<p style="text-align: center;">Devon</p> <p>Designated Nurse Safeguarding Children – Sue Baldwin on 07826 892445 Named Nurse Safeguarding Children – Chrissie Bacon on 01803 763588 / 07811 458202</p>
How does a pharmacist make a Multi-Agency Safeguarding Referral (MASH) if the need for referral is obvious, or where they have been advised to refer following discussion with another professional?	<p>Torbay 01803 208100</p> <p>Torbay (out of hours) 0300 456 4876</p>	<p>Devon 0345 155 1071</p> <p>Devon (out of hours) 0845 6000 388</p>
How do I contact specialist contraception and sexual health services?	<p style="text-align: center;">Torbay</p> <p>Castle Circus Health Centre: 01803 656500 http://www.s-wize.co.uk/ for directory of wider local services</p>	<p style="text-align: center;">Devon</p> <p>Exeter (professional direct line): 01392 284960 –changed to correct no. Barnstaple (professional direct line): 01271 341369</p>

What does a pharmacist do if someone comes in with a partner who insists on being present?	The Young Person has a right to confidentiality. In most clinical settings, practitioners will insist on seeing the client alone for at least part of the consultation. This is a challenge and clearly it would be preferable to see the young person on their own, however if the partner insists on being present the pharmacist can't prevent that, but should clearly document this in the records, and seek advice if appropriate. Remember as a pharmacist if you feel uncomfortable, follow your instinct. Ring the Safeguarding Hub who will be able to give the pharmacist advice and remember that the law around child sexual exploitation covers young people up to 18 years old.
--	--

Training	
Who should attend the local training session on Chlamydia screening and talking to young people ?	This session is open to all pharmacists from pharmacies across Devon and Torbay who will be contracted and accredited to provide the Emergency Contraception and Chlamydia Screening services. The pharmacist may bring up to two members of staff to the training session e.g. pharmacy technicians, counter staff (please notify on booking your training place). Training will be valid for a period of 3 years and sessions may be used for initial or update purposes.
Are locum pharmacists able to attend?	Yes - locum pharmacists who are regularly working in an accredited pharmacy that is contracted to provide the service and meet all requirements as outlined in the contract and service specification documents.
DBS Checks/Vetting and Barring	It is a condition of the contracting process that the Applicant, as employers, confirms that they will ensure that all pharmacists and supporting staff are fit for the purposes for which they are employed i.e. suitably qualified and appropriately trained and vetted for the roles they are undertaking (for example DBS checks as per organisational requirements). For more information see https://www.gov.uk/disclosure-barring-service-check/overview
How often do phamracists need to do CPPE / Safeguarding training?	The Intercollegiate Document (2014) advises pharmacists accessing Level 2 training every 3 years to maintain competence in line with their roles. https://www.cppe.ac.uk/
Are we able to transfer the kits between our multiple stores?	No – the kits are coded to the intended pharmacy supplier where activity can be geographically tracked. All pharmacists supplying the kits will need to be compliant in training to provide kits.
Do Fraser competence questions need to be asked during a 1:1 consultation?	Yes. A Fraser competence assessment is built in to the questions in the patient assessment record. Individuals who pick up a kit from the Chlamydia grab box generally do not require this assessment as the service is targeted at over 16's.
Where do I find information on the training requirements?	The training requirements are outlined in the service specification http://devonipc.org/locally-commissioned-services/commissioned-services-2/.