

# Service Specification

## Emergency Hormonal Contraception Service

### 1 Introduction

- 1.1 This specification is for the provision of emergency hormonal contraception from pharmacies across Wigan Borough CCG to female clients of any age.
- 1.2 The provision of this service will be open to any willing pharmacy contractor who has suitable facilities, who will not exclude females of any age from the service and who is subsequently approved as a provider of this service by Wigan Borough CCG. All providers of this service are asked to consider the Department of Health 'You're Welcome Quality Criteria' in order to make this service young people friendly. Further information is available via the Department of Health Website [www.dh.gov.uk](http://www.dh.gov.uk).
- 1.3 This service must be provided for at least 70% of the pharmacies total opening hours (core and supplementary) once the pharmacy is approved as a provider.

### 2 Service description

- 2.1 Accredited pharmacists will supply Levonorgestrel Emergency Hormonal Contraception (EHC) in line with the requirements of the locally agreed Patient Group Direction (PGD) to females at risk of unwanted pregnancy due to unprotected sexual intercourse (UPSI).
- 2.2 The supply will be made free of charge to the client at NHS expense.
- 2.3 Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service.
- 2.4 Pharmacists will link into existing networks for community contraceptive services so that women who need to see a doctor can be rapidly referred.
- 2.5 Clients excluded from the PGD will be referred to another local service that will be able to assist them as soon as possible e.g. GP, community contraception service.
- 2.6 The pharmacy will provide support and advice to clients 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 onward signposting to services that provide long-term contraceptive methods and diagnosis and management of STIs.

### 3 Aims and intended service outcomes

- 3.1 To reduce unintended pregnancies in all age groups by:
  - Promoting self-care through the pharmacy, including the provision of advice and where appropriate medication without the need to visit the GP practice.
  - Supplying appropriate medicines at NHS expense in line with the service specification and PGD
  - Increasing the use of EHC by women who have had unprotected sex
  - Giving clients a choice of service provider
  - Ensuring service provision in the evenings and at weekends
  - Improving access to emergency contraception and sexual health advice.
- 3.2 To increase knowledge, especially amongst young people, of the availability of emergency contraception.
- 3.3 To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.
- 3.5 To increase the knowledge of the risk of acquiring STIs from UPSI and to refer clients who may have been at risk of STIs to an appropriate service.
- 3.6 To strengthen the local network of contraceptive and sexual health services by ensuring easy and swift access to advice and treatment.

#### **4 Service outline**

- 4.1 The part of the pharmacy used for provision of the service provides a sufficient level of confidentiality, privacy and safety as required by the client.
- 4.2 The pharmacy contractor 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, including sensitive, client-centred communication skills.
- 4.3 All support staff must be trained to refer each request for emergency hormonal contraception to the accredited pharmacist or, if there is no accredited pharmacist present, to at least 2 other pharmacies providing this service in the nearby area.
- 4.4 All pharmacists providing this service must be accredited to provide the service by Wigan Borough CCG. If pharmacists provide the service who are not accredited with Wigan Borough CCG payment will not be withheld.
- 4.5 Pharmacists can be accredited to provide the service by attending training provided by Wigan Borough CCG and completing the CPPE training package – Emergency Contraception, and submitting certification to prove this. Only pharmacists who complete both aspects of training will be accredited. Pharmacists may only commence service provision upon receipt of an Wigan Borough CCG Accreditation Certificate.
- 4.6 Pharmacy contractors approved to provide this service must not sell the ‘over the counter’ EHC product in preference to that supplied under the PGD. The PGD supplied product must be offered and the ‘over the counter’ product only supplied where an individual client expresses a preference. If an accredited pharmacist is not available the client should be referred to at least 2 other approved pharmacies in the scheme. Only if this is not possible and the client agrees can the OTC product be sold. Compliance with this specification will be audited.
- 4.7 The pharmacy contractor must have appropriate standard operating procedures in place for the service.
- 4.8 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within standard operating procedures and the PGD.
- 4.9 Pharmacists participating in the service must ensure they have appropriate insurance cover.
- 4.10 Accredited pharmacists must not treat family members on the service but should refer them to at least 2 other pharmacies providing the service.
- 4.11 At each consultation the pharmacist will:
  - ensure the consultation is with the client requiring EHC
  - ensure UPSI occurred within the previous 72 hours
  - assess the need for emergency contraception
  - provide advice on the different types and efficacy of emergency contraception enabling the client to make an informed decision
  - if EHC is chosen assess the suitability of the client to receive EHC in line with the PGD.
  - clients who have exceeded the time limit for levonorgestrel EHC will be informed about the possibility of use of an IUD or ellaOne and should be referred to a local service as soon as possible
  - ensure the client is not already pregnant – if necessary carrying out a pregnancy test
  - supply EHC if appropriate and provide advice on its use, efficacy, side effects and what to do if the client vomits within 3 hours of taking the EHC
  - provide advice on long-term contraception and the risks of STIs along with information regarding, or referral to, a service that can provide treatment and further advice and care.
  - provide advice on the clients next period and when a pregnancy test should be carried out
  - offer all clients a supply of 3 condoms at NHS expense
  - where supply of EHC is not appropriate advice and referral to another source of assistance, if appropriate, will be provided.
- 4.12 The service will be provided in accordance with Fraser Guidance and Department of Health guidance on confidential sexual health advice and treatment for young people aged under 16. For all clients under 16 years of age a Client Competence Form must be completed ensuring

the client is competent to make informed decisions about the use of emergency contraception. This form must be kept with the Patient Record Form.

- 4.13 Pharmacists operating the scheme must be aware of the pharmacies child protection procedures and operate within them at all times. If safeguarding issues are raised the pharmacist must ensure that information is shared appropriately with patient consent if possible. The designated nurse for safeguarding can be contacted for advice if required. All clients under the age of 13 must be referred to social services and/or the police as appropriate.
- 4.14 The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit.
- 4.15 For every consultation the pharmacist must complete the Patient Record Form. Under no circumstances should this form be given to the client to complete, the pharmacist should complete the form during the consultation and explain all areas fully to the client. The Patient Record Form (and Client Competence Form if appropriate) must be stored securely for 8 years in adults, or until the 25th birthday for clients aged under 18. Only on the production of a court order should records be released.
- 4.16 Monthly Audit Forms will be submitted to LaSCA monthly along with the claim form. Monthly Audit Form reason codes can be found in appendix 1 of this document. Both documents must be submitted or payment will be withheld. All paperwork must be transferred securely in compliance with information governance requirements.
- 4.17 Wigan Borough CCG will provide details of relevant referral points which pharmacy staff can use to signpost clients who require further assistance.
- 4.18 Pharmacy staff may need to share relevant information with other healthcare professionals and agencies in line with locally determined confidentiality arrangements, including, where appropriate, the need for the permission of the client to share the information. Client information relating to the supply of EHC under this service will be passed to Wigan Borough CCG for a variety of purposes such as audit or verification of payment. All clients' informed consent will be obtained and documented on the Patient Record Form
- 4.19 Wigan Borough CCG will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies will be required to use to promote the service to the public. Providers will be required to display any promotional material e.g. leaflets and posters relating to the service and make these available to clients.

## **5 Quality indicators**

- 5.1 The pharmacy has appropriate PCO provided health promotion material available for the user group and promotes its uptake.
- 5.2 Providers review their standard operating procedures and the referral pathways for the service when there are any major changes in the law affecting the service or in the event of any dispensing incidents. In the absence of any of these events they are reviewed every 2 years.
- 5.3 The pharmacy can demonstrate that all staff involved in the provision of the service have undertaken CPD relevant to this service.
- 5.4 All pharmacists providing the service on behalf of the pharmacy contractor are accredited and attend subsequent training if requested by the PCT.
- 5.5 The pharmacy participates in an annual organised audit of service provision if required by Wigan Borough CCG.
- 5.6 The pharmacy co-operates with any locally agreed PCO-led assessment of client experience.

## **6 Payment mechanism**

- 6.1 All payments will be made on a monthly basis on submission of the Emergency Contraception Monthly Audit Form to:-
  - CPS Support
  - LaSCA
  - Caxton Road
  - Fulwood
  - Preston
  - PR2 9ZZ

Claims should be submitted no later than the 3<sup>rd</sup> working day of the following month to which the claim relates. Late submissions will not be processed until the next month. Submissions at

the end of the financial year must be received before the end of June or payment may be refused, in all other cases claims will be paid up to 6 months in arrears although late submission is discouraged.

- 6.2 Under no circumstances must the Patient Record Forms be sent to LaSCA or any other recipient.
- 6.3 Wigan Borough CCG will make payments to pharmacies via the PPD statement.
- 6.4 Wigan Borough CCG reserves the right to verify claims by, but not limited to, inspecting paper and computer records in accordance with ethical guidelines.

## **7 Current funding**

- 7.1 Consultation Fee - A fee of £10.00 per client whether or not EHC is supplied.
- 7.2 Pregnancy test – pregnancy test reimbursement will be paid at £5.00. When carrying out a test only the pharmacist cannot claim a consultation fee.
- 7.3 Drug Costs – levonorgestrel will be reimbursed at £5.50.
- 7.4 Condoms – condoms will be reimbursed at £1.30. One pack of three condoms may be supplied per consultation.
- 7.5 VAT - VAT will be paid on the drug, condom and pregnancy test costs.
- 7.6 Payments can only be made to pharmacies that have signed up to this scheme and meet the service specifications outlined above. Payments are made to the pharmacy contractor not individual pharmacists.

## **8 Termination of service**

- 8.1 Wigan Borough CCG and the contractor should give 3 months notice of either party's desire to terminate the service.
- 8.2 Where contractors stop providing this service, they should inform the Medicines Management Team and endeavour to re-engage in the service as soon as possible.

## **9 Service review**

- 9.1 This service will be reviewed every three years.
- 9.2 The service specification will be reviewed every three years.
- 9.3 Next review: February 2014.

## Appendix 1 - EHC Monthly Audit Form Codes

### Reason Code for Request

Unprotected sex	1	Diarrhoea/vomiting with oral contraceptive	5
Failed barrier method	2	Antibiotic with COC	6
Missed hormonal contraceptive	3	Failed IUD	7
Vomited within 3 hours of levonorgestrel	4	Other	8

### Reason Code When Levonorgestrel Not Supplied

Client has had EHC within this cycle	1
Unprotected sexual intercourse occurred more than 72 hours ago	2
Known hypersensitivity to levonorgestrel or excipients	3
Client pregnant or likely to be pregnant	4
Client on excluded medication	5
Unexplained or unusual vaginal bleeding	6
Client has severe liver disease	7
Client has severe intestinal malabsorption syndrome	8
Client has hereditary problems of galactose intolerance, Lapp lactase deficiency or glucose-galactose malabsorption	9
Client has active acute porphyria.	10
Other	11

### Ethnic Category Code (as specified by the CLIENT)

<b>White</b> A White B Irish C Any other White background	<b>Mixed</b> D White and Black Caribbean E White and Black African F White and Asian G Any other Mixed background	<b>Asian or Asian British</b> H Indian J Pakistani K Bangladeshi L Any other Asian background
<b>Black or Black British</b> M Caribbean N African P Any other background	<b>Other Ethic Groups</b> Q Chinese R Any other Ethnic group Z Not stated	