

The new Sexual Health service and PharmOutcomes – FAQs

1. What is PharmOutcomes?

PharmOutcomes is a web-based system which allows community pharmacies to maintain individual level records as part of a locally commissioned service and payment claims are automatically created on a monthly basis. The commissioner can view live data on the services at any time, and the system supports audit, performance management and benchmarking of these services.

2. How do I log on to PharmOutcomes?

Go to this link www.pharmoutcomes.org/pharmoutcomes/ Some community pharmacies will already have a login for PharmOutcomes. If you use this login you will automatically see the NYCC Public Health services you are signed up to provide on the Services tab. If you don't already have a login username and password please follow this link <https://www.pharmoutcomes.org/pharmoutcomes/help/home>, click on the Send a Message link, complete the required information and send the PharmOutcomes team a request to set you up with a login.

3. How do I use PharmOutcomes?

When you are logged on simply click on the 'Service' tab and choose the appropriate service title from the list of 'Provider Services'. This takes the Provider to the data capture page associated with that service delivery. The required information for each question should either be entered in the text boxes provided or selected from options boxes or drop down lists that appear in the service delivery screen. When all questions have been answered simply click the 'save' button at the bottom of the page to validate the data collected. This action will bring up a prompt saying 'The form was validated and the data has been saved successfully'. This confirms that all required data has been collected by the service provider. Invoices or service claims are automatically created by PharmOutcomes alongside service delivery. The act of saving patient facing data in PharmOutcomes creates a claim for the provider. The claims are automatically extracted by the system and sent by PharmOutcomes to the Commissioner for payment.

4. If I have a problem with PharmOutcomes what do I do?

If the problem is about how you use the system, input data etc then please consult the provider support guides here <https://www.pharmoutcomes.org/pharmoutcomes/help/home> If you still have a problem please contact the helpdesk on 01983 216699.

If your problem specifically relates to North Yorkshire services please contact Georgina.wilkinson@northyorks.gov.uk

5. My pharmacy is within the City of York Council area, does this apply to me?

Not at the moment, these changes only apply to pharmacies that provide services within North Yorkshire. However, City of York are planning to roll-out the use of PharmOutcomes in the future.

6. When do I start to use PharmOutcomes?

All services are now live on PharmOutcomes. Activity relating to Smoking Cessation, Needle Exchange, Supervised Consumption and Alcohol Identification and Brief Advice should be entered on PharmOutcomes for patients seen from 1 September onwards; and activity relating to EHC should be entered on PharmOutcomes for patients seen from 1 October onwards.

For activity that still needs to be claimed for prior to these dates please use the Excel spread sheet claim forms; the deadline for back dated forms is 6 December 2015.

7. How do I make a claim?

Once you have entered and saved patient data on PharmOutcomes there is no need for you to do anything else. The act of saving patient facing data in PharmOutcomes creates a claim for the provider. The claims are automatically extracted by the system on the 10th of the month and sent by PharmOutcomes to the Commissioner for payment.

8. What are the main changes to the EHC service?

The service has been expanded to provide a more comprehensive sexual health service. The key changes are as follows:

- Provision of EHC free of charge to 13 to 24 year olds
- Option to provide either levonorgestrel or ulipristal as per the decision tree
- For clients attending for EHC - to offer free of charge and encourage the use of condoms and a chlamydia screening kit (provided by YorSexualhealth)
- Utilises the self-declaration of competence model to ensure competence to deliver the service
- A requirement for each pharmacist delivering this service to have a DBS check
- A one-off set-up payment of £100 to support training and core service requirements
- £15 per consultation (includes discussion and assessment for EHC, discussion about use and supply of chlamydia screening kit and condoms).



Sexual Health
Service Spec Pharmar

The sexual health service specification:



Levonorgestrel PGD
NYCC community pha



Ulipristal PGD NYCC
community pharmacis



Emergency
contraception decisio

The PGDs and decision tree:

9. How do I arrange a DBS check?

This will need to be carried out by an umbrella body registered with the DBS. NYCC are one of a number of registered umbrella bodies that can provide a checking service to other organisations. See this link for further details and the action that is required <http://www.northyorks.gov.uk/article/23290/DBS-information-for-outside-organisations>

10. What is the Declaration of Competence?

This is a nationally recognised framework for Pharmacists to assess their competencies across a range of services. Pharmacists should register on the CPPE website: www.cppe.ac.uk/sp/sp4pop.asp?pid=189&ID=203. Each pharmacist providing the service should complete a DoC for EHC, this must be renewed every 3 years. The Provider must inform the commissioner when this DoC has been completed and when subsequent re-accreditation has been completed. This should be done by enabling the CPPE viewer facility via the *Profile* section of the *My CPPE* page to allow access by the Commissioner.

11. How do I claim the one-off £100 payment?

When NYCC receive a signed copy of the Sexual Health contract variation from you, they will arrange for the £100 to be paid via PharmOutcomes, you don't need to do anything else.

12. What training is available?

Local training should be attended by all pharmacists providing the service because it will cover service delivery under both PGDs and will incorporate chlamydia screening and condom distribution. Training sessions have taken place in September, with the next one planned for:

19th October 2015 19.00 - 21.30pm EHC/Sexual Health Training Heatherdene Clinic, Harrogate.

Please telephone 01904 725444 to book on to this session.

See <https://www.yorsexualhealth.org.uk/yor-sexual-health-professionals/training/> for further information.