



Community Pharmacy Service Specification
for
Emergency Hormonal Contraception (EHC)
via Patient Group Direction (PGD)
for Young People aged 14-17 years

April 2018

1) Levonelle via PDG

2) Ellaone (see separate Guidance document)

1. Background

The Emergency Hormonal Contraception (EHC) service forms one part of Sheffield City Council services aimed at reducing teenage pregnancy by offering free emergency contraception to 14-17 year olds. This is currently under review as part of the Sexual Health Redesign 2018/19. Pharmacies will be informed on a formal basis by letter/email should the age limit be extended. The EHC service is delivered in community pharmacies as one part of Sheffield's Reducing Teenage Pregnancy Strategy.

2. Service Description

- 2.1. The pharmacy will offer free emergency contraception within 72 hours of earliest risk to any female aged 16 and 17 years and any female aged 14 – 15 years (inclusive) who is deemed to be Fraser competent under a Patient Group Directive (PGD) and/or Ellaone Guidance (see separate document/Pharmoutcomes website)
- 2.2. The pharmacy will discuss ongoing contraception, in particular Long Acting Reversible Contraception.
- 2.3. The pharmacy will discuss STIs and carry out a Chlamydia test, unless the client declines.
- 2.4. The pharmacy will offer a pregnancy test as appropriate.

3. Aim and intended service outcome

- 3.1. The aim of the service is to provide emergency contraception in circumstances where potential failure of regular contraceptive method is recognized or unprotected intercourse has taken place.

4. Service Outline

- 4.1. The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety (see section on Premises).
- 4.2. The pharmacy will follow the clinical pathway according to the PGD for Levonelle and/or guidance for Ellaone, for every client identified. This can be located on the Pharmoutcomes website:
- 4.3. For every client identified, the pharmacist will ensure a consultation is undertaken and a record form completed (see PGD).
- 4.4. The consultation period is 15 minutes.
- 4.5. The pharmacy will provide each client with patient information sheet, (contained in the PDG and Ellaone guidance) and a supply of free condoms. Free leaflets are available to download from the Family Planning Association www.fpa.org/resources/leaflet
- 4.6. The pharmacy will offer a user-friendly, non-judgmental, client-centred and confidential service.

- 4.7. The pharmacy will provide support and advice to people accessing the service, including advice on safe sex, condom use and advice on the use of regular contraceptive methods.
- 4.8. The pharmacy will link into local sexual health and community contraceptive services (local GP Practice, Sexual Health Sheffield Service, as appropriate) so that there is a robust and rapid referral pathway for people who need onward signposting to services that provide on-going contraception, for example long acting reversible contraception (LARC) and diagnosis and management of STIs.
- 4.9. If a client is believed to be under 16 years of age, the pharmacist must assess the client's 'Fraser Competence' (see PGD).

5. Referral

- 5.1 If the client discloses any sexual health symptoms or details circumstances of concern, during the consultation, they should be referred to GP, or the Sexual Health Sheffield Service as appropriate. The Safeguarding Sheffield Children Helpline can be contacted for advice where a pharmacist has a concern on safeguarding issues' Tel: 0114 2734855 (Helpline) where you will be put through to a social worker/Emergency duty hub (during out of hours) website <https://www.safeguardingsheffieldchildren.org/sscb>
- 5.2 Patients requesting full sexual health screening (which could include blood tests for syphilis and HIV) should be referred to the Sexual Health Sheffield Service. **0114 226 8888**

6. Duty of Pharmacy

- 6.1. 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 (see section on training).
- 6.2. 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 the service specification.
- 6.3. The pharmacist accredited to provide the service must ensure all staff operating the service are fully aware of the service specification and are monitored in delivery.
- 6.4. The pharmacy will maintain records of the consultation to ensure effective ongoing service delivery and audit. Records are confidential and should be stored securely until the young person is 25 years.

7. Premises

- 7.1. The pharmacy must have a private consultation area which ensures privacy when explaining the service and offering advice to clients in a way that ensures confidentiality. This is the same level as is required for the provision of the Medicines Use Review (MUR) service.
- 7.2. Ideally, the pharmacy has suitable toilet facilities and a risk assessment must be undertaken to ensure the client can access the facilities, escorted by a member of the pharmacy staff, without risk.

8. Training

- 8.1. The pharmacist and support staff must have completed the training required by Sheffield City Council to be accredited to provide the service (see Sexual Health pages on Pharmoutcomes) Details of accreditation can be located on Pharmoutcomes and on the <http://psnc.org.uk/sheffield-lpc/locally-commissioned-services/>
- 8.2. The accredited pharmacist will be required to undertake annual updates, as decided by Sheffield City Council.
- 8.3. Pharmacists and staff must be fully aware of their responsibility to maintain patient confidentiality at all times in accordance with Caldecott guidelines and Data Protection Act until May 25th 2018 and introduction of the **EU General Data Protection Regulation 2016/679**
- 8.4. Pharmacists and staff must be fully aware of their responsibility to safeguard children and refer appropriately as per local child protection procedures (see 5.1).

9. Audit

- 9.1. The following data will be recorded for audit purposes
 - Date of consultation
 - Postcode of client
 - Date of Birth
 - Ethnicity
 - Reason for EHC
 - Number of other requests for EHC in last 6 months (see safeguarding 5.1)
- 9.2. From 5th April 2018 this data should be submitted on a monthly basis to Sheffield City Council via EHC Pharmacy section, Sheffield City council on Pharmoutcomes <https://pharmoutcomes.org/pharmoutcomes>
- 9.3. Consultations/claims can be entered on an ongoing basis during the month or at the end of the month's activity. All consultations/claims entered by the 5th of the following month will be processed for payment.
- 9.4. A post payment verification check may be required.

10. Service Funding and Payment Mechanism

- 10.1. The pharmacy contractor will be paid according to the following schedule:
 - **£15.00 per consultation**
 - **£6.24 for provision of levonorgestrel**
 - **£12.00 for the provision of levonorgestrel where patient is on liver inducing medication**
 - **£12.50 where patient has a BMI over 26 requiring a 3mg dose of levonorgestrel**
 - **£16.86 for the provision of EHC Ellaone**
 - **£1.39 for provision of pregnancy test**
 - **£10.00 for on-site chlamydia screening test (foil pack/lab test). Claim form submitted to Sexual Health Service, claim can be entered on Pharmoutcomes to be paid by Sheffield City Council**

11. 11. Quality Indicators

11.1. The pharmacy contractor should ensure the following:

- The appropriate health promotion literature is available for supply at the consultation;
- The accredited pharmacist has undertaken CPD relevant to the service;
- The pharmacy has a complaints procedure for monitoring the procedures provided;
- Co-operation with any review of the client experience;
- Participation in any audit of the service.

11.2. The quality standards for the pharmacist are:

- Accreditation by Sheffield City Council
- Undertake a CRB check

12. Fraser Competence

If a client is believed to be less than 16 years of age, the pharmacist must assess the client's 'Fraser Competence'. Discussion with the young person should explore the following issues at each consultation. This should be fully documented and should include an assessment of the young person's maturity (see PGD).

- Understanding of advice given
- Encouraged to involve parents
- Likely to begin or continue having sex
- The effect on the physical or mental health of young person if advice/treatment withheld
- Action in the best interest of the young person

13. Condoms & Needle Exchange and/or Condoms & Emergency Hormonal Contraception

- Pharmacies who are directly commissioned by Sheffield DACT (Drug and Alcohol Action Team) to provide needle exchange services for Intravenous Drug Users (IDU's) **will provide condoms free of charge** to the patient as part of the commissioned needle exchange consultation. There is no change to the Needle Exchange Service invoicing with DACT. Pharmacies who are not directly commissioned by DACT to deliver needle exchange for IDU's are exempt from this element of service provision.
- Pharmacies who are commissioned to by Public Health Sheffield City Council to provide **EHC will provide condoms free of charge** to the young person,(max of 6 per visit) at the point of consultation or upon request.
- Pharmacies will provide appropriate number of condoms per visit as identified as best practice in the relevant NICE guidelines (6 per visit).
- Associated Chemists, The Wicker are the hub for ordering of condoms, via fax or email. The order form and pathway documents can be found on the Sexual Health Section on Pharmoutcomes or by contacting Lorraine.gosnell@sheffield.gov.uk

14. Useful Contacts

- **Sheffield Sexual Health Service:** Tel: (0114) 0114 226 8888 – Option 4
- **Safeguarding Helpline:** Tel: 0114 2734855 (Helpline)
- **South Yorkshire Police:** Dial 101
- **Community Pharmacy Sheffield (LPC) 0114 2536870** (Susie Coates)
- **Public Health CYP, People Services, Sheffield City Council 01142930171**
- **Family Planning Association** (free resources) www.fpa.org/resources/leaflet