Public Health Wiltshire Council

Local Enhanced Pharmacy Service for No Worries! Young People’s Sexual Health Services

Service Level Agreement 14/15

1 Signatures
2 Introduction
3 Aims and Objectives
4 Service Specification
5 Quality Indicators
6 Financial Detail
7 Termination of Contract

Appendix A Chlamydia Screening and Treatment Pathway
Appendix B Condom Monitoring Form
Appendix C CPPE Requirements
Appendix D Sample confidentiality statement
Appendix E Points of Contact
Appendix F Self-Assessment checklist
Appendix G Good practice in providing contraception and sexual health advice to young people under 16
Appendix H Sexual Health Risk Assessment Tool

Enclosure 1 Patient Group Direction - Levonelle®

1. Signatures to the contract

This document constitutes the agreement between the pharmacy and Public Health, Wiltshire Council with regard to the above Service Level Agreement for the dates specified in the body of the agreement.

<table>
<thead>
<tr>
<th>Signature on behalf of the Pharmacy</th>
<th>Name (please print)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature on behalf of Wiltshire Council</th>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Type text]
1. Introduction

It is acknowledged that certain groups are at particularly high risk from poor sexual health including women, young people, men who have sex with men, people from African communities, people living with Human Immunodeficiency Virus, sex workers, victims of trafficking, victims of sexual and domestic violence and abuse and other marginalised or vulnerable groups including prisoners. This makes the settings in which information and services are provided and the way in which they are delivered particularly important.

Young people (aged 16-24) represent 12% of the population but are the age group most at risk of being diagnosed with a sexually transmitted infection, accounting for 65% of all Chlamydia, 50% of genital warts and 50% of gonorrhoea infections diagnosed in genitourinary medicine clinics across the UK in 2007 (Health Protection Agency, 2008). 30% of children and young people have experienced sexual violence.

Two initiatives tackling some of these issues and available to young people via community pharmacies in the Wiltshire area are the Chlamydia Screening Programme and No Worries!

Genital Chlamydia Trachomatis infection is the sexually transmitted infection most frequently diagnosed in genitourinary medicine (GUM) clinics in England. Prevalence of infection is highest in sexually active young men and women, especially those aged less than 25 years. Untreated infection can have serious long-term consequences. In women it can lead to painful and debilitating pelvic inflammatory disease (PID), ectopic pregnancy and tubal factor infertility. Since many infections are asymptomatic, a large proportion of cases remain undiagnosed, although infection can be diagnosed easily and treated effectively.

Chlamydia screening is currently carried out across England as part of the National Chlamydia Screening Programme (NCSP). The objective of the programme is to control chlamydia through the early detection and treatment of asymptomatic infection, preventing the development of sequelae and reducing onward transmission of the disease. The aim of this multi-faceted, evidence based and cost effective national prevention programme is to reduce the prevalence of Chlamydia in this age group by ensuring all sexually active young men and women under 25 years of age and those under 16 years of age deemed Fraser competent, are aware of Chlamydia and its effects, and have access to services providing screening, prevention and treatment, to reduce their risk of infection, the development of untoward sequelae and onward transmission. An opportunistic approach is used bringing on board a diverse combination of healthcare and non-healthcare screening venues to deliver the programme. The voluntary and business sectors also play a key role in delivering the NCSP.

The NCSP covers the whole country and is managed by the Health Protection Agency. National standards apply to the programme and funding was provided to Primary Care Trusts (PCTs) to commission the service.

In November 2005 a two year partnership between the Department of Health (DH) and Boots the Chemists to pilot free chlamydia screening and treatment for 16-24 year olds within the greater London area commenced. The pathfinder project was independently evaluated by TNS Healthcare. The evaluation shows considerable promise with over 87% of young people reporting they would recommend the service.
The Wiltshire Chlamydia Screening Programme (WCSP) coordinates the service locally for Public Health, Wiltshire Council (PCT) under the branding of Freetestme. Screening, using first-void urine samples or self-taken vulva-vaginal swabs, is initiated in a range of settings, both clinical and non-clinical. Samples are sent to a laboratory for analysis using the nucleic acid amplification test (NAAT) and the results are returned to the WCSP. Patients are then informed of their result, partner notification is conducted for people with positive results and treatment is offered to people who screen positive and their partners. Treatment for those with positive screening results will be carried out in a variety of settings.

No Worries!

No Worries! is the umbrella name for the Wiltshire young people’s sexual health service offering friendly, non-judgemental advice and information, distribution of free condoms, provision of pregnancy testing, STI testing and treatment and emergency hormonal contraception (EHC). Elements of No Worries! are available through a range of outlets including GP practices, Youth Centres, schools and colleges and in community pharmacies.

Having this service available in pharmacies means young people have increased access to these services that are often time crucial. Pharmacies are well placed to offer the services locally and through extended hours and weekend opening, young people have access to the service outside of school, college or working hours.

The availability of FREE condoms is one of the best ways to promote their use. This will be an invaluable contribution to the reduction of teenage pregnancy rates to the rate of terminations of pregnancies and to a reduction in the prevalence of sexually transmitted infections. Condoms are available from the Young People’s Sexual Health Outreach Nurse by emailing; noworries.nhs.wiltshire@nhs.net by telephone on 0300 003 4565 or by FAX to 01225 716846. Pharmacies should keep a record of the numbers of males and females collecting condoms for audit and planning purposes. Young people aged 13-18 years should be encouraged to use the No Worries! C-card scheme

No Worries C-Card Scheme

Who can receive condoms as part of the scheme?

All young people aged 13 to 18 years who have registered and been given a current and valid No Worries! C-Card. Young people who are aged over 18 years can access free condoms from the pharmacy without having to register for the scheme.

How does it work?

When a young person aged 13 –18 years requests condoms, a trained No Worries! C-card worker will:

- explain the scheme
- check they are not under pressure to have sex
- teach them the correct way to use condoms
- discuss other issues, such as STI testing, emergency contraception
- discuss other contraceptive methods including LARC(long acting reversible contraception) methods and refer to clinical colleagues where appropriate
• answer any questions they might have or refer to other agencies.

When a young person has been issued with a No Worries! C-Card they are able to access further supplies of condoms from other agencies in the scheme (No Worries! C-Card pick up points) e.g. other pharmacies, GP practices, CaSH clinics, youth centres, colleges and schools displaying the No Worries! logo

Pick up Process

When a young person in possession of a No Worries! C-Card requests condoms:

• Consult with the young person in a confidential way, preferably in a separate room away from the shop floor
• Issue a pack of 10 condoms and lube
• Issue a No Worries! C Card
• Complete the monitoring sheet – see Appendix B - and fax to 01225 716846 monthly

If the young person does not have a No Worries! C-Card, they should be shown how to use condoms correctly using a condom demonstrator and then issued with a dated No Worries! C-Card and condoms.

If the No Worries! C-Card shows that condoms have been collected 10 times, discuss whether other methods of contraception have been considered including LARC (long acting reversible contraception) methods where appropriate and refer to services as necessary, issue a new No Worries! C-Card if necessary and condoms.

Supplies of condoms, demonstrators and No Worries! C-Cards can be obtained from the No Worries! office. Please telephone 0300 003 4565 or email noworries.nhwiltshire@nhs.net

Pregnancy Testing

Having free pregnancy testing available through community pharmacies increases the opportunities for young women to access this time crucial service in places and at times that are more convenient for them. This client group may especially value the anonymity that accessing this service via a community pharmacy can provide. Pharmacies should order pregnancy testing kits by email to noworries.nhwiltshire@nhs.net. There should be a robust referral pathway in place for those women who have a positive pregnancy test, but who do not wish to continue with their pregnancy. Leaflets entitled Pregnant and don’t know what to do? produced by the family planning association, are available to order from noworries.nhwiltshire@nhs.net and should be given to women as appropriate.

All young women attending for pregnancy testing, regardless of whether the test is positive or negative, should be encouraged to provide their mobile number or other contact details so that the Young People’s Sexual Health Outreach Nurse can contact them to offer support to either book in to maternity services or to arrange for future contraception and this information should be entered into PharmOutcomes at the time of consultation

Emergency Hormonal Contraception (EHC)

Emergency Hormonal Contraception, offers a time restricted intervention for young people who have either had unprotected sex or where another form of contraception has failed. Faculty of Sexual and Reproductive Health Guidance1 (Updated January 2012) states “All eligible women presenting between 0 and 120 hours of UPSI or within 5 days of expected ovulation should be offered a Cu-IUD because of the low documented failure rate”.

Pharmacists should be aware of how they can refer young women for IUD fitting to GP practices or CaSH clinics if this is their wish. IUD fitting for EHC is effective for up to 5 days after unprotected sexual intercourse. The earlier the young woman has access to emergency contraception the better the chance of preventing an unplanned pregnancy. If the young woman does not wish to have an IUD fitted, Levonelle® (levonorgestrel 1500mg) tablet form of EHC - can be supplied under this LES via a PGD. If neither an IUD is fitted nor has Levonelle® given within 72 hours of unprotected sexual intercourse women can be given EllaOne® (ulipristal acetate) another oral form of EHC currently available through GP surgeries, CaSH and GUM clinics. Wherever possible a telephone referral should be made to a local service while the woman is in the pharmacy.

All young women attending for emergency contraception should be encouraged to provide their mobile number or other contact details so that the Young People’s Sexual Health Outreach Nurse can contact them to offer support to either book in to maternity services or to arrange for future contraception and this information should be entered in to PharmOutcomes at the time of consultation.

You’re Welcome quality criteria for making health services young people friendly.

You’re Welcome is a Department of Health initiative to promote and develop ‘young people friendly’ health services. In Wiltshire this will be branded Young People Friendly. The standards will be exactly the same as the quality indicators in You’re Welcome, but in Wiltshire and the whole of the southwest, the self assessment process will be supported by a verification process. Pharmacies providing services under this LES will be expected to work toward obtaining the Young People Friendly quality mark and to obtain accreditation within 6 – 9 months. Attendance - by at least one staff member who can cascade information to the whole pharmacy team - at a training event to help and support pharmacies through this process will be required. Details of these events will be circulated when they are available.

Pharmacies working towards the Young People Friendly quality mark will be asked to complete a self assessment toolkit. The tool kit will identify good practice and support the development of an action plan to improve the service. The process includes engagement with young people in order to be sure that the pharmacy is young people friendly. To help monitor the service young people will be involved in the assessment in a number of ways.

Support for achieving the Young People Friendly status is available from the implementation lead. Please telephone 0300 003 4566.

Sometimes young people just want advice and information. We want Wiltshire young people to know that where the No Worries! poster is displayed, they can ask questions about their sexual health and contraception in confidence and will either be supported in the pharmacy or signposted to another appropriate service.

DBS Checks

To help support the No Worries programme, we are introducing a requirement for Pharmacists to undergo an enhanced DBS check, this process will be rolled out over the next twelve months and will be funded by Public Health. This also supports the progress towards pharmacies becoming accredited with the Young People Friendly Quality criteria for which a DBS check is an essential element.
Safeguarding

Safeguarding children and young people is everybody’s business and ‘working together to safeguard children 2013’ [http://www.workingtogetheronline.co.uk](http://www.workingtogetheronline.co.uk) sets out clear guidelines on how organisations can safeguard effectively. Some good practice information is provided in Appendix G.

Public Health, Wiltshire Council have introduced a sexual health risk assessment tool (Appendix H) This enables you to assess a young person for risk factors around their relationships and make an objective decision on whether you need to refer the young person to social care or seek advice from the No Worries team.

The risk assessment tool is integrated in the PharmOutcomes platform and must be completed for every consultation with those aged under 16 years and for those aged under 18 years who are particularly vulnerable or who have additional needs such as learning difficulties. Please refer to the risk assessment tool within this document when entering information into PharmOutcomes to ensure you have correctly assessed the level of risk.
3. Aims and objectives of service

3.1 To increase access for young people to advice about sexual health and contraceptive services
3.2 To increase access to Chlamydia testing and treatment
3.3 To know how and when to refer young people for more specialist advice, testing and treatment
3.4 To increase access to free pregnancy testing and referral on to abortion, contraception or support services as appropriate
3.5 To increase the number of venues where young people can access free condoms
3.6 To increase the awareness of young people of the incidence and effects of STIs
3.7 To increase the awareness of young people of how they can help reduce their risk of STIs and unplanned pregnancy
3.8 To increase access to Emergency Hormonal Contraception for young women aged 13-24 years
3.9 To help increase health seeking behaviour among young people aged 13-24 years.

4. Service Specification

Freetestme

4.1 Participating Pharmacies will provide Chlamydia treatment (Clamelle®) and test kits to males and females aged 16 to 24 years of age who have been notified of a positive diagnosis of Chlamydia by the Wiltshire Chlamydia Screening Programme Freetestme and in accordance with the Community Pharmacy treatment pathway (Appendix A).

Treatment.

a. Treat asymptomatic, non pregnant Index patients aged 16-24 year old with a positive diagnosis through Public Health, Wiltshire Council screening programme identified by a Freetestme index number.

b. Treat asymptomatic non pregnant partners of a. above (including those over 24 years old but not those under 16) who attend with the index client above or are in possession of the index number issued by Freetestme.

Test Kits will be available for free issue to:

a. All partners treated under b. above – Treating pharmacists are requested to tick the 'contact' box, record the client index number onto the lab form and inform the partner that the test kit should be used BEFORE any treatment is taken.

b. Any person aged 24 or under – these kits should be freely available within the pharmacy ideally in a place not under the direct vision of staff to facilitate ease of collection and anonymity for the young person. Public Health, Wiltshire Council can provide counter top display bins. In addition pharmacy staff should promote the screening programme as a normal part of healthcare for those who are sexually active in this age group.

Exclusions:

a. Test kits may be offered to clients under 16 years of age but treatment will be through CaSH clinic, GUM clinic or GP.

b. Partners presenting without Index number: If 24 or under may be provided with a test kit and referred to Freetestme; if over 24 must be referred to a GP or CaSH or GUM clinic.
All young people accessing Chlamydia treatment services should have a sexual health history recorded to assess their risk of other STIs and unplanned conception and be referred to other services as appropriate. In addition other risk taking behaviours identified during history taken should be addressed with the young person and the offer made to refer to other services.

**No Worries!**

4.2 Provide confidential, non-judgemental sexual health and contraception advice to young people aged between 13 and 24 years of age.

4.3 Have free condoms available and actively promote their use even when other contraceptive methods are used.

4.4 Take a sexual health history of young people seeking EHC or pregnancy testing, assess for risk of unintended conception and STIs and provide treatment or refer as appropriate.

4.5 Administer EHC to young people when assessed as appropriate using the PGD (see Enclosure 1). *Note: PGDs are an integral part of this Pharmacy LES and form part of the contract of service provision.*

4.6 Provide free pregnancy testing for young women aged 13 -24 and onward referral to contraception, abortion or support services as appropriate. Supplies of pregnancy testing kits are available from the No Worries! office. Please call 0300 003 4565 or email noworries.nhs wiltshire@nhs.net Pharmacies should have a robust local care pathway in place for those with a positive pregnancy test and an unplanned pregnancy. This will involve developing links with GP surgeries, CaSH clinics etc. All staff involved in pregnancy testing under No Worries! must be familiar with referral pathways to support or abortion services as appropriate. Leaflets entitled “Pregnant and don’t know what to do?” and leaflets detailing all methods of contraception are also available and should be given to young people as appropriate.

4.7 Refer young women, with their permission, who have accessed pregnancy testing or EHC services for follow up by the Young People’s Sexual Health Outreach Nurse. Please fax outreach forms (see Appendix D) to the No Worries! office on 0300 003 4565 or email: noworries.nhs wiltshire@nhs.net

4.8 Have available and pro-actively discuss a wide range of health promotion patient information leaflets (available by telephoning 0300 003 4565 FAX 01225 716846 or email to noworries.nhs wiltshire@nhs.net

4.9 Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service.

4.10 Pharmacies will link into existing local networks (Appendix B) of sexual health and community contraceptive services 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 sexually transmitted infections (STIs).

4.11 Pharmacies will provide support and advice to people accessing the service, including advice on safer sex, condom use and advice on the use of on-going contraceptive methods including LARC (long acting reversible contraception methods), as appropriate.

4.12 The area of the pharmacy used for the provision of the service must provide a sufficient level of safety and privacy (including visual privacy where appropriate), which in most circumstances will be at the level required for the provision of the Medicines Use Review service.

4.13 The pharmacy contractor must 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. This will include completion of relevant CPPE training (see Appendix F) for Pharmacists, pre-registration students and registered pharmacy technicians. Pharmacists and staff providing this service should also be aware of local and national guidance on safeguarding children and
vulnerable adults.

Development of the knowledge base of staff may be facilitated by the provision or procurement of training by Public Health, Wiltshire Council. Please contact the Young People’s Sexual Health Outreach Nurse in the first instance on 0300 003 4565 or email noworries.nhswiltshire@nhs.net

4.14 The pharmacy contractor must have a standard operating procedure (SOP) in place for these services and SOPs are to be reviewed annually. The pharmacy contractor must ensure that pharmacists and staff involved in the provision of the service are aware of and operate within national and locally agreed protocols.

4.15 The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit. Records are confidential and should be stored securely and for a period of ten years.

4.16 Pharmacists may need to share relevant information with other health care professionals and agencies, in line with local and national confidentiality and data protection arrangements, including the need for the permission of the person to share the information.

4.17 Public Health, Wiltshire Council will provide a framework for the recording of relevant service information (including the national core dataset) for the purposes of audit and the claiming of payment.

4.18 Public Health, Wiltshire Council may arrange a contractor meeting where appropriate to promote service development and update pharmacy staff with new developments, knowledge and evidence.

4.19 Public Health, Wiltshire Council is responsible for the provision of health promotion and other promotional material, including leaflets on EHC, long-term contraception and STIs to pharmacies. Please request these on 0300 003 4565 by FAX to 01225 716846 or via email to: noworries.nhswiltshire@nhs.net

4.20 Public Health, Wiltshire Council will facilitate the promotion of the service locally, including the development of publicity materials and the use of nationally produced materials, in order to ensure young people and other local health care providers are aware that the service is available from local pharmacies. Pharmacies should use these materials to promote the service to the public and should ensure they coordinate their promotional activities with those of Public Health, Wiltshire Council.

5. Quality Indicators

5.1 The pharmacy can demonstrate that pharmacists and other staff involved in providing these services have successfully completed relevant CPPE modules and have attended No Worries! training through Public Health, Wiltshire Council. All staff involved in the provision of these enhances services should be able to evidence updating every 3 years.

5.2 The pharmacy can demonstrate that pharmacists and other staff involved in providing these services are fully conversant with Fraser Guidelines and their implementation

5.3 The pharmacy is registered as a No Worries! provider with the Young People’s Sexual Health Outreach Nurse and actively promotes the outreach service.

5.4 The pharmacy operates according to local and national safeguarding policies and is aware of who to contact regarding any safeguarding concerns

5.5 The pharmacy has appropriate Public Health, Wiltshire Council provided health promotion and other material available for the client group, actively promotes its uptake and is able to discuss the contents of the material with the client, where appropriate.

5.6 The pharmacy has up to date information available regarding other local support services (e.g. smoking cessation, weight loss, problematic alcohol or drug use and is aware of how to refer young people to these services.

5.7 The pharmacy is making full use of promotional material provided by WCSP.

5.8 The pharmacy reviews its standard operating procedures and the referral pathways for the
service on an annual basis.

5.9 The pharmacy has a confidentiality policy, reviewed annually and which applies to those aged under 16 years.

5.10 The pharmacy has a confidentiality statement, which includes those aged under 16 years, displayed prominently in several positions within the pharmacy. An example is shown at Appendix D.

5.11 The pharmacy has a notice, visible when the pharmacy is closed, directing young people to other local sexual health service providers and especially details of where EHC can be obtained locally when the pharmacy is closed (e.g. Minor Injuries Units or Accident and Emergency Units or local 100 hour pharmacies)

5.12 In the event that the pharmacy is, for a short period, unable to provide services under this LES (for instance when a locum pharmacist is employed who is not No Worries! trained) it will be the responsibility of the pharmacy to inform the No Worries! office in advance of the break in service provision on 0300 003 4565 or by email to noworries.nhswiltshire@nhs.net

5.13 The pharmacy participates in an annual Public Health, Wiltshire Council organised audit of service provision.

5.14 The pharmacy co-operates with any national or Public Health, Wiltshire Council led assessment of service user experience.

5.15 The pharmacy is in contact with the You’re Welcome Lead at Public Health, Wiltshire Council and is working towards Young People Friendly accreditation within 6 – 9 months.

5.16 The pharmacy fulfils the Terms of Service for pharmacists of the NHS (Pharmaceutical Services) Regulations 2005 as amended.

5.17 The pharmacy displays the No Worries logo.

5.18 The pharmacy has returned the completed self assessment checklist at appendix I.

For further information or advice regarding this contract or its application please refer to the points of contact at Appendix E.

6. Financial Details

6.1 The following payments will be made:

Pregnancy Testing £15.50 per client (PH will provide pregnancy tests)
EHC consultation £15.50 per client
Supply of Levonelle® £6.00 per client
Chlamydia consultation/supply of Clammelle® (from PH provided stock) £15.50 per client

All provided services must be entered in to the PharmOutcomes platform at the time of supply. This will generate a claim; there is no need to claim separately.

Payment will be made on a quarterly basis.

7. Termination of contract

This contract can be terminated by one month’s written notice by either party.
**Appendix A**

**Chlamydia Screening Programme (WCSP) – Screening & Treatment Pathway – Community Pharmacies v1.61**

**Positive** result – Client informed by WCSP using clients chosen contact method(s). Letter or phone call to client’s chosen address or text message to clients mobile phone.

Client makes contact with WCSP within 7 days. Informed of positive result and given information of participating pharmacies and other providers in their area and asked to present for treatment. Client advises choice of pharmacy to WCSP. **Index number* advised to client.**

Client asks to inform partners or is requested to pass details to screening office to conduct partner tracing. WCSP traced partners process as for clients above.

*A unique Index number is allocated to a client for each positive Chlamydia test.*

Three WCSP attempts to contact client with no response. No further action.

**WCSP contact clients chosen pharmacy to advise of patient details and **index number***.**

Client presents for treatment at pharmacy quoting **index number*** if known. NHS Wiltshire Partner notification slips/test kits offered for partners. Partners over 16 treated. It is important that Pharmacy staff record the Index number of the client onto the path form contained in the screening kit for issue to partners.

Client presents for treatment at different participating pharmacy in place of chosen pharmacy. Pharmacy contacts WCSP to confirm details and **index number*** then continues as box above.

**Possible pregnancy**

Pregnant, breastfeeding, interactions, contraindications, symptoms, recent treatment (within past 6 months)

**Do not treat.** Refer Client to WCSP for letter to be raised for midwife/health visitor or into appropriate NHS service.

Do not treat. Refer Client for pregnancy test. If not pregnant then treat. If pregnant refer Client to WCSP for letter to be raised for midwife or into appropriate NHS service.

Absence of: pregnancy, breastfeeding, interactions, contraindications, symptoms, recent treatment

Give Clamelle and Sexual Health advice. Complete Treatment Form and forward to WCSP. Remind client that WCSP will contact in 7 days for follow up. Recommend that clients partner(s) contact WCSP for screening.

WCSP: for info & test kits
Tel: 0300 003 4565
Fax: 01225 716846
Email: noworries.nhwiltshire@nh s.net

Client makes contact with WCSP within 7 days. Informed of positive result and given information of participating pharmacies and other providers in their area and asked to present for treatment. Client advises choice of pharmacy to WCSP. **Index number* advised to client.**

Client asks to inform partners or is requested to pass details to screening office to conduct partner tracing. WCSP traced partners process as for clients above.

*A unique Index number is allocated to a client for each positive Chlamydia test.*

Three WCSP attempts to contact client with no response. No further action.

**WCSP contact clients chosen pharmacy to advise of patient details and **index number***.**

Client presents for treatment at pharmacy quoting **index number*** if known. NHS Wiltshire Partner notification slips/test kits offered for partners. Partners over 16 treated. It is important that Pharmacy staff record the Index number of the client onto the path form contained in the screening kit for issue to partners.

Client presents for treatment at different participating pharmacy in place of chosen pharmacy. Pharmacy contacts WCSP to confirm details and **index number*** then continues as box above.
Appendix B

Condom Distribution Activity Monitoring Form

Name and address of pharmacy or
Insert pharmacy stamp

Activity for the month of ....................... Year..............

Number of packs of 10 condoms given to:
Males aged 13 – 15 years
Females aged 13 – 15 years
Males aged 16 – 18 years
Females aged 16 – 18 years
Males > 18 years
Females > 18 years

This form should be returned to the Young People’s Sexual Health Outreach Nurse by the 5th of the month following the activity

Fax to 01225 716846 or email to noworries.nhswiltshire@nhs.net
Appendix C

CPPE Requirements

The following CPPE packages should be completed as part of the accreditation process and updated every three years

- Sexual Health in pharmacies – open learning with e-assessment
- Emergency Contraception – e-learning with e-assessment
- Dealing with difficult discussions – open learning
- Safeguarding children – open learning with e-assessment

The CPPE viewer facility enables you as a pharmacist or registered pharmacy technician to allow others to access/view your learning and assessment record. If you tick the box next to the items in your My CPPE record, these will become viewable on the CPPE viewer results page.

Anybody can access your details through the search facility below by using your GPhC number or surname, provided you have given consent by ticking the boxes in your My CPPE record.

You have personal control over what is displayed. You can choose specific learning activities to be shown or show them all. CPPE will never alter your settings about what learning or assessments can be viewed.

A requirement for this enhanced service is to complete a number of CPPE learning packages. It would be good, as commissioners, to locate your record of this learning using the CPPE viewer, therefore, we would be grateful if you can tick those items that are required as part of this service. We would also be grateful if you can provide us with your GPhC number which will make finding this information as easy as possible. If you are not to do this, we will require copies of any certificates which should be forwarded to the Young People’s Sexual Health Outreach Nurse.

Mandatory Training

In addition, pharmacists should attend Public Health training on providing sexual health enhanced services every 3 years and should sign and return the appropriate page of the Levonelle® PGD to the Young People’s Sexual Health Outreach Nurse.
Confidentiality Statement

Confidentiality statements should be prominently displayed throughout the pharmacy. One should be visible from outside the pharmacy e.g. displayed in a door or window or on a notice board. They should also be highly visible in the branch and in consultation rooms. Please see below for an acceptable confidentiality statement.

Confidentiality

We offer everyone, including those under 16, a free and confidential sexual health service.

We would only share your information with other professionals in exceptional circumstances to protect you or others from serious harm. We would always try to discuss this with you first.

If you have any questions about confidentiality please feel free to speak to the pharmacist.
Public Health, Wiltshire Council *No Worries!* Pharmacy Services Points of Contact

**Clinical Enquiries & Contractual Issues**

Vicki Lofts  
Young Peoples Sexual Health Promotion Nurse  
Wiltshire Chlamydia Screening Programme  
Public Health, Wiltshire Council  
First Floor  
County Hall  
Trowbridge  
Wiltshire  
BA14 8JN

Email: [victoria.lofts@wiltshire.gov.uk](mailto:victoria.lofts@wiltshire.gov.uk)  
IMPORTANT (please do not send patient identifiable information to this email address but use [noworries.nhswiltshire@nhs.net](mailto:noworries.nhswiltshire@nhs.net))  
Tel: 0300 003 4565  
Mobile 07824 461272  
Fax: 01225 716846

---

**For Ordering of Chlamydia test kits, condoms, pregnancy tests, promotional materials etc. & to order Clamelle to be held in stock for NoWorries! Provision of EHC**

Email: [noworries.nhswiltshire@nhs.net](mailto:noworries.nhswiltshire@nhs.net)  
Tel: 0300 003 4565  
FAX: 01225 716846
<table>
<thead>
<tr>
<th>Service Specification Quality Indicators</th>
<th>Pharmacy response</th>
<th>Notes/Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The pharmacy displays the No Worries! logo indicating participation in the service (5.17)</td>
<td>☐ Yes ☐ No</td>
<td>Logo obtained from the WCSP.</td>
</tr>
<tr>
<td>The pharmacy has an area which offers a suitable level of privacy (4.12)</td>
<td>☐ Yes ☐ No</td>
<td></td>
</tr>
<tr>
<td>The pharmacy displays a confidentiality statement in a prominent position. (5.10)</td>
<td>☐ Yes ☐ No</td>
<td>Is there a current SOP signed by all relevant staff including locum staff to say they have read it, understand it, and will follow it, and is it being followed?</td>
</tr>
<tr>
<td>The pharmacy has a written SOP in place for the service which is reviewed annually (4.14)</td>
<td>☐ Yes ☐ No</td>
<td>Date of last review of SOP (4.14) (Date) Annually or more frequently if required</td>
</tr>
<tr>
<td>The pharmacy maintains a record to ensure effective ongoing service delivery and audit (4.15)</td>
<td>☐ Yes ☐ No</td>
<td>The pharmacy should keep copies of consultation documents.</td>
</tr>
<tr>
<td>Pharmacists have completed CPPE distance learning courses on Sexual Health in Pharmacies, Emergency Contraception, Safeguarding and Dealing with Difficult Discussion in the Pharmacy within the last 3 years and attended PCT training and any course updates including appropriate CPD (5.1/4.13)</td>
<td>☐ Yes ☐ No</td>
<td>The pharmacy should forward a copy of relevant certificates to the PCT.</td>
</tr>
<tr>
<td>The pharmacy has appropriate health promotional materials (4.19)</td>
<td>☐ Yes ☐ No</td>
<td>Please contact the PCT for appropriate materials.</td>
</tr>
<tr>
<td>The pharmacy displays a notice, visible when the pharmacy is closed, of other sexual health service providers. (5.11)</td>
<td>☐ Yes ☐ No</td>
<td></td>
</tr>
<tr>
<td>A copy of this appendix has been completed, signed and returned to the PCT.</td>
<td>☐ Yes ☐ No</td>
<td></td>
</tr>
</tbody>
</table>

Pharmacy Name………………………………..Pharmacy Address…………………………………………………………………………………………………..
…………………………………………………………………………………………………..
Pharmacy Manager Name…………………………………………Signature……………………………………………………..Date………..
Good practice in providing contraception and sexual health advice to young people under 16

It is considered good practice for doctors and other health professionals to consider the following issues when providing advice or treatment to young people under 16 on contraception, sexual and reproductive health.

If a request for contraception is made, doctors and other health professionals should establish rapport and give a young person support and time to make an informed choice by discussing:

• The emotional and physical implications of sexual activity, including the risks of pregnancy and sexually transmitted infections.
• Whether the relationship is mutually agreed and whether there may be coercion or abuse.
• The benefits of informing their GP and the case for discussion with a parent or carer. Any refusal should be respected. In the case of abortion, where the young woman is competent to consent but cannot be persuaded to involve a parent, every effort should be made to help them find another adult to provide support, for example another family member or specialist youth worker.
• Any additional counselling or support needs.

Fraser Guidelines
Additionally, it is considered good practice for doctors and other health professionals to follow the criteria outlined by Lord Fraser in 1985, in the House of Lords’ ruling in the case of Victoria Gillick v West Norfolk and Wisbech Health Authority and Department of Health and Social Security. These are commonly known as the Fraser Guidelines:

• the young person understands the health professional’s advice;
• the health professional cannot persuade the young person to inform his or her parents or allow the doctor to inform the parents that he or she is seeking contraceptive advice;
• the young person is very likely to begin or continue having intercourse with or without contraceptive treatment;
• unless he or she receives contraceptive advice or treatment, the young person’s physical or mental health or both are likely to suffer;
• the young person’s best interests require the health professional to give contraceptive advice, treatment or both without parental consent.

Sexual Offences Act 2003
The Sexual Offences Act 2003 does not affect the ability of health professionals and others working with young people to provide confidential advice or treatment on contraception, sexual and reproductive health to young people under 16. (Ref DoH 20 Gateway reference number 3382 29 July 2004: Best practice guidance for doctors and other health professionals on the provision of advice and treatment to young people under 16 on contraception, sexual and reproductive health)

See full DoH guidance at:
IDENTIFICATION OF SEXUAL HEALTH RELATED NEEDS WITH UNDER 16’s

Please refer to guidance notes when scoring this form.

<table>
<thead>
<tr>
<th>This shaded section must be completed for audit purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinician Name</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>M/F</td>
</tr>
</tbody>
</table>

1. Age of client/age differential with oldest previous partner OR current partner (whether the young person is sexually active now or not).

<table>
<thead>
<tr>
<th>Age of Patient</th>
<th>Age of differential</th>
<th>→</th>
<th>-12</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>0-1 Years</td>
<td>10</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 Years</td>
<td>15</td>
<td>10</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 – 4 Years</td>
<td>20</td>
<td>15</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5 – 6 Years</td>
<td>25</td>
<td>20</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6+ Years</td>
<td>25</td>
<td>25</td>
<td>20</td>
<td>15</td>
</tr>
</tbody>
</table>

2. Sexual activity in past 6 months
   0 Has not been sexually active yet and has no intention
   1 Has not been sexually active but thinking/intending to
   2 Is sexually active now (or previously)
   6 Is sexually active but before key physical puberty changes
3. Number of sexual partners in past 6 months
   0  0
   1  1 – 2
   2  3 – 5
   3  6 or more
   5  Young person does not know

4. Comprehension and able to make an informed decision
   0  Yes
   3  No

5. Risk of Conception and Sexually Transmitted Infection
   (Score 0 if not sexually active)

<table>
<thead>
<tr>
<th>MALE</th>
<th>Condom use</th>
<th>MALE</th>
<th>STI Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Consistent use</td>
<td>0</td>
<td>Seeking/not indicated</td>
</tr>
<tr>
<td></td>
<td>Inconsistent use</td>
<td>2</td>
<td>Not seeking</td>
</tr>
</tbody>
</table>
  (circle all that apply and copy total to box: Male)

<table>
<thead>
<tr>
<th>FEMALE</th>
<th>Condom use</th>
<th>FEMALE</th>
<th>STI Screen</th>
<th>FEMALE</th>
<th>Hormonal Contraception</th>
<th>FEMALE</th>
<th>Emergency Contraception</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Consistent use</td>
<td>0</td>
<td>Seeking/Not indicated</td>
<td>0</td>
<td>Not required</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inconsistent use</td>
<td>1</td>
<td>Not seeking</td>
<td>1</td>
<td>Required</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
  (circle all that apply and copy total to box: Female)
### 6. Misuse of drugs, solvents or alcohol

<table>
<thead>
<tr>
<th></th>
<th>Drugs</th>
<th>Solvents</th>
<th>Alcohol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doesn’t use</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Uses but this doesn’t influence sexual behaviour or wider behaviours</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Uses and this influences sexual behaviour</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Uses and this influences wider behaviour as well as sexual behaviour</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

(circle all that apply and copy total to box)

### 7. Pressure from peers

<table>
<thead>
<tr>
<th></th>
<th>Sexual Activity</th>
<th>Substance Use</th>
<th>Alcohol</th>
<th>Self-injury</th>
</tr>
</thead>
<tbody>
<tr>
<td>No pressure</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feels pressure but has not acted on this</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Feels pressure and has acted on this</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>No disclosure but inconsistent history Prompts concern</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

(circle all that apply and copy total to box)
8. Pressure, coercion or threat by a partner or self (to engage &/or keep secret)
   0  No pressure, coercion or threat to engage in sexual activity
   2  Feels some pressure, but has not been coerced or threatened
   4  Feels pressure and/or coercion and fears will be threatened
   10 No disclosure but inconsistent history and presentation prompts
       Concern about possible coercion/abuse by or to them
   10 Has threatened/assaulted others or has been threatened/assaulted

9. Mental Health (MH), including self-harm or suicidal intention
   0  No history of any MH problems
   1  Identified a MH problem but this does not influence sexual behaviour
       or wider behaviours
   2  Identifies a MH problem and this influences sexual behaviour
   4  Identifies a MH problem and this influences wider behaviours as
       well as sexual behaviour
   5  Not disclosed but inconsistent history and presentation prompts concern
       of current (last 3 months) MH problem needing further
       assessment

10. Education & Training

<table>
<thead>
<tr>
<th>Engagement with education or training</th>
<th>0</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good – (less than 2 half days a month non-attending)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor – (2 or more half days a month regularly non-attending)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not in education</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Circle score and copy to box)

11. Alternative education provision
   0  In mainstream school – Name: ...........
   2  Enrolled at EOTAS or PRU – alternative provision
   2  Mainstream school – special needs
### Social Support System

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Can identify at least one supportive relationship with a responsible adult who is aware of a young person's attendance.</td>
</tr>
<tr>
<td>1</td>
<td>Can identify at least one supportive relationship with a responsible adult who is not aware of a young person's attendance.</td>
</tr>
<tr>
<td>5</td>
<td>Can only identify supportive relationships within peer group and/or older siblings.</td>
</tr>
<tr>
<td>10</td>
<td>Describes abusive relationships within family adults and/or older peers and/or domestic violence in the home.</td>
</tr>
<tr>
<td>10</td>
<td>Not disclosed but inconsistent history prompts concern about abusive relationships and/or domestic violence in the home.</td>
</tr>
</tbody>
</table>

### Ability to Use Professional Support

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Uses support and comprehends advice and guidance.</td>
</tr>
<tr>
<td>1</td>
<td>Seeks support and has some comprehension of advice/guidance.</td>
</tr>
<tr>
<td>2</td>
<td>Seeks support but has not comprehension of advice/guidance.</td>
</tr>
<tr>
<td>3</td>
<td>Has refused support in the past from other services.</td>
</tr>
<tr>
<td>4</td>
<td>Disregards advice/guidance. Does not re-attend as arranged.</td>
</tr>
</tbody>
</table>

**Additional Comments**

e.g. concerns regarding housing, safeguarding risk factors etc.
For office use only:

<table>
<thead>
<tr>
<th>Date</th>
<th>Score</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>