

## **NHS Community Pharmacy Contractual Framework Enhanced Service – Emergency Hormonal Contraception Service**

### **1. Service description**

- 1.1 Pharmacists will supply Levonorgestrel Emergency Hormonal Contraception (EHC) when appropriate to clients in line with the requirements of the Patient Group Direction (PGD). The PGD specifies the age range of clients that are eligible for the service; all females of child bearing age.
- 1.2 Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service.
- 1.3 The supply will be made free of charge to the client at NHS expense.
- 1.4 Pharmacists will link into existing networks for community contraceptive services so that females who need to see a doctor or other healthcare professional can be referred on rapidly.
- 1.5 Clients excluded from the PGD criteria will be referred to another local service that will be able to assist them, as soon as possible, e.g. GP, community contraception service.
- 1.6 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 provide onward signposting to services that provide long-term contraceptive methods and diagnosis and management of STIs.

### **2. Aims and intended service outcomes**

- 2.1 To increase the knowledge, especially among young people, of the availability of emergency contraception<sup>1</sup> and contraception advice from pharmacies.
- 2.2 To improve access to emergency contraception and sexual health advice.
- 2.3 To increase the use of EHC by women who have had unprotected sex and help contribute to a reduction in the number of unplanned pregnancies in this client group.
- 2.4 To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.
- 2.5 To increase the knowledge of risks associated with STIs.
- 2.6 To refer clients who may have been at risk of STIs to an appropriate service.
- 2.7 To strengthen the local network of contraceptive and sexual health services to help ensure easy and swift access to advice.

### **3. Service outline**

- 3.1 The part of the pharmacy used for provision of the service provides a sufficient level of privacy (at the level required for the provision of the Medicines Use Review service<sup>2</sup>) and safety.

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<sup>1</sup> Emergency contraception methods are not limited to EHC and include the use of Intra-uterine devices (IUDs). Though this service would only supply EHC, it would raise awareness of other methods of emergency contraception that are available and facilitate access to these.

<sup>2</sup> The requirements for consultation areas are detailed in The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2005 as amended ([www.dh.gov.uk/assetRoot/04/10/75/97/04107597.pdf](http://www.dh.gov.uk/assetRoot/04/10/75/97/04107597.pdf))

- 3.2 The service will be provided by Pharmacists that meet the necessary Harmonisation of Accreditation Group Competencies and Training Framework.
- 3.3 A service will be provided that assesses the need and suitability for a client to receive EHC, in line with the PGD. Where appropriate a supply will be made; where a supply of EHC is not appropriate, advice and referral to another source of assistance, if appropriate, will be provided. Clients who have exceeded the time limit for EHC will be informed about the possibility of the use of the alternative EHC or an IUD and must be referred to a local service as soon as possible.
- 3.4 Inclusion and exclusion criteria, which are detailed in the PGD, will be applied during provision of the service.
- 3.5 The service will be provided in compliance with Fraser guidance<sup>3</sup> and Department of Health guidance on confidential sexual health advice and treatment for young people aged under 16<sup>4</sup>.
- 3.6 The service provided will comply with NHS Bolton's safeguarding policy and reflect national child and vulnerable adult protection guidelines<sup>5</sup>.
- 3.7 Verbal and written advice on the avoidance of STIs and the use of regular contraceptive methods, including advice on the use of condoms, will be provided to the client. This should be supplemented by a referral to a service that can provide treatment and further advice and care if necessary.
- 3.8 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.
- 3.9 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 local protocols.
- 3.10 The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely and for a length of time in line with local NHS record retention policies.
- 3.11 The pharmacy must be able to deliver this Enhanced service for their contracted hours. Failure to meet this delivery may result in discontinuation of the Enhanced service; if there is going to be a break in provision of this Enhanced service this should be notified to NHS Bolton with the expected date of re-engagement. Every effort must be made to engage locum pharmacists who are accredited to deliver this Enhanced service. Unexpected breaks in provision of this Enhanced service due to sudden illness are understandable and where NHS Bolton is informed of this will be given due consideration. Provision of the service will also be dependent upon NHS Bolton facilitating training to support ongoing delivery. The Responsible Pharmacist and any Pharmacist log can be used to demonstrate compliance with delivery of this Enhanced service.
- 3.12 The pharmacy must give 3 months notice if it intends to stop delivering under this Enhanced service.

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<sup>3</sup> Fraser Guidelines – based on a House of Lords Ruling; A health professional can give advice or treatment to a person under 16 without parental consent providing they are satisfied that;

- The young person will understand the advice;
- The young person cannot be persuaded to tell his or her parents or allow the doctor to tell them that they are seeking contraceptive advice;
- The young person is likely to begin or continue having unprotected sex with or without contraceptive treatment; and
- The young person's physical or mental health is likely to suffer unless he or she receives contraceptive advice or treatment.

<sup>4</sup> Guidance available at [www.dh.gov.uk/sexualhealth](http://www.dh.gov.uk/sexualhealth).

<sup>5</sup> The cross government guidance on child protection, Working Together to Safeguard Children, should be referred to and is available at [www.everychildmatters.gov.uk/workingtogether](http://www.everychildmatters.gov.uk/workingtogether)

- 3.13 Pharmacists may need to share relevant information with other health care 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.
- 3.14 NHS Bolton will share any information or clinical updates, which affect delivery of this service with pharmacy contractors to help pharmacists delivering the service, maintain knowledge and evidence. Contractor meetings may be arranged where major changes in service delivery are agreed.
- 3.15 NHS Bolton will use PharmaBase<sup>6</sup> for the recording of relevant service information for the purposes of audit and the claiming of payment. Audit data and claim forms generated by PharmaBase will be submitted electronically or printed off and posted.
- 3.16 NHS Bolton will provide access to up to date details of other services which pharmacy staff can use to refer service users who require further assistance. The information will include the location, hours of opening and services provided by each service provider. Details of services for young people can be obtained from the local Teenage Pregnancy Coordinator.
- 3.17 NHS Bolton will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies can use to promote the service to the public.
- 3.18 NHS Bolton will be responsible for the provision of health promotion material, including leaflets on EHC, long-term contraception and STIs to pharmacies.
- 3.19 NHS Bolton will provide at least 3 months notice of termination of this Enhanced service, except in instances where the pharmacy contractor is unable to deliver against the specification as detailed in 3.11.

#### **4. Quality Indicators**

- 4.1 The pharmacy has appropriate NHS Bolton provided health promotion 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.
- 4.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on a regular basis.
- 4.3 The pharmacy participates in submission of monthly audit data.
- 4.4 The pharmacy co-operates with any locally agreed NHS Bolton-led assessment of service user experience.
- 4.5 Pharmacists evidence maintenance of their competence for provision of this service through their CPD record.
- 4.6 Pharmacists and appropriate support staff attend any NHS Bolton organised update meetings.

#### **5. Submission of Claims**

- 5.1 All claims will be submitted on a monthly basis along with audit data; PharmaBase will generate the audit data and claim form.
- 5.2 Audit data and claim forms should be submitted electronically to [pharmacy.claims@bolton.nhs.uk](mailto:pharmacy.claims@bolton.nhs.uk) or printed off and sent to: Pharmacy Claims, Clinical Governance, NHS Bolton, 4<sup>th</sup> Floor, Huntingdon House, Princess Street, Bolton BL1 1EH.
- 5.3 Any claim not received by 12<sup>th</sup> of the month following the claim period may not be passed for payment.
- 5.4 Failure to provide evidence of audit of service provision or assessment of service user experience, when required, will lead to claims for payment being rejected.

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<sup>6</sup> PharmaBase is a web-based platform which helps community pharmacies provide services more effectively and makes it easier for commissioners to audit and manage these services.

## 6. Remuneration

- 6.1 Claims will be paid at the rates of £10.82 per consultation; Drug Tariff price for levonorgestrel 1500 micrograms plus VAT at the current rate; £4.50 per pregnancy test plus VAT at the current rate.

### **Background information** – *not part of the service specification*

Reducing the under-18 conception rate by 50% by 2010 is a Department of Health and Department for Education and Skills Public Service Agreement.

All areas have agreed 2010 local reduction targets for under 18 conception rates.

Choosing Health Through Pharmacy A programme for pharmaceutical Public Health, published in April 2005 encourages PCTs to consider commissioning sexual health services through pharmacy, including access to EHC, condoms and signposting to appropriate sources of advice and support, particularly in disadvantaged areas

### **CPPE training which is required to deliver this service:**

Emergency Hormonal Contraception Open Learning Pack

Contraception Open Learning Pack

Child Protection: a guide for the pharmacy team Open Learning Pack

### **CPPE training which may support this service:**

Dealing with difficult discussions Open Learning Pack

Emergency Hormonal Contraception Workshop

Sexual Health: testing and treating Open Learning Pack

Sexual Health: testing and treating Workshop

A CPPE Learning Programme is available for those Pharmacists who are not familiar with the concept of Patient Group Directions and wish to learn more.

**Agreement to provide services.**

Enhanced Service Specification – Emergency Hormonal Contraception

Pharmacy Name:	
Pharmacy Address:	

I agree on behalf of the Pharmacy Contractor named above to provide the Enhanced service – EHC as detailed within the service specification:

Signature:	
Name (Print)	.....
Designation/Title	.....
Date:	.....

Please return this page to: Clinical Governance Administrator,  
 Medicines Management,  
 NHS Bolton,  
 4<sup>th</sup> Floor,  
 Huntingdon House,  
 Princess Street,  
 Bolton  
 BL1 1EH.

Signed on behalf of NHS Bolton:	
Signature:	
Name (Print)	.....
Designation/Title	.....
Date:	.....

Once both parties have signed this agreement a copy will be returned to the Pharmacy Contractor and the original filed by NHS Bolton.

**This agreement is valid until 31<sup>st</sup> March 2013.**