



Mystery Shopper Project Sept 2021 – Dec 2021

Service Evaluation of emergency contraception service in community pharmacy

Researcher: Kayley Ford **ERGO number:** 63559

Southampton University Medical School in collaboration with Solent Sexual Health Services, and with the full support of Local Authorities commissioning the provision of EHC, we will be conducting a “mystery shopper exercise” to audit pharmacy provision of EHC and onward contraception and sexual health pathways as per the contracts held with your local authority.

Pharmacies providing the local authority funded EHC service may be visited unannounced on a single occasion by an individual requesting EHC. Information on the service received and onward referral will be anonymised and used to audit against the service specification.

Dear Pharmacist

This letter is to inform you that you may be one of the pharmacies selected to partake in this project and may be visited on a single occasion. Individual pharmacies and pharmacists will be anonymised for the purposes of the project. A summary of the information will be shared with the Local Authorities who commission this service and the LPC and will also be presented along with other Southampton University medical school student projects at the end of the exercise. This summary will be available on request by e mail to the contact point below which can also be used if you have any queries or concerns regarding this exercise.

Thank you in anticipation of your support.

Yours faithfully

Dr F Sizmur

Consultant Reproductive and Sexual Health Solent NHS Trust and Clinical Supervisor for Student Project

Please contact Alison Freemantle at the LPC for a summary of the project findings and any other queries. alison.freemantle@cpsc.org.uk