

APPROVED PROVIDER LIST FOR THE PROVISION OF CHLAMYDIA TREATMENT

1. Population Needs

1.1 National/local context and evidence base

This specification sets the requirements for the provision of the service for Chlamydia Treatment within a Community Pharmacy setting.

Chlamydia treatment within community pharmacies complements the provision of Emergency Hormonal Contraception (EHC), by offering a more holistic sexual health care service to this user group.

Chlamydia is the most common bacterial sexually transmitted infection, with sexually active young people at highest risk.

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, particularly for women, in whom it can lead to 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 effectively treated.

2. Aims and Objectives

2.1 Aims

To provide treatment for a positive chlamydia diagnosis to :

- Prevent and control chlamydia through early treatment of asymptomatic infection;
- Reduce onward transmission to sexual partners;
- Prevent the consequences of untreated infection
- In line with NICE guidance, to use this opportunity to increase the knowledge of risks associated with sexually transmitted infections (STIs), provide advice and signposting regarding the prevention of STIs and unintended pregnancies.

To improve and strengthen the local network of sexual health services to ensure easy and swift access to treatment and advice.

To develop clear referral pathways to direct patients to a suitable Healthcare Professional, when such patients do not satisfy the inclusion criteria detailed in the Patient Group Direction (PGD).

2.2. Objectives

Pharmacies will

- offer user friendly, non-judgemental, patient centred and confidential services in line with the 'You're Welcome' criteria.
- to reach sexually active young men and women who are not accessing specialist sexual health services

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- reduce the burden on secondary care services by treating infections and providing partner notification in the community
- to increase early detection and treatment of chlamydia and therefore reducing transmission and complications associated with it.
- adhere to national and local requirements regarding the management of under 16's
- support the work of the public health department in promoting national campaigns
- to work in partnership with local stakeholders to deliver an easily accessible service within the local community.
- Promote the use of Free Test Me online testing

3. Scope

3.1 Location(s) of Service Delivery

Pharmacy stipulated as Provider

3.2 Population covered

Those people presenting with a positive chlamydia diagnosis

3.2 Scope

Service Outline

The pharmacy should offer a user-friendly, non-judgmental, client-centred and confidential service.

The pharmacy should provide a sufficient level of privacy (at the level requirement for the provision of Advanced Services as detailed in The Pharmaceutical Services (Advanced and Enhances Services) (England) Amendment Directions 2006).

The Pharmacy will provide support and advice to clients accessing the service, including information on Chlamydia and treatment by

- Informing clients about the service
- How they will be informed of their results
- Sexual health promotion, including signposting to other services as necessary.
- How and where they can access treatment if only undergoing test.
- Reassurance of confidentiality of the programme.

All pharmacies will be familiar with the Isle of Wight Condom Distribution Scheme and offer

Chlamydia Treatment

A service will be provided that assesses the need and suitability for a client to receive Azithromycin treatment, in line with the Patient Group Direction (PGD) and the inclusion and exclusion criteria:

- a. Where deemed appropriate, the pharmacy should dispense the dose according to the legal requirements including appropriate labelling and recording in the Patient Medication Record system;
- b. Where not deemed appropriate, advice and possible referral to another healthcare professional will be provided. For the purpose of this PGD this

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- service provider will be the Isle of Wight Sexual Health Clinic.
- c. The pharmacy should record service details and auditable data that relate to the service (index or contact patient), the demographics of the client and all additional, relevant data as detailed on PharmOutcomes The service will be provided in compliance with Fraser Guidance and Department of Health Guidance on confidential sexual health advice and treatment for young people less than 16 years of age.
 - d. The service protocols will reflect national and local child and vulnerable adult protection guidelines.
 - e. The pharmacy should provide verbal and written advice on the avoidance STIs and the use of regular contraceptive methods
 - f. Supply of condoms, advice on how to use and how to access further supplies through the Isle of Wight Condom Distribution Scheme should be made available to the client. This should be supplemented by a referral to a service that can provide treatment and further advice and care if necessary.
 - g. The pharmacy should 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.

Pharmacists will need to share relevant information with other health care professionals and agencies, (contact list) in line with locally determined confidentiality arrangements, including, where appropriate, the need for the permission of the client to share the information.

- Pharmacists will complete treatment forms on PharmOutcomes.
- The Isle of Wight Council will provide up to date details of other services which pharmacy staff can use to refer service users who require further assistance, including the location, hours of opening and services provided by each service provider.

The supply and support will be made free of charge to the client.

Clients excluded from the Patient Group Direction (PGD) criteria will be referred to the Isle of Wight Sexual Health Service that will be able to assist them as soon as possible.

Pharmacists will link into existing networks for Sexual Health Services so that men and women who need to can be referred on rapidly.

3.4 Eligibility to provide the service

A Pharmacy may be accepted for the provision of this service if it has a partner, employee or sub-contractor who has the necessary skills and experience to carry out the contracted procedures.

The pharmacy contractor will ensure that pharmacists complete the relevant local training required by the Patient Group Direction.

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.

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.

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All pharmacies undertaking this service must ensure that a representative attends a Tier 1 Sexual Health training session - please ask commissioner. All pharmacists need to ensure that CPPE training is undertaken as per the PGD requirements and is kept up-to-date. The commissioner and the Sexual Health Service should be notified of training updates.

Pharmacies will also be expected to participate in periodic updates, meetings and refresher training as and when required.

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. As the service is commissioned by the Isle of Wight Council, the Isle of Wight Council is the Data Controller of the information collated.

3.5 Interdependencies

The Service cannot work in isolation and is required to work with partners to address the needs of service users and increase the opportunity for service users to achieve optimum sexual health outcomes. The provider will maintain efficient working relationships with allied services, agencies and stakeholders to enhance the quality of care delivered and ensure the holistic nature of the service. Specifically, linkages will need to be established and maintained with the Sexual Health Service at the Isle of Wight NHS Trust.

4. Expected Outcomes

4.1 Public Health Outcomes Framework 2013-2016

The Department of Health Public Health Outcomes Framework 2013-2016 includes an indicator on the chlamydia diagnosis rate in 15-24 year olds, underlining the importance of reducing the prevalence of chlamydia infection in young adults in England. The chlamydia diagnosis indicator recommends a level of achievement for local areas to work towards: at least 2,300 chlamydia diagnoses per 100,000 15-24 year olds per annum.

The service will support delivery against this Public Health Outcome measure:

- Increase in Chlamydia detection rates among 15-24 year olds

4.2 Local Outcomes

The Service will also aim to achieve the following local outcomes

- Provision of all required data
- Requiring a satisfactory system of audit to be in place
- Improved sexual health of young people
- Improved knowledge of sexual health and sexual health services amongst young people
- Reduced sexual health inequalities amongst young people

Service delivery expectations:

- 100% of patient satisfaction

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- High quality treatment and advice in line with recognised clinical standards and best practice
- Clinical outcomes at least as good as those achieved by comparable NHS Providers
- Provider participates in relevant National and Local audits.

4.3 Key Quality Indicators

Quality Indicators

- The pharmacy should have appropriate Health Promotion material available for the potential client group and promotes its uptake.
- The pharmacy should review its standard operating procedures and the referral pathways for the service on an annual basis.
- The pharmacy should be able to demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- CPPE Chlamydia testing and treatment workshop:

<https://www.cppe.ac.uk/programmes//chlamydia-k-05.....>

- Currently not available

CPPE e-learning Sexual health in pharmacies:

<https://www.cppe.ac.uk/programmes//sexual-e-01>

CPPE e-assessment Sexual health in pharmacies:

<https://www.cppe.ac.uk/programmes//sexual-a-10/>

CPPE e-learning Dealing with difficult discussions:

<https://www.cppe.ac.uk/programmes//diffdisc-e-01/>

CPPE e-assessment Dealing with difficult discussions:

<https://www.cppe.ac.uk/programmes//diffdisc-a-01/>

CPPE e-learning Safeguarding children and vulnerable adults:

<https://www.cppe.ac.uk/programmes//safegrding-e-0...>

CPPE e-assessment Safeguarding children and vulnerable adults level 2 2018: <https://www.cppe.ac.uk/programmes//safegrdingl2-a...>

- The pharmacy should co-operate with any Isle of Wight Council led assessment of service user experience.
- The pharmacy must provide a reliable, regular service and in the event of circumstance changing within the Pharmacy rendering them unable to deliver the service, must contact the Isle of Wight Council to allow changes to signposting.

5. Applicable Service Standards

5.1 Applicable national standards

The Service should aim to use the Department of Health's *You're Welcome* quality

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criteria¹ and local resources where available, as guiding principles when planning and implementing changes and improvements, in order for the service to become young people friendly where appropriate.

5.2 Applicable local standards

Safeguarding

Safeguarding

The safety and wellbeing of children, young people and vulnerable adults that may access the Integrated Sexual Health Service is paramount.

The Provider shall comply with the Isle of Wight Safeguarding Adults and Children Board's policies and procedures including best practice guidance with regard to child sexual exploitation, sexual abuse and neglect. Isle of Wight Safeguarding Children Board

http://www.iowscb.org.uk/guidance_protocols_and_policies

The Provider shall have robust child protection and adult safeguarding policies and procedures for both the integrated sexual health service and in outreach.

Representatives of LSCB have the right to visit the practice at any reasonable time, having regard for the provision of services and the patient's right to privacy and dignity.

The use of the SERAF (Sexual Exploitation Risk Assessment Form) is encouraged for any provider concerned for the welfare of a child accessing this service.

https://secure.toolkitfiles.co.uk/clients/25263/sitedata/Training_Practitioners/SERAF-Risk-Ass-Form.doc

Contact details to the Children's Safeguarding:

If advice is required please call:

Children's Safeguarding

Public - 0300 300 0117

Professionals - 0300 300 0901

Use this number to report all safeguarding concerns or if you suspect a child is being abused.

All emergency situations should be reported to Hants and IW Police using 999

Please read and review regularly the Isle of Wight Safeguarding Children's Board website

¹ Department of Health (2011). *You're Welcome: Quality Criteria for Young People Friendly Health Services* (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_126813)

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The provider will agree that access to records and documents containing information relating to individual patients treated under the terms of this agreement will be restricted to authorised personnel and that information will not be disclosed to a third party. Both parties will comply with the Data Protection Act, Caldicott Guardian and any other legislation covering access to confidential patient information.

In addition, staff must be appropriately qualified and hold registration or membership of an appropriate professional body. The provider will be responsible for ensuring on-going training and registration or membership of appropriate professional bodies.

All healthcare professionals delivering the service will be required to demonstrate their professional eligibility, competence and continuing professional development in order to remain up to date and deliver an effective service. Pharmacists delivering this service must have a valid Disclosure Barring Check (DBS).

6. Referral, Access and Acceptance Criteria

6.1 Referral route

The service is required to receive referrals by self-presentation from:

- Patients
- Other Healthcare Professionals

Onward referrals can be made to:

- Sexual Health Service: 01983 534202
- Please send your referrals via secure
- email iowsexualhealth@nhs.net
- PLEASE DO NOT FAX
- General Practice

6.3 Any acceptance and exclusion criteria and thresholds

The Provider has the right to refuse service provision to the users:

- who are unsuitable for treatment/care under the service on clinical grounds;
- who are temporarily unsuitable for treatment under the service on clinical grounds for as long as such unsuitability remains;
- who have not validly consented and were able to do so, or had consent validly given on their behalf where it could have been, to the treatment provided under the service;
- whose behaviour is unacceptable to the provider because it is unreasonable, notwithstanding that the judgments in those cases must take into account the mental health of such patients.

For any unreasonable behaviour unacceptable to the Provider, its Staff, the pharmacist or the named professional clinically responsible for the management of the care of such Patient.

7. Monitoring