

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

1. Population Needs

1.1 National/local context and evidence base

Sexual health is an important area of public health. Most of the adult population of England are sexually active and access to quality sexual health services improves the health and wellbeing of both individuals and population. The Government has set out its ambitions for improving sexual health in its publication, *A Framework for Sexual Health Improvement in England*.¹

Emergency Hormonal Contraception (EHC)

Emergency contraception aims to prevent pregnancy after unprotected sex or if a contraceptive method has failed. There are two methods of emergency contraception: the emergency hormonal contraceptive (EHC) pill ('the morning after pill') and the copper intra-uterine device (IUD or 'coil').

This specification is for the provision of EHC using oral hormonal emergency contraception within a community pharmacy setting only.

There are currently two types of oral hormonal emergency contraception:

- Levonorgestrel
- Ulipristal acetate

2. Aims and Objectives

2.1 General Overview

This specification sets out a model for providing Emergency Oral Hormonal Contraception (EHC) that includes the supply of either levonorgestrel or ulipristal acetate, as appropriate, by a suitably qualified community pharmacist, free of charge to the service user, according to the approved Patient Group Directions (PGD) for the supply/administration of EHC by a community pharmacist from a community pharmacy.

2.2 Aims and Objectives

To increase the knowledge, especially among young people, of the availability of emergency contraception and contraception from pharmacies.

To improve access to emergency contraception and sexual health advice.

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.

To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.

¹ Department of Health (2013). *A Framework for Sexual Health Improvement in England*. (<http://www.dh.gov.uk/health/2013/03/sex-health-framework/>)

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

To increase the knowledge of risks associated with STIs.

To refer clients who may have been at risk of STIs to an appropriate service.

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

To reduce the personal health and public health risk of infection by Chlamydia Trachomatis.

Increase access to all methods of contraception, including long-acting reversible contraception (LARC) methods and emergency hormonal contraception for women of all ages and their partners.

3. Scope

3.1 Location(s) of Service Delivery

Pharmacy stipulated as Provider

3.2 Population covered

Sexually active females

3.3 Scope

Service Model

3.3.1 **EHC Supply:** The pharmacy contractor is to supply EHC when appropriate to clients under the locally agreed PGD, together with other support. The supply and support will be made free of charge to the client at Isle of Wight Council expense.

A service will be provided that assesses the need and suitability for a client to receive EHC, in line with the PGD and the inclusion and exclusion criteria:

- 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
- Where not deemed appropriate, advice and possible referral to another source of assistance will be provided.

3.3.2 **Fraser Guidance:** 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. If under the age of 16, local safeguarding guidelines should be referred to (section 5.2).

3.3.3 All under 16s should be encouraged to be referred to the Young People's Sexual Health Nurse service at the IOW NHS Trust.

3.3.4 Under 25s should be offered the opportunity to be referred to the Young People's Sexual Health Nurse service. PharmOutcomes can enable a secure referral to be sent to the Young People's Sexual Health Nurse.

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

- 3.3.5 For females younger than 13 pharmacies are required to inform Hampshire and Isle of Wight Police and Isle of Wight Children's Social Care immediately (section 5.2).
- 3.3.6 **Sexual Transmitted Infection(STI, condoms and pregnancy tests:**
- The pharmacy should offer or provide:
- Information on how to access the FREE TEST ME online STI testing
 - Six condoms, sourced from stocks supplied under the condom distribution service
 - A low cost pregnancy test and six condoms, the former sourced at the discretion of the pharmacy contractor and reimbursed by Isle of Wight Council (section 9)
- 3.3.7 **Verbal and written advice:** The pharmacy should provide verbal and written advice on the avoidance of Sexually Transmitted Infections and the use of regular contraceptive methods, including advice on the use of condoms, to the client. This should be supplemented by a referral to a service that can provide treatment and further advice and care if necessary.
- Family Planning leaflets are available to download in PDF format
- <http://www.fpa.org.uk/resources/downloads>
- <http://www.cmft.nhs.uk/directorates/mcsh/documents/Guidetocontraception.pdf>
- 3.3.8 **Service type:** The pharmacy contractor is to offer a user-friendly, non-judgmental, client-centred and confidential service in line with "You're Welcome" criteria
- 3.3.9 **Clients excluded from the PGD criteria** will be referred to another local service that will be able to assist them as soon as possible.
- 3.3.10 **Link to existing services e.g. the Young People's Sexual Health Nurse service:** Pharmacists will link into existing services including outreach for contraceptive services so that women who need to can be referred on rapidly.
- 3.3.11 The Pharmacist providing the service must ensure that every effort is made to discuss all elements of referral and additional support (for example – referral to Young People's Specialist Sexual Health Nurse).
- 3.3.12 The PharmOutcomes system has an automatic referral function to the Young People's Specialist Sexual Health Nurse service. All under-16s should be strongly encouraged to be referred to the Young People's Sexual Health Nurse service (consent is required) and all under 25s offered the opportunity to be referred.
- 3.3.13 An audit will be undertaken to monitor referrals to the specialist nurse.
- 3.3.14 **Unable to provide the service:** When unable to provide the service, for whatever reasons, contractors must signpost on effectively to another participating pharmacy or health care provider. This will include phoning ahead, of signposting to another authorised pharmacy, to ensure that the

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

service is available at that time. Instances must be reported to the commissioner and this will be monitored.

- 3.3.15 **Privacy:** The pharmacy should provide a sufficient level of privacy (ideally at the level requirement for the provision of Advanced Services as detailed in The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2005 as amended).
- 3.3.16 **Records:** The pharmacy must record service details and auditable data that relate to reasons for accessing the service, the demographics of the client and means of accessing the service on PharmOutcomes. The EHC consultation forms on PharmOutcomes provide a helpful aide memoir to ensure all relevant aspects are covered in the consultation and that only patients who meet the criteria set out in the approved PGDs for the supply/administration of EHC. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery, audit and for payment purposes. Records will be confidential and should be stored securely and for a length of time in line with local NHS record retention policies.
- 3.3.17 **Data Sharing:** 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.
- 3.3.18 **Marketing the service:** All participating authorised pharmacies will be required to provide clearly visible dedicated window space for a logo/poster indicating the availability of EHC through a pharmacy enhanced service.

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 service.

The pharmacy contractor has a duty to ensure pharmacists involved in the provision of the service:

- have relevant knowledge and are appropriately trained in the operation of the service and all records of assessment must be retained by the pharmacy contractor, together with the signed EHC PGD
- All pharmacists must comply with the competency assessment as stated below and contained within the competency requirements of any PGD relating to drugs used for EHC.

CPPE e-learning Emergency Contraception 2018:
<https://www.cppe.ac.uk/programmes/l/ehc-e-03/>

CPPE e-assessment Emergency Contraception 2018:
<https://www.cppe.ac.uk/programmes/l/ehc-a-10/>

CPPE e-learning Contraception 2018:
<https://www.cppe.ac.uk/programmes/l/contra-e-01/>

CPPE e-assessment Emergency Contraception 2018:
<https://www.cppe.ac.uk/programmes/l/contra-a-09/>

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

CPPE e-learning Safeguarding children and vulnerable adults:

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

CPPE e-assessment Safeguarding children and vulnerable adults level 2 2018:

<https://www.cppe.ac.uk/programmes/l/safegrdingl2-a...>

Evidence must be provided of completion of the stated modules.

- are aware of and operate within local protocols

All pharmacists undertaking this service:

- Sign the approved PGDs for the supply/administration of EHC and agree to work in accordance with the PGDs
- Must ensure that relevant training stipulated in the PGD and evidence of completion is provided
- Must complete a CPPE “Declaration of Competence”
- Have appropriate indemnity insurance to provide this service
- Be aware of and operate within local protocols
- Reassessment of competence to deliver the EHC service is recommended every 3 years
- Pharmacists should cascade training on the supply of EHC to all pharmacy staff to ensure that everyone is aware of the key issues regarding the supply of EHC and so that all staff respond sensitively and appropriately to enquiries about EHC. In particular, staff should recognise that all requests for EHC should be referred to the pharmacist early on in the consultation.
- Must have a valid Disclosure Barring Check (DBS)
-
- Comply with the training policy on the Isle of Wight Local Safeguarding Board (<http://www.iowscb.org.uk/training>) – pharmacists fall within group 2 of staff groups.

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

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 local general practices, Under-18 Sexual Health clinics, and the Sexual Health Service provider

3.6 Any activity planning assumptions

Activity planning will be based on 2016 to 2017 service provision

4. Expected Outcomes

4.1 Public Health Outcomes Framework

The service will support delivery against the Department of Health Public Health Outcomes Framework 2013-2016 measures:

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

- Under 18 conceptions
- Increase in Chlamydia diagnoses amongst 15-24 year olds

4.2 Local Outcomes

The Service will also aim to achieve the following local outcomes:

- 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

4.3 Key Quality and Performance 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.
- Transactions must be recorded accurately on the PharmOutcomes system
- 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.
- The pharmacy should co-operate with any locally agreed 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 (at publichealth@iow.gov.uk or 01983 821000) 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 criteria² 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

- 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

² 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)

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

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

Data Protection

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.

Professional Body

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

APPROVED PROVIDER LIST FOR THE PROVISION OF EMERGENCY HORMONAL CONTRACEPTION

6.1 Referral route

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

- Patients
- Other Healthcare Professionals
- Statutory and non-statutory agencies

Onward referrals can be made to (not exclusive):

- Sexual Health Service: 01983 534202
Please send your referrals via secure email iowsexualhealth@nhs.net PLEASE DO NOT FAX
- Under 18 Clinics provided by Specialist Sexual Health Service
- General Practice

6.2 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.

6.3 Response time

Clients will be moved to the consultation room upon presentation, to meet with the qualified pharmacist as soon as possible or if a qualified pharmacist is not available, given suitable alternatives including signposting to the nearest other provider.

6.4 Serious Incidents

All serious untoward incidents must be reported to the local authority within 2 working days of the incident. The service must then provide an outlined report of the incident and its outcome within 45 days of notification of the incident.

Contact details for Public Health are E: publichealth@iow.gov.uk or on T: 01983 821000.

7. Monitoring

The service will be monitored through PharmOutcomes.

8. Self-Care and Patient and Carer Information