

SERVICE SPECIFICATIONS

Service Specification No.	
Service	Emergency Hormonal Contraception and Condoms
Service Authority Lead	Morven Banks, Commissioning Project Manager
Provider Lead	
Period	1st April 2016 – 31st March 2021
Date of Review	

1. Overview

1.1 National, Local context and evidence base

1.1.1 Local authorities are mandated to provide or secure the provision of open access sexual health services which includes access to contraception over and above contraceptive services provided as an “additional service” under the GP contract.

1.1.2 Overall Sexual Health in Portsmouth is within the worst 20% nationally but there are significant differences across the city. Sexual health is not evenly distributed within the population and there are significant differences between population groups.

1.1.3 Consistent and correct use of effective contraception is the best way for sexually active women and their male partners to avoid an unplanned pregnancy.

1.1.4 The abortion rate in Portsmouth is higher than the national rate. The age standardised abortion rate for females aged 15-44 was 17.3 per 1,000 females while in England the rate was 16.5.

1.1.5 Rates of repeat abortions in under 25s are lower than national rates. Supporting young women to consider the full range of methods of contraception, including emergency contraception will further help to reduce unintended conceptions.

1.1.6 There has been significant reductions in the under 18 conception rate across the city with the rate of 24.8 per 1000 females aged 15-17 compared to the English rate of 24.3.

1.1.7 The highest numbers of unplanned pregnancies occur in the 20 to 34 year age group. Unplanned pregnancies can end in abortion or a maternity. Many unplanned pregnancies that continue will become wanted. However, unplanned pregnancy can cause financial, housing and relationship pressures and have impacts on existing children. Restricting access to contraceptive provision by age can therefore be counterproductive and ultimately increase costs.

1.1.8 It has been estimated that only 50% of pregnancies are planned, with 16% unplanned and 29% ambivalent. Unplanned and ambivalent pregnancies can have a major impact on individuals, families and wider society.

1.1.9 Rates of Chlamydia in young people aged 15-24 are much higher than for other age groups and there is a new Public Health Outcome Indicator Framework (2013-2016) for a diagnostic rate of 2300 per 100,000 young people aged 15-24.

1.1.10 The Health Protection Agency warned that young adults are still the age group significantly affected by sexually transmitted infections (STIs) in the UK and in SE England. The numbers of young

people returning with repeat infections is also a cause for concern, highlighting the fact that some young people are continuing to put themselves and their partners at risk of infection of STIs.

1.1.11 Condoms are the most common method of contraception used by teenagers in the UK and are the only method that can provide protection against both STIs and pregnancy.

1.2 National Policy and Guidance:

- A Framework for Sexual Health Improvement in England (DH 2013)
- Working together to Safeguard Children and Young People (2013)
- Emergency Contraception Guidance (FSRH 2011)
- Healthy Lives, Healthy People white paper (2010)
- Teenage Pregnancy Strategy Beyond 2010 (2010)
- You're Welcome Quality Criteria (2007)
- Safeguarding Vulnerable Groups Act 2006
- Recommended Standards for sexual health services (MedFASH 2005)
- National Service Framework for children, young people and maternity services (2004)
- Every Child Matters (2004)
- Sexual Offences Act (2003)

1.3 Local Drivers & Guidance:

- Portsmouth Health and Wellbeing Strategy
- Portsmouth Children's Trust Priority Plan
- Portsmouth Sexual Health Needs Assessment (2015)
- Portsmouth Sexual Health Strategy (2015) 2. Scope

2.1 Aims and objectives of service

2.1.1 The Emergency Hormonal Contraception Service works to improve sexual health by:

- Providing good local access to emergency contraception and sexual health advice for women who have had unprotected sex in order to reduce unintended pregnancy
- Increasing knowledge, especially among young people, of the availability and effectiveness of emergency contraception
- Referring individuals, especially those from groups with poorer sexual health outcomes, into mainstream contraceptive services for regular contraception advice and services
- Increasing the knowledge of risks associated with sexually transmitted infections (STIs) and signposting clients to online Chlamydia and full STI testing
- Providing young people under the age of 25 with a supply of free condoms
- Strengthening the local network of contraceptive and sexual health services in order to provide improved access to local services
- To improve access to sexual health advice & services, especially at evenings and weekends when other services are closed
- To refer clients at most risk of poor sexual health, especially under 18s, into mainstream sexual health services where appropriate.

2.2 Service description/pathway

2.2.1 The service will be well-advertised through the display of a window-sticker (supplied by the Level 3 integrated sexual health service) or other window display signage.

2.2.2 The service will be available for the majority of the hours the venue is open each week, to include service provision during core hours including when other service providers are closed and on Mondays (day of high demand for the service).

2.2.3 Eligible trained staff will supply Levonorgestrel Emergency Hormonal Contraception (EHC) when appropriate to individuals in line with the requirements of the locally agreed Patient Group Direction (PGD) (see Appendix A & Ai). The PGD will facilitate supply to young persons under 16 in appropriate circumstances.

2.2.4 All practitioners will offer a user-friendly, non-judgmental, client-centred and confidential service.

2.2.5 The supply will be made free at the point of delivery to the client.

2.2.6 Those providing the EHC service will link into existing networks for community contraceptive services so that women who need to see a doctor can be referred on rapidly.

2.2.7 Individuals 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 or Level 3 Integrated Sexual Health service (www.letstalkaboutit.nhs.uk).

2.2.8 Trained practitioners will provide support and advice to individuals 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 Acting Reversible Contraception and diagnosis and management of STIs.

2.2.9 Trained practitioners will provide advice on the alternative methods of emergency contraception including the copper IUD as the most effective method and will provide information on where to access this method (GP or Level 3 integrated sexual health service)

2.2.10 Trained staff will signpost all young people aged 15-24 to online remote Chlamydia testing as part of the National Chlamydia Screening Programme <https://www.letstalkaboutit.nhs.uk/forms/request-kit.asp>

2.2.11 The Provider has a duty to ensure that practitioners 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. The competencies and training framework for this service are detailed in Appendix B. Practitioners are required to be accredited before providing the service.

2.2.12 The provider must maintain appropriate records to ensure effective on-going service delivery and audit. All consultations should be recorded via Portsmouth EHC service template on PharmOutcomes/Outcomes 4 Health system www.pharmoutcomes.org.uk / <https://outcomes4health.org/o4h/>.

2.2.13 The Provider has a duty to ensure that practitioners involved in the provision of the service are aware of and operate within local protocols.

2.2.14 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.

2.2.15 Inclusion and exclusion criteria, which are detailed in the PGD, will be applied during provision of the service.

2.2.16 The service will follow a process for obtaining informed client consent is in line with the Department of Health guidance.¹

2.2.17 The service will be provided in compliance with Fraser guidance² and Department of Health guidance on confidential sexual health advice and treatment for young people aged under 16³ and will also be provided in line with guidance from Portsmouth Safeguarding Children Board.⁴ It is the responsibility of the practitioner to ensure that any young person under 16 years of age is competent to make an informed decision in line with Fraser competence.

2.2.18 The service will ensure that any young person under 16 years of age is competent to make an informed decision in line with Fraser Competence. Note that issues of child protection overrule the right to confidentiality; however any person under the age of 16 will be informed if other agencies are to be involved. Practitioners will refer to the appropriate guidance for working with the sexually active under 18's as agreed by their local safeguarding board.

2.2.19 The service will ensure that young people, under the age of 13 or under 16, where abuse is suspected (including child sexual exploitation), will be managed in accordance with Local Safeguarding procedures and complies with the requirements of relevant national guidelines, including the Children's Act.

2.2.20 The service will ensure that all sexually active young people under the age of 16 (and those aged 16-17 where there is a cause for concern), should have a risk assessment for sexual abuse or exploitation using a standardised proforma at each new presentation at the service.

2.2.21 DBS checks - Carry out an assessment of both its staff and the services to ensure compliance with the Safeguarding Vulnerable Groups Act 2006.⁵

2.2.22 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 includes provision of a condom pack to all clients under 25, irrelevant of whether they have a C Card or not. All advice should include a referral to a service that can provide treatment and further advice and care.

2.2.23 Individuals presenting at a venue that is temporarily unable to provide the service (e.g. due to annual leave or sickness) must be signposted promptly to another participating service (please contact the service beforehand to ensure that a trained practitioner is available) or referred to another service provider (e.g. GP or level 3 sexual health service).

2.2.24 Professionals 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 express consent of the client to share the information.

2.2.25 All individuals under 18 will be referred to Level 3 integrated sexual health service with their consent. If the client agrees and gives verbal consent practitioners will complete the consultation form on PharmOutcomes/Outcomes 4 Health system and email a referral form via PharmOutcomes/Outcomes 4 Health system to the Level 3 integrated sexual health service on the same day as the consultation, explaining to the client that the Level 3 service will contact them by telephone within 5 working days.

2.2.26 Solent NHS Trust will provide up to date details of other services which staff can use to refer service users to who require further assistance onto the 'Get It On' website at www.letstalkaboutit.nhs.uk

2.2.27 Portsmouth City Council (PCC) via Solent NHS Trust will be:

- Responsible for the promotion of the service locally, including the development of publicity materials, which EHC services will use to promote the service to the public
- Responsible for the provision of health promotion material, including leaflets on EHC, long-term contraception and STIs to pharmacies.

2.2.28 In order to provide the EHC service the Provider will:

- Be expected to ensure that all practitioners carrying out the emergency contraception service have satisfied the requirements as set out in Appendix B staff training and competency
- Have appropriate health promotion material available for the client group, actively promote its uptake, and be able to discuss the contents of the material with the individual, where appropriate
- Review its standard operating procedures (SOPs) for the service on an annual basis, and following any significant untoward incidents related to the service
- Demonstrate that practitioners involved in the provision of the service have undertaken CPD relevant to this service
- Provide data that meets the requirements of Commissioner
- Co-operate with any locally agreed assessment of service user experience.

2.3 Coverage

2.3.1 This service is available to women of reproductive age who have had unprotected sex and the episode of unprotected sex has occurred within the last 72 hours.

2.3.2 To issue free condoms to young people aged 13 to 24 year olds presenting with a C Card (Get It On Scheme) or requesting free condoms.

2.4 Any acceptance and exclusion criteria

2.4.1 All exclusion criteria are detailed in the Patient Group Direction for Emergency Hormonal Contraception (see appendix A).

2.5 Interdependencies with other services

2.5.1 Community EHC providers providing this service will need to work in close cooperation with the Level 3 Integrated Sexual Health Service provided by Solent NHS Trust (www.letstalkaboutit.nhs.uk).

2.5.2 Community EHC Service providers will also be aware of the benefits of working in partnership with other providers to ensure a networked approach to improving sexual health of local population. Partners include:

- Community Pharmacy
- General Practice
- Local Authority Children & Family Services, including Safeguarding
- Local Authority Adult Services

- Maternity services
- Gynaecology
- Rape and sexual abuse services.
- Portsmouth SARC
- Educational establishments
- Community Health Services
- Voluntary Sector provides of SRE or Sexual Health interventions to young people and adults
- Health visiting
- School nursing
- Substance Misuse Services
- CAMHS
- Young people and adults with additional needs e.g. learning disability services

2.6 Any activity planning assumptions

2.6.1 This is an open access service and in order to maintain staff competency, it is expected that practitioners will at all times maintain current training & competency requirements (appendix B).

2.7 Provider Premises

2.7.1 The service will be provided from the premises when the trained practitioner is present.

2.7.2 The consultation must take place in an area or room that is: a. clean and not be used for storage of any stock (other than stock that is stored in closed storage units or stock that may be used, sold or supplied during a consultation – for example, hand wipes, emergency hormonal contraception, needle and syringe exchange stock etc.); b. so laid out and organised that any materials or equipment which are on display are healthcare related; and c. so laid out and organised that once a consultation begins, the individuals confidentiality is respected, and no member of staff who is not involved in the consultation is able to enter the area unless authorised by the trained practitioner, such authority being given only if the confidentiality of the discussions during the consultation is preserved. Interruptions to the consultation must be kept to a minimum.

2.8 Days/Hours of Operation

2.8.1 The service will be available for the majority of the hours the venue is open each week, to include (where opening hours allow) service provision on Saturdays and Sundays (when other service providers are closed) and Mondays (day of high demand for the service).

2.8.2 The service is only accessible when the trained health professional is available. If the trained professional is not available (annual/sick leave) staff must be able to signpost onto another participating EHC service (www3.hants.gov.uk/getiton) GP or local sexual health clinic (www.letstalkaboutit.nhs.uk).

2.9 Public Health Planning

2.9.1 The Authority may review elements of the Service Specification in accordance with changes to Public Health delivery plans.

3. Applicable Service Standards

3.1 National standards

3.1.1 The service is underpinned by the following standards:

- NICE Emergency Contraception Summary: <http://cks.nice.org.uk/contraception-emergency#!topicsummary>
- Faculty of Sexual & Reproductive Healthcare Guidance on Emergency Contraception:<http://www.fsrh.org/pdfs/CEUguidanceEmergencyContraception11.pdf>
- National Chlamydia Screening Programme Standards:www.chlamydia-screening.nhs.uk

3.1.2 The service will be provided in accordance with the guidance as set down in the Patient Group Direction for Emergency Hormonal Contraception.

3.1.3 The Service should aim to use the Department of Health's You're Welcome quality criteria 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.⁶

3.2 Applicable local standards

3.2.1 Providers wishing to provide the EHC as a service via a Patient Group Direction must be trained and have their names on a service provider list kept by Portsmouth City Council.

3.2.2 Completion of the CPPE modules is a pre-requisite to providing the EHC service in Portsmouth:

- CPPE in emergency contraception
- CPPE in Safeguarding Children and Vulnerable Adults
- CPPE in Contraception

3.2.3 If the health practitioner providing this service is not a pharmacist (e.g. a nurse) then evidence of relevant reproductive, sexual health and safeguarding training will need to be agreed with PCC before providing this EHC service.

3.2.3 All practitioners will also need to complete and pass local e-learning training that can be accessed www.training.hampshire.nhs.uk and complete the HCC e-learning on Child Sexual Exploitation accessed via www.kwango.com.

3.2.4 Local training and competency framework for the provision of the emergency contraception service is detailed in appendix B.

4. Location of Delivery

4.1 All premises will be located in Portsmouth City boundaries.

5. Quality Standards, Performance Measures

5.1 Quality Standards

5.1.1 Quality Outcomes Indicators: Other than those set out above in section 3 there are no additional quality outcomes.

5.1.2 Performance Indicators: The following will be used to measure the success of service delivery:

- At least 50% under 18s referred to Level 3 Sexual Health Service for on-going contraceptive advice
- 70% of young people aged 15-24 accessing this EHC service to be signposted to free remote Chlamydia testing
- Service advertised to residents via EHC window sticker or alternative window signage.

5.2 Monitoring Arrangements

5.2.1 The trained practitioner will complete the online consultation form on the day of the consultation using PharmOutcomes/Outcomes 4 Health system.

5.2.2 All under 18 referrals to the Level 3 integrated sexual health service will be sent via PharmOutcomes/Outcomes 4 Health system on the same day as the EHC consultation.

5.2.3 Data on EHC consultations will be available for Commissioners via PharmOutcomes/Outcomes 4 Health system.

6. Remuneration

6.1 The charges are comprised of the following: £ per EHC consultation and the cost of Levonelle 1500 at Drug Tariff price plus VAT at the applicable rate, if supplied.

6.2 A 'valid' consultation must be completed on PharmOutcomes/Outcomes 4 Health system www.pharmoutcomes.org.uk / <https://outcomes4health.org/o4h/>.

6.3 There are no agreed increases during the duration of the contract (and clause B8.3 shall have no affect).

6.4 Information to be provided to support activity and to authorise payments shall be done via PharmOutcomes/Outcomes 4 Health system which will generate a notice of payment based on the information recorded on that software. No further information will be required from the provider.

6.5 Payment will be made in arrears (Details included in the Contract).

6.6 Portsmouth City Council makes no commitment on the volume of activity made available to a Provider under these services and reserves the right to withdraw services dependent on budget availability.

7. Appendices

Appendix A – Sample Patient Group Direction

Appendix B – Competency and Training Framework

Appendix B: Emergency Hormonal Contraception Service Competencies and Training Framework

1. Introduction Practitioners wishing to provide the EHC service via a Patient Group Direction must be trained and have their names on a service provider list kept by Portsmouth City Council on whose behalf they are providing the service. Throughout this document the abbreviation PCC is used in place of "Portsmouth City Council or other Commissioning Bodies".

2. Core Competencies These core competencies have been mapped to the General Level Framework (available at www.codeg.org).

- a) Able to communicate with clients appropriately and sensitively.
- b) Able to counsel and advise on emergency contraception and regular methods of contraception.
- c) Understands how and when to refer clients and when to ask for support and advice.
- d) Understands confidentiality issues and is aware of their role in the process of safeguarding.
- e) Understands the different types and methods of hormonal contraception and non-hormonal contraception; their use, advantages, failure rates and complications.
- f) Understands the pharmacotherapy for the full range of available medication and appropriate clinical guidance (e.g. NICE).

- g) Understands and is able to apply the medico-legal aspects of EHC provision in accordance with a Patient Group Direction.
- h) Able to demonstrate knowledge of the clinical content of the relevant Patient Group Direction(s).
- i) Able to support the Team in the delivery of a safe and effective service.

3. Framework of Training

3.1 Underpinning Knowledge Three Centre for Pharmacy Postgraduate Education (CPPE) open learning programmes provide pharmacists with the necessary knowledge to underpin the provision of EHC as an enhanced service:

- Emergency Hormonal Contraception
- Safeguarding Children & Vulnerable Adults
- Contraception

Completion of the CPPE modules is a pre-requisite to providing the EHC service in Portsmouth.

3.2 Other relevant training: If the health practitioner providing this service is not a pharmacist (e.g. a nurse) then evidence of relevant reproductive, sexual health and safeguarding training will need be shared and agreed with PCC before providing this EHC service.

3.2.1 Local PCC e-learning package This training can be accessed at www.training.hampshire.nhs.uk

- a) Aims To enable practitioners to become competent to provide an EHC service in accordance with a Patient Group Direction, understanding the clinical, ethical, cultural and legal aspects of this work.
- b) Objectives The e-learning package should review the underpinning clinical knowledge required to provide an EHC service and should ensure that the practitioner:
 - I. Understands the aims of an EHC service and its place in Sexual Health Services overall.
 - II. Understands confidentiality issues and has an awareness of child protection issues.
 - III. Understands and is able to apply the medico-legal aspects of EHC provision - especially as applied to under-age females i.e. under 16yrs (Fraser Ruling).
 - IV. Understands and is able to use the Patient Group Direction and associated paperwork*.
 - V. Is aware of the details of when to carry out a pregnancy test, and the actions to be taken following the result.
 - VI. Understands how and when to refer clients and when to ask for support and advice from the local Sexual Health Services.
 - VII. Is able to counsel and advise clients appropriately and sensitively, and refer for further contraceptive care.
 - VIII. Experiences problematic situations through role play, and gains confidence in dealing with them.
 - IX. Knows what sources of support are available to the pharmacists involved in the provision of this service*.
 - X. In addition to this local training practitioners are required to have completed the HCC Child Sexual Exploitation e-learning course. This Hampshire County Council e-learning training can be accessed via: www.kwango.com. Please login on the right-hand side of the screen using the following: Username: Hants Health and Password: HAH

* See section 6: Cross accreditation

c) Features of the e-learning package

- Sexual Health Clinician(s) must be involved in the presentation and content of the e-learning package.
- The e-learning package must include a consultation role play scenario.

4. Summary of Assessment & Accreditation To become accredited, each practitioner must complete the local e-learning package and successfully complete the required assessments:

- a) CPPE EHC online assessment (completed prior to undertaking the e-learning).
- b) CPPE Contraception online assessment (completed prior to the e-learning).
- c) CPPE Child Protection online assessment (completed prior to the e-learning).

Accreditation is proved by possession of dated certificates. Practitioners will not be able to sign up to the EHC PGD to provide the service without obtaining accreditation. If the health practitioner providing this service is not a pharmacist (e.g. a nurse) then evidence of relevant reproductive, sexual health and Safeguarding training will need be shared and agreed with PCC before providing this EHC service.

5. Re-accreditation Self-identified learning can be used to update CPD. These updates must be logged as CPD and there must be at least one per annual cycle. CPPE updates must be identified and completed within 3 months of being issued.

6. Cross Accreditation Trained practitioners must be advised that if they wish to provide an EHC service to another commissioner, they should contact that commissioner for further information. Practitioners accredited outside Hampshire but wishing to provide the EHC PGD service within the PCC area are advised to contact HCC. Practitioner able to provide evidence of meeting the above accreditation requirements (with the exception of 3.2 (b) IV, IX and X) will be considered for accreditation.

7. Enquiries on training & competency for EHC service: Morven Banks Commissioning Project Manager Integrated Commissioning Service Portsmouth City Council Civic Offices, Floor 2 Portsmouth PO1 2AL T: 023 9268 8817 Email morven.banks@portsmouthcc.gov.uk

References

1 Reference Guide to consent for examination and treatment, DH July 2009:

<https://www.gov.uk/government/publications/reference-guide-to-consent-for-examination-or-treatment-second-edition>

2 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.

3 Guidance available at:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4110056

4 <http://www.hampshiresafeguardingchildrenboard.org.uk/index.html>

5 http://www.legislation.gov.uk/ukpga/2006/47/pdfs/ukpga_20060047_en.pdf

6 You're Welcome Guidance available from <https://www.gov.uk/government/publications/quality-criteria-for-youngpeople-friendly-health-services>