

PROVISION OF TIER 1
EMERGENCY HORMONAL
CONTRACEPTION SERVICE
UNDER PATIENT GROUP
DIRECTION (PGD)

SERVICE SPECIFICATION

1st April 2015 – 31st March 2017

1. Introduction

Pharmacies are well placed to provide swift and easy access to high quality services including some sexual health services and can often be the first point of call for clients seeking Emergency Hormonal Contraception.

2. Aims

- 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 the reduction in the number of unplanned pregnancies in the client group.
- To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.
- To increase the knowledge and risk associated with STIs.
- To strengthen the local network of contraceptive and sexual health services to help ensure easy and swift access to advice.

3. Service Outline

The pharmacy will provide the following service:

Pharmacists will provide individual information and advice to women seeking emergency contraception. Where appropriate the purpose of the service is to issue emergency hormonal contraception (EHC) – Levonorgestrel 1500mcg or Ulipristal Acetate 30mg – under a Patient Group Direction (PGD) by an accredited pharmacist who has completed the training specified.

The pharmacy must have a standard operating procedure in place for this service. The pharmacy must ensure that pharmacists and staff involved in the provision of this service are aware of and operate within national and locally agreed protocols.

If a girl under 18 years of age requests emergency contraception, pharmacists must be vigilant of safeguarding issues and follow local Safeguarding Children's Board guidance. (See Appendix 1)

Where the young woman under 18 agrees, a telephone referral for additional support from the Sex, Teenagers And Relationships (STAR) team can be made direct to the duty team on this number **Tel: 01782 235355**, during the following hours: **Monday – Friday 10am – 12pm & 1pm – 5pm.**

The service can only be provided in an approved pharmacy with a suitable area for consultation with patients. An approved pharmacy is one where the pharmacist has submitted a registration form indicating the full postal address

of the premises and confirming the availability of a consultation area that meets the criteria stipulated in the Community Pharmacy Contractual Framework for Medicines Use Reviews (MURs).

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have the relevant knowledge and are appropriately trained in the operation of the service.

At the initial request for EHC all clients should be dealt with sensitively and discreetly. Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service. Medicine counter staff must refer all such clients to the accredited pharmacist without delay. If an accredited pharmacist is unavailable the client should be advised by the Responsible Pharmacist on duty about the appropriate timescales within which either Levonorgestrel 1500mcg or Ulipristal Acetate 30mg should be taken following UPSI. The client should also be informed when an accredited pharmacist will be available if appropriate, or where an alternative supply can be obtained (this information should be verified before the client is signposted to another service or pharmacy).

Clients attending when an accredited pharmacist is available should be given access to the service even where this may mean that the consultation is completed after the close of the pharmacy. This should be at the discretion of the pharmacist as they should always ensure the safety of the client, staff and themselves.

The consultation should enable the client to make an informed choice about whether to use emergency contraception, and which method may be most suitable. If appropriate the client should be safely supplied with EHC – Levonorgestrel 1500mcg or Ulipristal Acetate 30mg in line with the PGD.

The client should be made aware of the need to consider long term methods of contraception and the support and follow up that is available to them through the Contraceptive & Sexual Health (CASH) Services and their own GP.

Whilst there is no limit to the number of times a client can access this service pharmacists must use their discretion when faced with repeat attendees. It must be stressed to the client that it is an emergency measure only and as above, they should see their GP or the Contraceptive & Sexual Health (CASH) Service to discuss regular methods of contraception.

The pharmacist must personally speak with and counsel the client requesting emergency contraception.

The pharmacist must obtain the information outlined in the proforma before making any recommendations regarding emergency contraception.

EHC can only be supplied in person to the intended user. Friends, relatives or third parties may not collect EHC on behalf of the intended user. If a person requests a supply on behalf of another, the pharmacist should explain that the

patient must be seen face-to-face and ensure that they are given appropriate information and advice to pass on to the intended user. Advice may be given over the telephone.

A single pack of the emergency contraceptive pill can be supplied if:

- The pharmacist is satisfied that emergency contraception is appropriate.
- The pharmacist is satisfied that the client understands the circumstances in which emergency contraception will be effective.

The product may only be supplied for use at the time of purchase and should not be supplied for possible future use.

If the client is in agreement, the single tablet dose should be taken at the end of the consultation with the pharmacist. If, after receiving all the necessary information, the client does not wish to take the tablet they should be advised to see their GP or attend a Contraceptive & Sexual Health clinic as an emergency. It should be documented on the proforma that they did not wish to proceed and a claim for the consultation only can still be made.

Advice and information should be given to the client as specified within the PGD.

If the client requires EHC but is excluded from supply under the PGD they should be advised to see their GP or attend a Contraceptive & Sexual Health clinic as an emergency. They should also be offered information and advice on how to access local Contraceptive & Sexual Health Services, GPs and the GU Medicine Service. (A claim can still be made for the consultation only, provided it is documented on the proforma as to why a supply wasn't made.)

3.3. Population Served

The service is in place for the female population of Stoke-on-Trent who are 16 years of age and over.

The client must be resident in Stoke-on-Trent and / or registered with a Stoke-on-Trent GP. However, as the efficacy of this drug is time limited, ethically speaking we would not expect the pharmacist to turn anyone away irrespective of postcode.

3.4. Publicity

Pharmacies should display posters and patient information leaflets promoting the service

3.5 Stoke-on-Trent City Council Responsibilities

Stoke-on-Trent City Council will be responsible for the provision of up to date lists of participating pharmacies that can be distributed to all pharmacies across Stoke-on-Trent.

SSOTP will arrange update training sessions to support pharmacists Continuing Professional Development.

SSOTP will provide information on Contraception and Sexual Health (CASH) services. Further supplies of CASH leaflets can be ordered from

Cobridge Clinic 0300 7900 165

www.staffordshireandstokeontrent.nhs.uk/services/cash.htm

Proformas for service specification, PGDs and other related papers can be downloaded from Stoke-on-Trent City Council website www.stoke.gov.uk/pharmacists or requested from the Directorate of Public Health on 01782 233542.

4. Accreditation

The accredited pharmacists delivering the service will have:

- Completed the CPPE distance learning packs on Emergency Hormonal Contraception, and provided Stoke-on-Trent City Council with a copy of their certificate
- Completed the CPPE distance learning pack on Safeguarding, and provided Stoke-on-Trent City Council with a copy of their certificate**
- Read the PGD for the service and sent a signed declaration to Stoke-on-Trent City Council

**The completion of the CPPE Safeguarding pack became a mandatory requirement in order to deliver the service from 30th September 2012.

Pharmacists providing the service will be expected to attend update training events organised by Staffordshire and Stoke-on-Trent Partnership NHS Trust (SSOTP).

5. Costs and Monitoring

Each consultation will be refunded at the cost of £12 per client.

Each issuing of Levonorgestrel 1500mcg will be refunded at the current list price of £5.20 plus VAT (5%)

Each issuing of Ulipristal Acetate 30mg will be refunded at the current list price of £16 plus VAT (5%)

Payment will be made quarterly in arrears.

Participating pharmacies will be expected to participate in monitoring and evaluation to show that the aims and objectives of the scheme are being met.

Stoke-on-Trent City Council may ask to see anonymised records of consultations as part of the audit and monitoring process.

6. Quality and Verification

The pharmacists will be registered with the General Pharmaceutical Council, based within registered premises and should provide the service in accordance with this service specification.

All pharmacists must return a signed copy of the Patient Group Direction Declaration and copies of the relevant CPPE certificates to Stoke-on-Trent City Council prior to making any supplies of Levonorgestrel 1500mcg or Ulipristal Acetate 30mg.

These documents need to be emailed to: sarah.walker@stoke.gov.uk or sent to Sarah Walker, Directorate of Public Health, Floor 1 Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH.

The pharmacy makes full use of promotional material provided by SSOTP.

The pharmacy reviews its standard operating procedure on an annual basis.

Further quality checks will be made by SSOTP mystery shopping team – a group of young people aged 16 - 18 years and their feedback will be given to each individual pharmacy.

The pharmacy should record the details of the consultation on PharmOutcomes (either live during the consultation or as soon as possible afterwards). All fields should be completed and when the information is saved the system will automatically generate claims for all EHC provisions. The claim run will take place at the end of day on 5th day of the month. If you have problems please check the LPC website for information <http://www.northstaffslpc.co.uk/> and if you still have a question or need help with PharmOutcomes contact the LPC (simple issues can usually be resolved locally). PharmOutcomes also has a helpdesk, they can be contacted directly on 01983 216699.

The pharmacist should keep patient records and the completed proformas for adults for a period of 10 years after attendance, and for children until the child is 25 years of age. Computerised patient records are recommended.

REPRESENTATIVES

The person set out below is authorised from the Commencement Date to act on behalf of the Authority on all matters relating to this Contract (the Authority Representative)

Name: Jo Bradley

Title: Senior Health Improvement Specialist: High Risk Groups

Telephone: 01782 231807

Email: jo.bradley@stoke.gov.uk

The person set out below is authorised from the Commencement Date to act on behalf of the Provider on all matters relating to this Contract (the Provider Representative)

Name: [Pharmacy]

Title:

Telephone:

Email:

The Provider may replace the Provider Representative and the Authority may replace the Authority Representative at any time by giving written notice to the other Party

Appendix A

Child Protection

Pharmacists and pharmacy staff regularly come into contact with children and their families in the course of their work and may come across families who are experiencing difficulties in looking after their children. Child protection legislation places a statutory duty on organisations and professionals to work together in the interests of vulnerable children. All healthcare professionals, including those who do not have a role specifically related to child protection, have a duty to safeguard and support the welfare of children. This means actively promoting the health and well-being of children and also protecting vulnerable children in collaboration with other organisations and authorities.

The changing nature of pharmacy practice means that the profession is likely to have an increased role in child protection. As a pharmacist or registered pharmacy technician you may be involved in:

- identifying concerns about a child and referring these concerns to Social Services or the Police
- responding to a request from Social Services for information about a child or their family.
- providing a professional pharmaceutical service to a child or family as part of an agreed child protection plan.

You need to be alert to potential indicators of abuse and neglect, be familiar with local procedures for promoting and safeguarding the welfare of children, and understand the principles of patient confidentiality and information sharing.

All **Stoke-on-Trent** Policy and Procedures can be found at:

www.safeguardingchildren.stoke.gov.uk

If you have any concerns about the safety or wellbeing of children or if you are uncertain on any issues surrounding child protection and need general guidance please contact the Safeguarding Children Team who will give advice to anyone requiring assistance in this matter.

SAFEGUARDING CHILDREN CONTACT NUMBERS:

To make a direct referral:

Stoke-on-Trent Swann House 01782 235100

Emergency Duty Team (OOH) 01782 234234

Police Child Abuse Investigation Unit 101