**Annex D: Sexual Health Services**

1. **Background Information**

The provision of sexual health services contributes to the following key local and national health priorities:

* Reducing the number of under 18 conceptions
* Reducing STI rates amongst young people
* Increasing the number of chlamydia diagnoses
* Outcomes indicated in ‘A Framework for Sexual Health Improvement in England’ (Department of Health 2013)

### All community pharmacies are required to provide some sexual health services as part of their essential services, e.g. promotion of healthy lifestyles, providing opportunistic sexual health advice in Public Health campaigns, signposting people to other services such as GP and Unity Sexual Health Services and support for self-care.

This service specification for Sexual Health Services outlined in this document builds on these essential services, to provide a full and co-ordinated range of sexual health services to young people.

This contract will operate from 1 April 2020 to 31 March 2022 and will be reviewed annually. The review will consider any changes to pharmacy provision, success of the service and healthcare needs of the local population.

1. **Service Description**

Community pharmacies offering this sexual health service will provide the following services to young people aged 24 and under:

### To give advice on contraception, sexual health and sexually transmitted infections.

* To provide free emergency hormonal contraception via patient group direction (PGD) and referral to Unity for an emergency IUD.
* To provide free condoms to young people aged 19 and under with a condom card.
* To offer free chlamydia screening kits.
* To provide free chlamydia treatment via patient group direction (PGD) to those referred by the Unity Chlamydia Screening Office.
* To signpost to services that provide reliable regular contraception and management of sexually transmitted infections.

## Service Outline

### Advice will be provided on sexual and reproductive health issues, including the avoidance of sexually transmitted infections (STIs), advice on the use of condoms, the use of emergency contraception, and the full range of contraceptive methods including long acting reversible contraceptive (LARC) methods.

* Pharmacies will be a condom pick-up point for young people aged 19 and under who have a C Card. Pharmacies should also consider becoming a C Card registration point.The C Card scheme is coordinated by Brook as part of Unity Sexual Health. For training and support please contact [rebecca.cant@brook.org.uk](mailto:rebecca.cant@brook.org.uk) or call 0117 945 0728.
* Only pharmacists, dispensers and health care assistants will be able to issue C cards. All pharmacy staff involved in issuing C cards must have completed Level 2 Safeguarding Children Training and C-card training. For training and support please contact [rebecca.cant@brook.org.uk](mailto:rebecca.cant@brook.org.uk) or call 0117 945 0728.
* Supply of emergency hormonal contraception to young women under 25 years via PGD, and signposting to an appropriate provider when emergency contraception is required but not covered by PGD. The current PGDs for Sexual Health can be found at Avon LPC website <https://psnc.org.uk/avon-lpc/our-area/local-council/>. Individual pharmacists delivering the service are required to sign the authorisation of the PGDs each time a new version is agreed. The signature sheets should be kept in the pharmacy and may be asked for during an inspection visit. They do not need to be sent to Bristol City Council.
* Make referrals to Unity Sexual Health for an emergency IUD fitting (referral proforma can be accessed via PharmOutcomes) if individuals cannot be treated in line with the PGD and/or wish to have an emergency IUD fitted.

### Provide access to opportunistic chlamydia screening in accordance with the National Chlamydia Screening Programme\*. Screening kits should be offered to young people aged 16-24. Young people aged 13-15 should only be offered a kit if they have had a safeguarding discussion with a trained pharmacist, for example, in the context of an EHC consultation. If a trained pharmacist is not available, young people aged under 16 should be signposted to a GP practice or sexual health service.

**\*Please note that at the time this contract was issued, PHE are conducting a review of the National Chlamydia Screening Programme:** [**https://www.gov.uk/government/consultations/national-chlamydia-screening-programme-policy-update#history**](https://www.gov.uk/government/consultations/national-chlamydia-screening-programme-policy-update#history) **Any changes to the programme as a result of this consultation will be implemented via a contract variation with pharmacists in due course.**

* Provide free treatment to people testing positive for chlamydia via the Sexual Health Pharmacy PGD. Clients will be referred to the pharmacy through the local chlamydia screening office which is now part of Unity Sexual Health. Pharmacists should support clients to ensure that their sexual partners access advice, testing and treatment. Partner notification will be undertaken by trained staff at the local chlamydia screening office.
* Provide signposting to other services - the Unity website [www.unitysexualhealth.co.uk](http://www.unitysexualhealth.co.uk) contains information about local services which pharmacy staff can refer to when required e.g. community sexual health clinics.

1. **Aims and Intended Service Outcomes**

### To reduce health inequalities by improving access to a wider range of more integrated services from the pharmacist as the most accessible member of the primary health care team.

### To improve access to emergency contraception and access to integrated sexual health services.

### To increase the use of EHC (and emergency IUDs via a referral to Unity) by women who have had unprotected sex and help contribute to a reduction in the number of unplanned pregnancies.

### To improve the accessibility of free condoms through the C-card scheme.

### To increase uptake of chlamydia screening thus increasing the number of identified cases and increase the number of diagnosed patients being treated.

### To refer clients who may have been at risk of STIs to an appropriate service, which would normally be the patient’s GP or an appropriate young people’s service such as Brook or other Unity service.

1. **Pharmacy Requirements**

* Pharmacies wishing to provide these services must have an appropriate consultation room which provides a sufficient level of privacy.Ideally at the level required for the provision of the Medicines Use Review service. This includes the provision of seating for the patient and pharmacist and a sound-proof room so that conversations cannot be overheard.
* Pharmacies without a consultation room wishing to provide this service will need to seek specific approval from the Public Health Team at Bristol City Council. These pharmacies will be expected to inform young people seeking to access the service that a consultation room is not available and give them the option to go to another provider with a consultation room if they prefer to speak in a more private space. The pharmacy must be able to signpost to another provider in these instances.
* The pharmacy contractor has a duty to ensure that all pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service, including confidential, sensitive patient centred communication skills.

### The pharmacy contractor has a duty to ensure that all pharmacists and staff involved in the provision of the service are aware of and operate within appropriate pharmacy Standard Operating Procedures (SOPs) which must be in place.

### The service will be provided in compliance with Fraser guidance, the Bichard Checklist and Department of Health guidance on confidential sexual health advice and treatment for young people aged under 16.

### The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit. Relevant service information can be recorded by entering data on to PharmOutcomes, where it will be held securely in line with local NHS record retention policies.

### 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.

### The pharmacy will offer the service throughout their contracted core hours and, where possible, throughout their supplementary hours. When this is not available the pharmacy is required to signpost to an alternative pharmacy that provides this service.

* For continuity of service, long term locums working in these pharmacies are expected to comply with all aspects of the service.
* The pharmacy should be able to access the following website: www.unitysexual health.co.uk.

1. **Pharmacy Training Requirements**

* All pharmacists involved in the provision of the service to the public must have completed the following online training:

1. [CPPE emergency contraception](https://www.cppe.ac.uk/programmes/l/ehc-e-03/) and related [e-assessment](https://www.cppe.ac.uk/programmes/l/ehc-a-10/) within the last 3 years
2. [CPPE Safeguarding Children and adults e-learning](https://www.cppe.ac.uk/programmes/l/safegrding-e-02/) and [e-assessment module](https://www.cppe.ac.uk/programmes/l/safegrdingl2-a-02/) within the last 2 years. See Annex B of the main contract document for safeguarding requirements
3. Health Education England e-Learning for Healthcare (e-LfH) Emergency Contraception e-learning module (Module 10) of the [Sexual and Reproductive Healthcare course](https://www.e-lfh.org.uk/programmes/sexual-and-reproductive-healthcare/) within the last 3 years
4. Health Education England e-Learning for Healthcare [Combatting CSE e-learning course](http://cs1.e-learningforhealthcare.org.uk/public/CSE/CSE_01_001/story.html) within the last 3 years
   * Bristol City Council also recommend the completion of the following self-learning packages as additional resources (although their completion is not compulsory):
   * CPPE: Sexual Health in Pharmacies - 6hrs
   * CPPE: Dealing with difficult conversations - 6hrs
   * Evidence that online training has been undertaken will be required through completion of the declaration of self-competence. This must be completed by all pharmacists providing the service. Relevant guidance and support is provided by Avon LPC. The information will be made available to Bristol City Council on request.
5. **Clinical Incident Reporting**

The provider will report adverse incidents relating to public health services in line with the incident reporting in Annex C.

* For **professional advice about patient management**please call Unity Sexual Health Service on **0117 342 6913.**

1. **Monitoring and Audit**

* The pharmacy will enter all monitoring information onto PharmOutcomes, and this will be used to audit the service.
* The pharmacy should review its standard operating procedures and the referral pathways for the service on an annual basis.
* The pharmacy will demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
* The pharmacy co-operates with any locally agreed Bristol City Council led assessment of service user experience. This includes being willing to participate in periodic ‘mystery shopping’ exercises to monitor quality.

1. **Administration and Payment**

Data entered onto PharmOutcomes will be used alongside activity data from the Unity Chlamydia Screening Office (tests received by the laboratory) to calculate payments.

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| **Unit for payment** | **Payment**  **£** | **Comments** |
| Per chlamydia test returned to the chlamydia screening office | £5.00 | The tests will be supplied free of charge to the pharmacy from the Unity Chlamydia Screening Office  Only chlamydia tests received by the lab for testing will be paid for. This payment will be made by Public Health following a report from the lab of the number of tests returned. |
| Per sexual health consultation for provision of azithromycin and doxycycline for chlamydia treatment, and levonorgestrel and ulipristal acetate (EllaOne) for emergency contraception. (whether suitable for treatment under PGD or not, provided paperwork and signposting completed) | £10.00 |  |
| Per supply of levonorgestrel | tablets reimbursed at drug tariff cost | Levonorgestel 1.5mg tablets |
| Per supply of ulipristal acetate (EllaOne) | tablets reimbursed at drug tariff cost | Ulipristal Acetate 30mg Tablets |
| Per supply of azithromycin | tablets reimbursed at drug tariff cost | Capsules only to be used in exceptional circumstances when tablets are unavailable.  azithromycin 4 x 250mg tablets. |
| Per supply of doxycycline | tablets reimbursed at drug tariff cost | Doxycycline hyclate 100mg capsules twice daily for seven days |
| Per registration on to the C-card scheme | £5.50 | The starter packs (including the condoms) will be supplied free of charge to the pharmacy. |

1. **Ordering Resources**

* Condoms can be ordered directly from Unity using the ordering form in **Appendix 3**.
* Chlamydia testing kits can be ordered directly from the Unity Chlamydia Screening Office by calling 0117 342 9299 or emailing [csp.avon@uhbristol.nhs.uk](mailto:csp.avon@uhbristol.nhs.uk).