



Department for People

SERVICE SPECIFICATION FOR

**PROVISION OF EMERGENCY HORMONAL
CONTRACEPTION SERVICE**

IN PHARMACIES

2023-2024

V3 updated 16.11.2022

SUMMARY OF SERVICE PROVISION IN PHARMACIES

Pharmacies in South Gloucestershire offering this service are required to:

1. Supply free emergency hormonal contraception to patients aged 24 years or under (including those under 16) who are within 120 hours of unprotected or inadequately protected sexual intercourse, within the guidelines of the BNSSG Patient Group Direction as published at <https://avon.communitypharmacy.org.uk/our-area/south-gloucestershire-council/>
2. Ensure patients aged 15 and under are assessed as 'Fraser competent' against the Fraser Guidelines. A patient deemed not to be competent should be urgently referred to an appropriate sexual health clinic or GP practice
3. Ensure that patients under the age of 18 are assessed for the potential risk of abuse or child sexual exploitation using the Bichard Checklist
4. Ensure that, regardless of patient age, any safeguarding concerns identified are recorded, including on PharmOutcomes, and discussed with an available Safeguarding Lead as soon as possible
5. Ensure that patients who are excluded from treatment under the BNSSG PGD must be directly referred, or signposted, to the most appropriate and accessible service available.
6. Ensure that, whether provided in person or remotely, all consultations (incl. those where a supply of EHC is not made) include patients being provided with, or directed to, information on; all contraceptive methods; basic sexual health advice (incl. the importance of using condoms and how to reduce the risk of STIs); information about specialist sexual health services provided by Unity Sexual Health; and information about services offered by GPs
7. Ensure that a condom supply pack is offered to every patient aged 24 and under requesting emergency contraception and recorded on PharmOutcomes. Condom supply packs can be ordered from PHResources@southglos.gov.uk
8. Ensure that all patients requesting emergency contraception are offered access to a Chlamydia screening kit, either in person (and recorded on PharmOutcomes) or via promotion of the local online testing offer. Chlamydia screening kits can be ordered from csp.avon@uhbw.nhs.uk
9. Ensure that full details of the patient's consultation are recorded and submitted using PharmOutcomes
10. Comply with the relevant National Institute for Health and Care Excellence guidance

1 Introduction

- 1.1 This service specification sets out the requirements for the provision of emergency hormonal contraception by a pharmacy, commissioned by South Gloucestershire Council. The focus of the service is to improve the accessibility and availability of free emergency hormonal contraception, thus contributing to a reduction in unplanned pregnancy
- 1.2 The specification includes all the important elements of the service and forms part of the contract documentation
- 1.3 This specification will apply until further notice. The views of patients, carers and providers will be considered in any review of the specification or service evaluation during that time, and their views will be welcomed at any time
- 1.4 Further information can be obtained from the South Gloucestershire Public Health and Wellbeing Division, PO Box 1955, Bristol BS37 0DE

2 Service background

- 2.1 Community pharmacies are required to provide opportunistic sexual health advice as part of their essential services. This includes supporting Public Health campaigns, signposting patients to other specialist contraception and sexual health services and support for self-care. The purpose of this service specification is to build on this essential service provision

3 Service priorities

- 3.1 The key priorities for the South Gloucestershire emergency hormonal contraception service are:
 - a. To increase the availability and accessibility of emergency hormonal contraception for patients aged 24 and under, including those aged under 16 so as to reduce rates of unplanned pregnancy, in particular the number of under 18 conceptions
 - b. To increase the number of positive chlamydia diagnoses, thus reducing rates of STIs amongst 15- to 24-year-olds by ensuring all patients attending for emergency hormonal contraception are offered access to chlamydia testing and counselled as to their risk of infection
 - c. To increase patients access to condoms, and their knowledge of the important role that condoms play in reducing the risk of STI transmission
 - d. To contribute to the outcomes indicated in 'A Framework for Sexual Health Improvement in England' (Department of Health 2013)

4 Service provision

- 4.1 The pharmacies in South Gloucestershire offering the emergency hormonal contraception service are required to:

- a. Supply free emergency hormonal contraception to patients aged 24 or under (incl. those under 16) who are within 120hrs of unprotected or inadequately protected sexual intercourse and who are not excluded from treatment under the BNSSG PGD. Patients wishing to be referred to Unity Sexual Health for emergency IUCD must still be provided with emergency hormonal contraception if eligible under PGD
- b. Ensure patients aged 15 and under are assessed as 'Fraser competent' against the Fraser Guidelines. A patient deemed not to be competent should be referred to an appropriate sexual health clinic or GP practice. Details of the patient and their situation should also be discussed with your designated Safeguarding Lead
- c. Ensure that patients under the age of 18 are assessed for the potential risk of abuse or child sexual exploitation using the Bichard Checklist, details of which are listed in the PharmOutcomes consultation record for this service
- d. Ensure that, regardless of patient age, any safeguarding concerns identified are recorded and discussed with the appropriate Safeguarding Lead. In addition, any request for provision involving patients aged 12 and under must be immediately reported to the Access and Response Team on 01454 866 000. NB: Pharmacists are still permitted to supply emergency contraception to patients aged 12 and under, provided all mandatory safeguarding procedures are followed
- e. Ensure that patients who are excluded from treatment under the BNSSG PGD must be directly referred, or signposted, to the most appropriate and accessible service available. Patients should also be made aware of their option to purchase appropriate emergency hormonal contraception
- f. Ensure that, whether provided in person or remotely, all consultations (including those where a supply of EHC is not made) include patients being provided with, or directed to, information on; all contraceptive methods; basic sexual health advice (incl. the importance of using condoms and how to reduce the risk of STIs); information about specialist sexual health services provided by Unity Sexual Health; and information about services offered by GPs
- g. Ensure that a condom supply pack is offered to every patient aged 24 and under requesting emergency contraception, regardless of whether or not a supply is made. Where consultations are undertaken remotely and a supply is not made, patients should be informed that free condoms are available from Unity Sexual Health services (0117 342 6900)
- h. Ensure that all patients requesting emergency contraception are offered access to a Chlamydia screening kit, either from the pharmacy's stock or by ordering online via the Unity Sexual Health website. Patients should be strongly encouraged to complete and return the test as per the printed instructions
- i. Ensure that full details of the patient's consultation are recorded and submitted using the PharmOutcomes. The PharmOutcomes patient consultation record has been designed to guide the pharmacist through the safe supply of Levonorgestrel and Ulipristal Acetate. The Commissioners strongly recommend that, wherever possible, the consultation record is used in real time
- j. Ensure an appropriately confidential space is available that provides a level of privacy consistent with that which is required for the provision of the Medicines Use Review

service. Where this is not possible, the consultation note should reflect that the patient consented to receiving the service in a space that didn't offer the appropriate level of privacy

- k. Ensure each patient is made aware of, or directed to read, the pharmacy's confidentiality policy / statement and, where appropriate, their chaperone policy is explained
- l. Ensure that any posters, window stickers or logos that are developed to advertise or brand the service are prominently displayed

5 Accreditation

- 5.1 The mandatory requirements for the delivery of this service are set out below
- 5.2 In order to provide the emergency hormonal contraception service pharmacists must enrol via PharmOutcomes and complete the Declaration of Competence criteria listed on PharmOutcomes
- 5.3 Pharmacists can initially enrol on the service via PharmOutcomes without having completed the Declaration of Competence criteria as listed on PharmOutcomes. From the day of enrolment, they will have 90 days to complete the outstanding requirements. If the outstanding requirements are not completed within 90 days, the pharmacist will be unable to provide the service, or the pharmacy be paid for it, until such a time as these outstanding requirements are met

6 Review and audit

- 6.1 The service specified in this document will be subject to an annual clinical governance audit and ongoing service uptake monitoring through an analysis of data available to the South Gloucestershire Council via PharmOutcomes
- 6.2 An annual review of this agreement will be carried out by the South Gloucestershire Council, including audit and discussion with relevant pharmacy staff.
- 6.3 Any concerns will be raised with the pharmacy in a timely way by South Gloucestershire Council
- 6.4 The pharmacy will have responsibility for the monitoring of their service and maintaining sufficient records for this purpose. These records should be retained and kept up-to-date and made available on request for inspection by a nominated representative of South Gloucestershire Council

7 Payment

- 7.1 A payment of £10 will be made for each emergency hormonal contraception consultation undertaken, regardless of whether the patient was eligible for actual supply of emergency hormonal contraception under relevant Patient Group Direction
- 7.2 The cost of the emergency hormonal contraception supplied will be reimbursed at drug tariff price
- 7.3 Where a double dose of Levonorgestrel is supplied the appropriate section of the PharmOutcomes patient consultation record must be completed in full