BNSSG Pharmacy Sexual Health Services – FAQs

***I want to start delivering the sexual health services, what training do I have to do?***

You can find all the relevant contracts, service specification documents and sexual health services PGDs on your local area page.

For North Somerset click [here](https://avon.communitypharmacy.org.uk/our-area/north-somerset-council/)

For Bristol click [here](https://avon.communitypharmacy.org.uk/our-area/local-council/)

For South Gloucestershire click [here](https://avon.communitypharmacy.org.uk/our-area/south-gloucestershire-council/)

You will need to ensure the appropriate or responsible person has signed the contract between the Local Authority commissioner and your pharmacy.

You should ensure a copy of the current PGD document is retained in store and that you have signed the individual authorisation sheets.

Pharmacists seeking to deliver the sexual health services are required to declare competence by completing the enrolment process via PharmOutcomes. The Declaration of Competence criteria are;

1. Have completed the [CPPE EHC e-learning](https://www.cppe.ac.uk/programmes/l/ehc-e-03/) and [e-assessment](https://www.cppe.ac.uk/programme-listings/e-assessment?ra=ehc-e-03) modules within the last 3 years
2. Have completed the [CPPE safeguarding adults and children](https://www.cppe.ac.uk/programmes/l/safegrding-e-04) within the last 2 years
3. Have completed the Health Education England e-Learning for Healthcare (e-LfH) Emergency Contraception e-learning module (Module 4) of the [Sexual and Reproductive Healthcare course](https://www.e-lfh.org.uk/programmes/sexual-and-reproductive-healthcare/) within the last 3 years
4. Have completed the Health Education England e-Learning for Healthcare [Child Sexual Exploitation - elearning for healthcare (e-lfh.org.uk)](https://www.e-lfh.org.uk/programmes/child-sexual-exploitation/) within the last 3 years
5. Have a valid DBS certificate that is no more than 3 years old (this criteria applies to those working in a North Somerset pharmacy ONLY)

***NB:*** for pharmacists who **DO NOT** have an **nhs.net** email address, please refer to the ***CPPE e-LFH Registration Easy Guide*** for details of how to access the e-LfH courses listed above. This can be found under the ***Useful Information and FAQs*** section of your [local authority area page](https://avon.communitypharmacy.org.uk/local-authority/)

When confirming completion of each criteria you must include dates of completion, otherwise the system will not recognise you as having met the criteria. This will trigger your 90-day grace period, at the end of which you will be excluded from making further supplies until you enter the required information

Before commencing service provision pharmacists should familiarise themselves with details of the local specialist sexual health services to aid the process of signposting and referral. Our local provider is Unity Sexual Health. Details of their clinics can be found at: [www.unitysexualhealth.co.uk](http://www.unitysexualhealth.co.uk)

***What else do I need to have in order to provide the service?***

Pharmacists will need to order Chlamydia screening kits. There is a requirement that these are offered to every patient attending for emergency contraception, as well as for the partners of those attending for Chlamydia treatment. Kits can be ordered by emailing; cspkits@uhbw.nhs.uk

Pharmacists are also required to make condom packs available to all patients attending for emergency contraception and chlamydia treatment.

If you are a Bristol or North Somerset pharmacist these can be ordered by completing the UNITY condom order form [UNITY Condom order form](https://avon.communitypharmacy.org.uk/wp-content/uploads/sites/23/2019/08/UNITY-Condom-order-form.docx) emailing it to unitydistribution@UHBristol.nhs.uk

If you are a South Glos pharmacist, condom packs (safer sex packs) can be ordered by emailing your request to: phresources@southglos.gov.uk Include your pharmacy name, branch address, phone number and the quantity of packs you require.

***The C.Card (free condom distribution) Scheme***

For pharmacies in North Somerset and Bristol who are delivering the sexual health services there is also the opportunity to deliver the new registration and collection components of the C.Card scheme.

For Bristol pharmacists contact c-card.bristol@brook.org.uk

For North Somerset pharmacists contact Kate.Blakley@n-somerset.gov.uk

Pharmacies in South Gloucestershire can provide the collection-only component of the scheme. For further details please contact natalie.symonds@southglos.gov.uk

***After I begin delivering the service am I expected to attend any updating training?***

We hold an annual update event that is strongly recommended but is not essential. This usually takes place in October or November. It is usually a two-hour evening event. The content for the evening is determined by an analysis of service data from the preceding year, and informed by any clinical trends or changes in clinical guidance. We use a case-based learning approach, with scenarios derived from real local practice situations. This delivery method allows pharmacists to collectively explore complex situations and debate effective practice whilst receiving guidance from expert clinical professionals

Details of the annual update event will usually be available via the LPC’s [training and events page](https://avon.communitypharmacy.org.uk/training-events/)

***I’ve been delivering the service in another area outside of Bristol, North Somerset and South Gloucestershire, can I just begin delivering the service here?***

No. Each local authority has its own contractual arrangements. Click on the appropriate local authority area for details of the arrangements in [Bristol](https://avon.communitypharmacy.org.uk/our-area/local-council/), [North Somerset](https://avon.communitypharmacy.org.uk/our-area/north-somerset-council/) and [South Gloucestershire](https://avon.communitypharmacy.org.uk/our-area/south-gloucestershire-council/)

***I’ve completed all the requirements for the Declaration of Competence but the system is preventing me from supplying or saying that I’m outside of my grace period, why is that?***

The majority of the DoC criteria require learning to have been completed within a specific time period. As such, when you enrol you will need to enter a date of completion. If you don’t enter a date of completion the criteria will show as having not been met and your 90 day grace period will be triggered.

Firstly, you should go back into your enrolment and amend any missing completion dates, or any other criteria that appear to have been left blank. If this doesn’t work, queries relating to the DoC should be discussed with the LPC rather than the service Commissioner.

***Where can I find copies of the PGDs and Service Specification documents for the sexual health services?***

For all documents relating to Bristol click [here](https://avon.communitypharmacy.org.uk/our-area/local-council/)

For all documents relating to North Somerset click [here](https://avon.communitypharmacy.org.uk/our-area/north-somerset-council/)

For all documents relating to South Gloucestershire click [here](https://avon.communitypharmacy.org.uk/our-area/south-gloucestershire-council/)

***Am I allowed to make a supply of Levonorgestrel or EllaOne to patients aged 25 and over?***

The primary aim of this commissioned service is to improve access to free emergency contraception for young people aged 24 and under. The PGD ***inclusion criteria*** for both Levonorgestrel and Ulipristal contain a caveat saying that, in exceptional circumstances, and where patient vulnerability dictates, the PGD does support a supply to patients aged 25 and over. The structure of the PharmOutcomes consultation record does require you, in situations where you are supplying to a patient aged 25 and over, to complete a free-text box detailing the nature of the patient’s exceptional circumstances.

***Am I allowed to make a supply of Azithromycin or Doxycycline to patient’s aged 25 and over?***

The PGD ***inclusion criteria*** for both Azithromycin and Doxycycline contain a caveat saying that, in exceptional circumstances, and where the patient has been referred to you by the Unity Chlamydia Screening Programme, the PGD does support a supply to patients aged 25 and over.

Regardless of age, the PGD does not support supply to patients who have not been referred by the screening office or the screening office have not provided authorisation to treat.

***Levonorgestrel is only licenced for supply up to 72hrs post UPSI, why does the PGD permit supply up to 96hrs?***

The [FSRH guidance on emergency hormonal contraception](https://www.fsrh.org/documents/ceu-clinical-guidance-emergency-contraception-march-2017/) indicates a strong evidence base indicating that, providing it hasn’t already occurred, Levonorgestrel can still inhibit ovulation up to 96hrs after unprotected sex.

***Is there a minimum patient age for the supply of free emergency contraception?***

The PharmOutcomes consultation record has been restricted to only allow patient ages of 10 and above to be entered. If a patient age of under 13 is entered the system will alert you to your legal duty to report the case to your designated safeguarding lead, or local safeguarding contact. See below for details;

Bristol – First Response 0117 903 6444

North Somerset – Single Point of Access 01275 888 808

South Gloucestershire – Access and Response Team (ART) 01454 866 000

For situations arising out of hours (evenings and weekends) ring 01454 615165

Where you have concerns about the patient (whether this relates to age and/or another factor) and you feel it necessary to inform your safeguarding lead of your concerns, emergency contraception should still be supplied (provided the patient is not excluded from supply).

You should discuss your concerns with the young person and, where possible, seek their consent to make a referral to Brook who have expertise in working with vulnerable young people.

The PharmOutcomes emergency contraception consultation record has a number of conditional questions relating to the safeguarding of patients of different ages. This allows you to be confident that the correct processes have been followed in the event of you having concerns about a patient.

***I don’t have IT access in my consulting room, is there any way of printing the PharmOutcomes consultation record, writing my notes by hand and then inputting the data at a later date?***

The consultation records for emergency contraception and chlamydia treatment contain a range of conditional questions that won’t appear when printed. We would strongly encourage you to make the necessary arrangements to ensure IT access is available in the consulting room at all times. PharmOutcomes will run / function effectively on a basic tablet computer or laptop and as such shouldn’t be cost prohibitive.

The consultation records have been designed to guide you effectively through the treatment supply and as such their ‘real-time’ use has many benefits for pharmacists. The process for making IUD referrals is also now fully automated via PharmOutcomes

***We’ve run out of the condom packs we give patients attending for emergency contraception, how do we order more?***

If you are a Bristol or North Somerset pharmacist these can be ordered by completing the UNITY condom order form and emailing it to unitydistribution@UHBristol.nhs.uk

If you are a South Glos pharmacist, condom packs (safer sex packs) can be ordered by emailing your request to: phresources@southglos.gov.uk Include your pharmacy name, branch address, phone number and the quantity of packs you require.

***We’ve run out of Chlamydia screening kits, how do we order more?***

Screening kits should be ordered from the Unity Chlamydia Screening Programme.

Email: **cspkits@uhbw.nhs.uk**

Tel: 0117 342 9299. To avoid kits going out of date please order little and often.

***How can we find out where the local specialist sexual health clinics are for when we want to signpost or refer a patient for ongoing contraception?***

Electronic information about specialist sexual health services can be found at: [www.unitysexualhealth.co.uk/locations/](http://www.unitysexualhealth.co.uk/locations/)

The sexual health service consultation records also have embedded links to information about specialist services, as well as an automated referral process for IUCD.

***What should I do if I’m concerned about the welfare of a patient, or if I have any child protection concerns?***

Your first action should be to discuss your concerns with the patient and see if they acknowledge their situation as being of concern. If appropriate, you then need to tell them that you have a duty to safeguard their welfare and this requires you to discuss your concerns with your designated safeguarding lead or the local safeguarding response team. If they aren’t available or you can’t reach them you should ring;

Bristol – First Response 0117 903 6444

North Somerset – Single Point of Access 01275 888 808

South Gloucestershire – Access and Response Team (ART) 01454 866 000

For situations arising out of hours (evenings and weekends) ring 01454 615165

Additional information on local safeguarding arrangements can be found here: <http://www.proceduresonline.com/swcpp/>