

Service	Community Pharmacy Emergency Hormonal Contraception
Period	1st April 2024 – 31st March 2026

1. Purpose

1.1 General Overview

This specification sets out a service model for the provision of Emergency Hormonal Contraception (EHC) and Quick Start Progestogen Only Pill (POP) as a bridging method in Community Pharmacy.

The service will be free of charge and be delivered in line with the local Patient Group Direction (PGD) authorised by Mersey and West Lancs Teaching Hospitals NHS Trust

The service will be provided in compliance with Fraser Guidelines, Department of Health guidance on confidential sexual health advice and in line with the appropriate safeguarding policies and procedures of Mersey and West Lancs Teaching Hospitals NHS Trust and Sefton Local Safeguarding Children's Board

This agreement covers the administration of Ulipristal Acetate 30mg stat dose, Levonorgestrel 1500 mcg stat dose and provision of a 28-day supply of Desogestrel POP

1.2 Aims:

- To improve access to Emergency Contraception
- To increase knowledge of the availability of Emergency Contraception and contraception in Community Pharmacy amongst service users and other Healthcare Professionals
- To improve access to sexual health advice and information
- Provide a bridging method of contraception to allow women time to access full contraception provision.
- To provide onward signposting and referral into mainstream sexual health services
- To improve the sexual health of the population of Sefton including awareness of risks associated with sexually transmitted infections (STIs)
- To reduce sexual health inequalities between the general population and vulnerable and socially disadvantaged groups who are most at risk of poor sexual health in Sefton.

Service Specification

2. Scope

2.1 Service Description

Provision of emergency hormonal contraception (EHC), as per care pathway, and the option to Quick start a bridging method of Progestogen Only Pill (POP) will be provided to all women free of charge. The provision of EHC will be Ulipristal (ellaOne) or Levonorgestrel and the provision of POP will be Desogestrel in line with the requirements of Mersey and West Lancs Teaching Hospitals NHS Trust Patient Group Direction (PGD). The PGD outlines all inclusion and exclusion criteria.

The service is available to all women. The first 4 digits of the postcode of residence must be recorded during consultation in order that appropriate advice can be given regarding follow up in their local area.

Clients excluded from the PGD must be signposted /referred to an alternative local provider, e.g., GP or local sexual health service.

As part of EHC provision pharmacists will offer signposting to chlamydia screening where appropriate. The service will be free of charge. The service user can decline access to chlamydia screening, and this will not affect EHC provision.

A supply of four condoms should be offered at consultations however it is anticipated that Community Pharmacies will engage further with the Sefton Condom Distribution Scheme (C Card) to improve service user's access to condoms if this is their chosen method of contraception.

The provider will ensure that up to date information is available to enable sign posting to local sexual health services.

2.2 Accessibility, Fairness and Equal Access

Appropriate records must be maintained to ensure effective on-going service delivery and audit. Electronic records must be submitted as per Pharm Outcomes proforma and retained securely in line with NHS record retention policies.

The service will comply with the Equality Act 2010, being non – stigmatising and non-discriminatory.

The service will not discriminate between service users who share a relevant protected characteristic

and service users who do not share it.

The relevant protected characteristics are:

age

disability

gender reassignment

pregnancy and maternity

race

religion or belief

sex

sexual orientation.

2.3 Links to other Services/Care pathways

The service will ensure that links are established and maintained with:

- Sefton Sexual Health
- General Practice
- Named Nurse for Safeguarding Children at Mersey and West Lancs Teaching Hospitals NHS Trust
- Sefton Local Safeguarding Children's Team

2.4 Community Pharmacy Responsibilities

- The service can only be provided by accredited pharmacists.
- Have appropriate indemnity insurance to provide this service.
- Pharmacists undertaking provision of EHC/POP must have completed additional training (only if required) by Mersey and West Lancs Teaching Hospitals NHS Trust in the supply and administration of EHC/POPC
- Only those drugs listed in the PGD can be administered under this agreement.

- If a pharmacy is unable to provide services due to an accredited pharmacist being unavailable, then clients should be signposted to an alternative provider. It is the responsibility of the pharmacy to ascertain whether the service is currently available at the subsequent provider prior to the service user leaving the premises.
- All incidents relating to the provision of EHC should be submitted immediately to.

Chief Pharmacist

Mersey and West Lancashire Teaching Hospital NHS Trust

C/o Emily Lofthouse emily.lofthouse@merseywestlancs.nhs.uk

PA to Chief Pharmacist

Lynne Hindle

Sexual Health Service Manager:

lynne.hindle@merseywestlancs.nhs.uk

2.5 Commissioner responsibilities

- Review the PGD as required.
- Monitor and audit service provision.
- Facilitate payment to contractors for the services required.
- Facilitate accreditation of new pharmacists, promote service development and update contractors on any new service developments.
- Promotion of the service across Sefton
- Condoms for issue to service users will be provided by Sefton Sexual Health along with training and support in the delivery of the Sefton Condom Distribution scheme.

2.6 Training/Education

Pharmacists must be accredited to provide the service. To gain accreditation each pharmacist must have successfully completed The Centre for Pharmacy Postgraduate Education (CPPE) Declaration of Competence for the modules listed below and update every two years **prior** to requesting accreditation.

- Emergency Contraception
- Safeguarding Children and Vulnerable Adults
- Combating CSE
- Contraception

Pharmacists must also have read and understood the PGDs.

Mersey and West Lancs Teaching Hospitals NHS Trust will provide additional awareness raising and training sessions for all eligible pharmacists in Sefton if required/requested.

Pharmacists providing the service have a professional responsibility to develop, reinforce and update their knowledge and skills in the following areas:

- Able to communicate with clients appropriately and sensitively.
- Able to counsel and advise on emergency contraception and regular methods of contraception.
- Understand how and when to refer clients and when to ask for support and advice
- Understand confidentiality issues and is aware of their role in the process of safeguarding children and vulnerable adults.
- Understand the different types and methods of hormonal contraception and non-hormonal contraception, their use, advantages, failure rates and complications.
- Understand and able to apply the medico-legal aspects of EHC provision in accordance with a Patient Group Direction
- Able to demonstrate knowledge of the clinical content of the relevant Patient Group Direction(s).

2.7 Underpinning Knowledge

- The Centre for Pharmacy Postgraduate Education (CPPE) learning packs and local training events provide pharmacists with the necessary knowledge to underpin the provision of EHC/POP as an enhanced service.
- Successful completion of the current CPPE Open Learning Programmes listed above in Section 2.6 and the assessment is a pre-requisite to accreditation.
- CPPE programmes provide pharmacists with a record of assessment which must be retained by the pharmacist and available to be checked if required.
- Though not mandatory a CPPE Open Learning Programme is available for those Pharmacists

who are not familiar with the concept of Patient Group Directions and wish to learn more.

- The pharmacist must sign and have countersigned by the Sexual Health Service Clinical Lead a copy of the current PGD. The pharmacist must retain a copy of the current PGD for their use in delivery of the service.
- Pharmacists are responsible for reassessing their competence to deliver this service at least once every two years. This should involve revisiting the self-assessment of core competences, reflecting on each competency, and identifying personal learning needs to assure self-declaration again at this point. Where changes are introduced to the commissioned service, pharmacists will need to update themselves as part of their usual continuing professional development.

3. Service Delivery

3.1 Service model

The pharmacy contractor must ensure that:

- All pharmacists providing the service have completed the appropriate Declaration of Competence
- A standard operating procedure (SOP) must be produced and reviewed every two years for the provision of this service.

3.2 Consultations

Emergency Hormonal Contraception (EHC)

- Pharmacists will supply Ulipristal (ellaOne) or Levonorgestrel EHC, free of charge, to women as per PGD.
- Pharmacists will provide women with the option to Quick Start a POP as a bridging method.
- Pharmacists will offer a patient-focused, accessible, non-judgemental, and confidential service.
- All supplies of Ulipristal and Levonorgestrel EHC and POP will be in line with the requirements of the Mersey and West Lancs Teaching Hospitals NHS Trust Patient Group Direction (PGD)
- Purchase of a pregnancy test will be recommended if appropriate and free condoms provided to all service users

- Those authorised by name will assess the need and suitability for a client to receive EHC/POP in line with the PGD
- Pharmacists will ensure that all exclusion criteria are assessed before supply under the PGD is considered
- Clients excluded from the PGD criteria will be referred to other local services that can assist them
- Pharmacists will follow, where appropriate, Fraser Guidelines in the supply of EHC/POP to those under the age of 16 years
- Pharmacists must be aware of local safeguarding policies and procedures and of guidance issued by the RPS in relation to safeguarding children and vulnerable adults
- Pharmacists will provide advice to all service users on avoidance of pregnancy and sexually transmitted infections through condom use and advice on the regular use of contraception
- Where appropriate service users should be signposted to local sexual health services for on-going sexual health and contraceptive provision
- Pharmacists involved in the provision of the service are aware of and operate within local protocols.
- The pharmacy contractor must ensure that Mersey and West Lancs Teaching Hospitals NHS Trust, via the Sexual Health Service Manager, is informed about any changes to personnel that impact on the provision of EHC.

Chlamydia Screening

- All pharmacists will provide information on the National Chlamydia Screening Programme (NCSP) <https://www.gov.uk/government/collections/national-chlamydia-screening-programme-ncsp>
- All pharmacists will offer the opportunity to access chlamydia screening via the current platform.
- Service users over 25 will be provided with information on how to access testing if clinically indicated.

3.3 Care Pathway

In line with the PGD and EHC care pathway Service providers will have policies and procedures in line with legislation, statutory guidance, good practice and codes of conduct and any local protocols for:

- Confidentiality and consent
- Information sharing and record keeping
- Safeguarding
- Equality and diversity
- Health and safety
- Complaints
- Freedom of Information Act
- Whistle blowing
- Risk management

3.4 Safeguarding Children

- When services involve people under the age of 16 the pharmacist is required to have regard to safeguarding children
- Any pharmacist who has any concerns should follow the Safeguarding Guidance as detailed on Community Pharmacy Sefton website

Safeguarding Information

Click on the link to access the: [Safeguarding Assurance Checklist](#)

What to do if you have a Safeguarding concern for a child: [Child](#)

What to do if you have a safeguarding concern for an adult: [Adult](#)

- All pharmacists should assess any person under the age of 16 against the Fraser guidelines and record this. In such circumstances the consultation will be governed by the same terms of confidentiality
- When a client is judged not to be competent, they should be referred to a local sexual health service or their GP

3.5 Location(s) of service delivery

- Accredited community pharmacists within borough of Sefton

3.6 Days/hours of operation

- During the opening hours of the contractor
- When an accredited pharmacist is available

3.7 Referral criteria and sources

- Any clients excluded from EHC provision under the PGD will be referred to a suitable alternative provider locally

3.8 Any exclusion criteria

- Those set out in the PGD

3.9 Geographic coverage/boundaries

- Geographical access to services across North and South Sefton that provides equitable services to the whole population. Public Health will provide information to support the targeting of service delivery.

4. Activity

4.1 Activity

- Activity will be monitored on a quarterly basis
- Accredited pharmacies will complete agreed activity monitoring form via Pharm Outcomes

5. Finance and payment

5.1 Payment schedule

Invoices will be generated automatically from PharmOutcomes and paid quarterly

Payments will be made on receipt of an invoice from PharmOutcomes which is sent to the following address:

Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL)

RBN Payables B225

Shared Business Services

PO BOX 312

Munroe Court

Leeds

LS11 1HP

Payment to be made within one month of the invoice being received by SBS.

Payments to be reviewed annually.

A summary of fees payable is shown below:

Service Provided Fee	EHC Consultation Fee (including a pregnancy test if applicable)
Consultation for EHC	£15.00
Additional consultation for Quick Start progestogen only pill (in addition to the initial EHC consultation)	£5.00
Supply of Levonorgestrol 1500mcg stat dose	Drug Tariff
Supply of Ulipristal Acetate 30mg stat dose	Drug Tariff
Supply of 28-day Desogestrel 75mcg Pill	Drug Tariff

Pharmacists are required to collect the following information.

- GP practice
- First four digits of postal code

This is non-identifiable information and is required by commissioners for the purposes of payments.

6. Service Evaluation/Audit/Performance

The service will be reviewed regularly to ensure it is functioning correctly, meeting the needs of service users and community pharmacists and to identify if any improvements could be made. Community pharmacists will fully endorse evaluation of the service to support continued commissioning.

Quarterly feedback will be made to the representative of Sefton LPC and Sefton Metropolitan Council as part of the sexual Health service KPI's and will include the following:

- Number of consultations per pharmacy including postcode of service users
- Costs of service
- Assessment of service user experience
- Number of incidents reported to the Sexual Health Service regarding the service and if appropriate an analysis of the incidents
- Feedback from annual mystery shopper project
- Feedback received from stakeholders about the service
- Drug dispensed.

Quality - Key Performance Indicators and Outcome Indicators

Performance Indicator	Threshold	Method of Measurement	Frequency of Monitoring
Personalised Care Planning All verbal counselling will be supported by written information All patients will provide informed written consent/indemnity form	<i>Less than 100%</i>	Audit	Quarterly
Clearly documented complaints procedure in place	<i>100%</i>	Audit	Annually
Patient assessment form completed for every assessment	<i>Less than 100%</i>	Audit	Quarterly

Activity Performance Indicators

Type	Frequency
Number of clients presenting when accredited pharmacist is not on premises	Quarterly
Number of clients referred to other services	Quarterly
Number of clients classed as unsuitable for the service	Quarterly