

NHS South Gloucestershire

Enhanced Service – Sexual Health Service

2012/2013

Service Level Agreement

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1. Background Information (not part of the service specification)

There is a variety of Centre for Pharmacy Postgraduate Education (CPPE) training courses that may support provision of this service:-

- Chlamydia Screening and Treatment
- Sexual Health: Testing and Treating
- Emergency Contraception
- Women's Health
- Dealing with Difficult Discussions
- Child Health: Working with the NSF for Children, Young People and Maternity Services
- Safeguarding Children

This LES will operate from 1st April 2012 until 31st March 2013. It will then be reviewed in the light of any changes to pharmacy provision, success of the service and healthcare needs of the local population.

2. Service Description

- 2.1 Pharmacists will supply Levonorgestrel Emergency Hormonal Contraception (EHC) when appropriate to clients in line with the requirements of the NHS South Gloucestershire Patient Group Direction (PGD) for Levonorgestrel, having explained all methods of emergency contraception available (hormonal and non-hormonal). Supplies may be made free-of-charge to women aged up to 20 years old, or aged over 20 years old where no other access to EHC is possible within 72 hours of unprotected sexual intercourse. There is no lower age limit, although young people aged under 16 years old must have been assessed as Gillick competent using Fraser Rules.
- 2.2 Clients excluded from the PGD for supply will be signposted to another service that will be able to assist them, as soon as possible. Information on local NHS services will be supplied to participating pharmacies by NHS South Gloucestershire. The information supplied will include opening hours and services provided.
- 2.3 Pharmacies will give advice on contraception, sexual health and sexually transmitted infections irrespective of the provision of treatment or not. This will include advice on the use of condoms, and the full range of contraceptive methods available including reversible and long-acting reversible (LARC) methods.
- 2.4 Pharmacies will offer a user-friendly, non-judgemental, client-centred and confidential service, in line with the quality criteria of 'Your Welcome'.
- 2.5 Pharmacies will provide access to opportunistic Chlamydia screening and treatment of young men and women, with partner notification in accordance with the National Chlamydia Screening Programme (NCSP).
- 2.6 Pharmacies will provide free-of-charge postal Chlamydia testing kits to people under the age of 25, for example when young people purchase condoms, when oral contraceptive pills are dispensed and supplied to patients, and when supplying EHC by OTC sale or PGD supply.
- 2.7 Advice on how to use the kit, how to dispatch it for testing, and what will happen following completion of the test will be provided to the client.
- 2.8 This service will form part of the locally run NCSP.
- 2.9 Pharmacies will offer free-of-charge treatment in line with the requirements set out in the NHS South Gloucestershire PGD for Azithromycin for clients with a positive screen result.
- 2.10 Advice will be supplied on the need for contact partner notification of any positively-tested and treated clients.
- 2.11 Pharmacies will offer free-of-charge treatment in line with the requirements set out in the NHS South Gloucestershire PGD for Azithromycin for contact partners of clients with a positive screen result.
- 2.12 Clients or contact partners requiring treatment who are excluding from treatment under the PGD will be signposted to another service that will be able to assist them, as soon as

possible. Information on local NHS services will be supplied to participating pharmacies by NHS South Gloucestershire. The information supplied will include opening hours and services provided.

3. Aims and Intended Service Outcomes

- 3.1 To improve access to emergency contraception and sexual health advice
- 3.2 To increase the use of EHC by women who have had unprotected sex and help contribute to a reduction in the number of unplanned pregnancies in the client group.
- 3.3 To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.
- 3.4 To increase the knowledge of the range of contraception methods available, including LARC methods, and refer clients to suitable services, particularly clients from hard to reach groups.
- 3.5 To raise awareness of sexually transmitted infections (STI's) and provide support and advice to young people on safe sex, condom use, and advice on use of regular contraceptive methods, when required.
- 3.6 To increase awareness of Chlamydia infection and transmission, its often asymptomatic nature, and potential for harm.
- 3.7 To increase the uptake of the local Chlamydia Screening Programme, thus increasing the number of identified cases and increase the number of infected patients being treated.

4. Service Outline

- 4.1 The pharmacy will offer EHC following an assessment of need and suitability for a client to receive EHC, in line with the PGD and screening form ("Yellow Form").
- 4.2 Verbal and written advice on the avoidance of STI's and the use of regular contraceptive methods, including advice on the use of condoms, will be provided to the client.
- 4.3 The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely for 8 years if the client is believed to be aged over 16, and until the client's 26th birthday if they are believed to be aged under 16.
- 4.4 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.
- 4.5 A summary of the outcome of the consultation for EHC must be recorded (using a "Green Form"). All Green Forms must be returned with the monthly claim form to NHS South Gloucestershire monthly. All Yellow Forms must be stored in the pharmacy as in 4.3.

- 4.6 The pharmacy will provide Chlamydia screening kits to people under the age of 25, and provide advice on how to utilise the kit, how to forward it to the lab for testing, and what will happen following lab screening of the test.
- 4.7 Chlamydia screening tests will be offered opportunistically to young people.
- 4.8 Male (blue) and female (pink) testing kits are available, and should be supplied as appropriate. Supplies of further kits may be obtained by contacting the Avon Chlamydia Screening Programme on 0117 900 2634 or by emailing csp.avon@nhs.net.
- 4.9 The Avon Chlamydia Screening Office (ACSO) will contact pharmacies directly of clients intending to attend for treatment following a positive test. The ACSO will check the pharmacist's availability, and provide details of the client's name, date of birth, and ACSO number. These details should then be verified by the pharmacist with the client, upon attending at the pharmacy for treatment.
- 4.10 The pharmacy will offer Azithromycin following an assessment of need and suitability for a client to receive Azithromycin, in line with the PGD and screening form ("Pink Form"). Completed Pink Forms will be retained as in 4.3.
- 4.11 Pharmacists will need to satisfy themselves that treatment of any individuals under the age of 16 years is only after they have been judged to be Gillick/Fraser Rules competent. When a young person is judged not to be competent, she should be referred to, or advised to attend a Family Planning Clinic or GP.
- 4.12 A summary of the outcome of the consultation for Chlamydia treatment must be recorded (using a "Red Form"). All Red Forms must be returned with the monthly claim form to NHS South Gloucestershire monthly
- 4.13 All forms for use in the service may be obtained from Medicines Management by telephoning 0117 330 2461.
- 4.14 The pharmacist must ensure that their professional indemnity cover includes the supply of medicines through patient group directions.
- 4.15 Pharmacists must submit monthly returns of Chlamydia Screening Kits supplied.

5. Pharmacy and pharmacist requirements

- 5.1 Pharmacies must have an appropriate consultation room which provides a sufficient level of privacy (at the level required for the provision of the Medicines Use Review service).
- 5.2 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 confidentiality, sensitive patient centred communication skills, and data protection.

- 5.3 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 Standard Operating Procedures (SOP's) which must be in place.
- 5.4 All pharmacists and staff involved in the provision of the service must attend a training session organised by NHS South Gloucestershire, NHS Bristol, or NHS North Somerset.
- 5.5 Pharmacists must have read, signed, and understood BOTH the NHS South Gloucestershire Patient Group directions for Levonorgestrel and Azithromycin.
- 5.6 Up to date copies of the PGD's will be held, and be available for reference, in each pharmacy offering this service.
- 5.7 Reference sources, as may be defined by the commissioner, must be available from each pharmacy providing this service
- 5.8 Pharmacists providing this service must have completed, and provide a copy of certification of, the CPPE course in Emergency Contraception
- 5.9 Pharmacists providing this service must have completed, and provide evidence of, level one training in Safeguarding Children and Vulnerable Adults. Examples of such training are that provided by NHS South Gloucestershire, NHS Bristol, NHS North Somerset, or CPPE.
- 5.10 The pharmacy will clearly display any logos that are developed to brand any part or all of the service
- 5.11 A Chaperone Policy will be produced by the pharmacy and in place in the pharmacy consultation room.

6. Monitoring and Audit

- 6.1 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 6.2 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 6.3 Information will be supplied from the Avon Chlamydia Screening Programme on pharmacy performance on tests issued.
- 6.4 The pharmacy participates in a periodic NHS South Gloucestershire audit of service provision and usage.
- 6.5 The pharmacy co-operates with any locally agreed PCT-led assessment of service user experience.

7. Financial Details

In 2012/13 each pharmacy contracted to provide this service will receive:

- A payment of £10 per sexual health consultation (whether suitable for supply of medication under PGD or not, providing paperwork and signposting completed). A fee is paid for each consultation. ie. one fee for EHC consultation, and a second fee for Chlamydia treatment consultation, where applicable.
- A payment of £5 per 'completed' Chlamydia test received by the lab for testing will be paid. A 'completed' test is where the sample yields a positive or negative result. This payment will be made following information received by the PCT from the Chlamydia Screening Office.
- A payment of £5 per individual azithromycin supply under PGD. One supply is 2 x 500mg azithromycin tablets.
- A payment of £6 per individual levonorgestrel supply under PGD. One supply is 1 x 1500mg levonorgestrel tablet.

Claims must be submitted monthly to NHS South Gloucestershire using specified forms. Any claims made over 3 months from when activity was undertaken will be voided and not paid. Payments will be paid quarterly.

8. Clinical Incident Reporting

To ensure that the information contained in the training and scheme agreements for this enhanced service are sufficient we would encourage contractors to feedback any adverse incidents that occur to NHS South Gloucestershire

9. Future Amendments to, or De-Commissioning of the Service

- 9.1 Pharmacies may choose to discontinue their involvement in this LES at any time provided they give NHS South Gloucestershire three months notice in writing
- 9.2 NHS South Gloucestershire may choose to decommission this service, provided they give the pharmacies one month notice in writing.
- 9.3 Any future amendments to the service by NHS South Gloucestershire will be notified in writing

10. Signature Sheet

This document constitutes the agreement between the pharmacy and the PCT in regards to this local enhanced service.

Name and address of Pharmacy Contractor:

.....
.....
.....Postcode.....

Signature on behalf of the Pharmacy Contractor:

Signature	Name	Date

Signature on behalf of the PCT:

Signature	Name	Date

Please return this completed and signed form to:

Ian Mullan, Medicines Management, NHS South Gloucestershire, Building 8, Brook Office Park, Folly Brook Road, Emerson's Green, South Gloucestershire. BS16 7FL