

APPENDIX A

SERVICE SPECIFICATION

Service	Leeds Sexual Health Pharmacy Scheme
LCH Lead	Emma Tiernan, Business Manager Specialist Services
Local Authority Lead	Hannah Sowerbutts, Health Improvement Principal (Sexual Health)
Pharmacy Provider	Various across the city
Period	1st July 2020 – 31st March 2023

1. Service Provision

The purpose of this service is to provide the following community pharmacy based sexual health services to people with a Leeds postcode:

- Provide free Emergency Hormonal Contraception (EHC) (Ulipristal Acetate or Levonorgestrel) to women aged 13 and above who are Leeds residents.
- Provide access to Chlamydia / Gonorrhoea screening to men and women (aged 16-24) who are Leeds' residents.
- Provide free condoms as part of the consultation for EHC and/or Chlamydia / Gonorrhoea screening
- Where appropriate and where toilet facilities are available, provide free pregnancy testing to rule out pregnancy before the provision of EHC.

Objectives

- Increase access to services, providing fast and convenient access and plurality of provision improving patient choice, particularly amongst young people and women living in areas of deprivation.
- Provide out of hours opening times with an accredited Pharmacist offering a walk in service which is advertised via the leedssexualhealth.com website.
- Facilitate referrals for Cu-IUCD insertion via local GP services and mainstream sexual health services in line with Faculty of Sexual & Reproductive Health (FSRH) guidelines on EHC provision.
- Signpost to local GP providers and mainstream sexual health services for long term contraceptive discussion, with an emphasis on Long Acting Reversible Methods.
- Promote awareness of sexually transmitted infections (STIs) and options for screening including providing access to screening for Chlamydia and Gonorrhoea.

The Service shall only be provided from a pharmacy commissioned to provide the Sexual Health Pharmacy Scheme.

Free supply of EHC on this scheme is **for women (aged 13 and above) only, who are resident in Leeds.**

Postcodes should be requested during the consultation as a checking mechanism. This should be offered automatically for free upon request of EHC without a prescription, unless the person lives outside Leeds.

The Sexual Health Pharmacy Scheme provides the following services:

For women aged 13 and above

- Provision of Emergency Hormonal Contraception (EHC). If Levonorgestrel is supplied or administered this must be in line with the current Patient Group Direction (PGD) produced by LCH.
- Provision of postal Chlamydia and Gonorrhoea dual tests (16-24s)
- Provision of condoms as part of a EHC / C&G Screening consultation
- Provision of pregnancy testing to rule out pregnancy before EHC, where appropriate and where on-site toilets are available.

For men aged 16-24

- Provision of postal Chlamydia and Gonorrhoea dual tests
- Provision of condoms during consultation for Chlamydia and Gonorrhoea dual test.

Provision of information and resources

Providers should stock a selection of sexual health resources including:

- Postal Chlamydia and Gonorrhoea dual tests (provided by Preventx). Kits can be requested from Jane Hosking via email: jane@preventx.com or via Tel: 0333 344 4462
- Pregnancy tests and condoms (provided by LTC Healthcare). Pharmacies to complete attached order form and email it directly to LTC. LTC invoice the commissioner (Leeds Community Healthcare) monthly for the cost of these products.



LTC Order Form
2020-21.xlsx

- Sexual Health leaflets are available from the Public Health Resource Centre. The PHRC website has details of leaflets available and how to order: <https://www.leeds.gov.uk/phrc/resources/leaflets-and-posters>. Pharmacies need to join (for free) to get access to a range of resources – joining, browsing resources and ordering can all be done online via the above link.

Onward Referral

- In line with Faculty of Sexual and Reproductive Healthcare (FSRH) recommendations on EHC patients should be signposted to local GPs or mainstream sexual health services for Cu-IUCD insertion.
- Wherever possible patients should be signposted to ensure conversations take place regarding

longer term contraceptive methods.

2. Training Requirements and Quality Standards

The scheme operates a Declaration of Competence (DoC) policy for pharmacists delivering the scheme. All Pharmacists must complete the DoC self-assessment framework and record this on PharmOutcomes.

It is the duty of the Lead Pharmacists or Pharmacy Manager to ensure that all accredited Pharmacists providing the scheme meet the following requirements:

- Are fit to practise (defined by a current GPhC registration)
- Have an up to date Declaration of Competence (DoC) which enables them to deliver the scheme. The DoC should be completed at least every three years.
- Each pharmacist must have signed the current version of the PGD with a copy retained at the provider's premises.
- Can provide cover and offer the service within the advertised hours on Leedssexualhealth.com. Any changes to opening times / accredited Pharmacists should be kept up to date by notifying Leeds Community Healthcare of any changes. All pharmacy staff should be aware of the nearest alternative sites offering free access to EHC and Chlamydia & Gonorrhoea dual testing, including GPs and Leeds Sexual Health Service.
- Providers will have Business Continuity Plans in place to address any mitigating circumstances that will prevent the delivery of the service in accordance with this specification.

3. Working with and identifying vulnerable clients

Where concerns exist for any adult (a person aged 18 years or over) in relation to abuse or exploitation, then the Leeds Safeguarding Adults Board's (LSAB) policies and procedures should be followed as appropriate.

Where concerns exist for any service users under 18, in relation to abuse or exploitation, then the Leeds Local Safeguarding Children Partnerships (LSCP) policies and procedures must be followed.

Children's Social Work Services (office hours 9am-5pm)	0113 3760336
Children's Social Work Services – Emergency Duty Team (out of office hours, weekends and bank holidays)	0113 5350600
Adult Social Care (office hours 9am-5pm)	0113 2224401
Adult Social Care – Emergency Duty Team (out of office hours, weekends and bank holidays)	0113 3780644

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

The Sexual Offences Act 2003 states that no child under 13 years is able to consent to any sexual activity. If the service user is believed to be under 13 years of age, they must be referred for treatment as a matter of urgency to a Leeds Sexual Health clinic or GP. No supply or administration of either Ulipristal or Levonorgestrel is permitted for any child under 13 years by the pharmacist. However, all the details of the consultation must be recorded and local safeguarding procedures must be followed.

Access to the 'spotting the signs' proforma is included under section 7. This proforma is designed to support front line professionals to identify the potential signs of Child Sexual Exploitation. All staff including counter staff should be familiar with this protocol.

4. Service Specific Requirements

On-site requirements

Consultation areas must meet the following requirements:

- The patient and the pharmacist can sit down together;
- They can talk at normal speaking volumes without being overheard by staff or customers; and
- The area is clearly signed as a private consultation area.
- In the event of the continued need for social distancing /reducing face to face contact time, prior consultation may occur via telephone call. Patient can then come into the pharmacy to complete the consultation and pick up EHC to take home.

Other requirements:

- Facilities to use the PharmOutcomes system to create a patient record giving access to the decision making tree to determine the most appropriate course of action for EHC, and the ability to invoice for work completed. Necessary documentation will be collated on the PharmOutcomes system.
- Supply of EHC with documentation of batch number & expiry date.
- Access to Chlamydia and Gonorrhoea postal screening kits
- Access to condoms for distribution during EHC/ Screening consultation
- Pathways for onward referral for Cu-IUCD insertion where appropriate.
- Access to pregnancy tests in order to rule out pregnancy before EHC is provided (if required and only where toilet facilities are available)
- Designated space for posters advertising the EHC service
- Information on the C-Card Scheme (for 13-24s) and how to become a member if not already
- Supply of Health Promotion materials including signposting to mainstream sexual health services
- Support in accessing similar schemes for clients who are not Leeds residents.
- Access to FSRH guidelines

- A signed copy of the EHC PGDs

Complaints and Incidents

The pharmacy will effectively manage any complaints or incidents, keeping a record for audit purposes. Providers will be required to provide a Quality Report every six months which includes the following;

- Incidents, including subsequent actions and learning
- Complaints and concerns.

Serious Incidents

All incidents categorised as a Serious Incident must be reported to commissioners within 5 working days via the Clinical Advice phone line.

Service User Experience

The provider will have an appropriate Service User Experience measure in place and will respond to any patient feedback accordingly and report actions undertaken via an annual report.

5. Auditable Criteria & Requirements

Providers will be required to provide the following performance data on a quarterly basis by working closely with Pharmoutcomes to produce reports:

- Total number of EHC doses administered
- Number of doses of Levonorgestral
- Number of doses of Ullipristal Acetate
- Number if under 16 year olds seen
- Number of STI tests administered
- Number of pregnancy tests given
- Number of whole days the provider was unable to deliver the scheme
- Demographics including postcode, age and whether a student at university

Providers will be required to provide a Quality Report every six months which includes the following;

- No of safeguarding referrals, Serious untoward Incidents and near misses, including subsequent actions and learning
- Complaints and concerns

Providers will be required to participate in annual audits for the following;

- Patient user feedback

6. Payments & Tariffs

Payments will be based on information submitted via the PharmOutcomes system

EHC Consultation	£10
Provision of pregnancy test	£3
Completed /returned Chlamydia Gonorrhoea Screen (16-24)	£3
Cost of Prescription-only Medication (POM) Levonorgestrel or Ulipristal Emergency Hormonal Contraception	Current Drug Tariff: Levonorgestrel £5.20 Ulipristal £14.05

7. Applicable Service Standards and useful documents

Faculty of Sexual & Reproductive Health (FSRH): Faculty of Sexual & Reproductive Healthcare Clinical Guidance for EHC provision <https://www.fsrh.org/standards-and-guidance/documents/ceu-clinical-guidance-emergency-contraception-march-2017/>

Link to DoC framework on CPPE website: <https://www.cppe.ac.uk/services/declaration-of-competence>

Spotting the Signs – CSE Proforma - <https://www.bashh.org/documents/Spotting-the-signs-A%20national%20proforma%20Apr2014.pdf>

The Sexual Offences Act 2003 <http://www.legislation.gov.uk/ukpga/2003/42/contents>

Adults & Children's -Duty & Advice Contacts

Children's Social Work Services (office hours 9am-5pm)	0113 3760336
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LSCP Concerned about a child - <https://www.leedsscp.org.uk/Concerned-about-a-child>

LSAB Reporting a concern contact <https://leedssafeguardingadults.org.uk/>

West Yorkshire Consortium Inter Agency Safeguarding Children Procedures Manual

<http://westyorkscb.proceduresonline.com/index.htm>

Consent & confidentiality for under 16s: Fraser Competencies:

<https://www.fpa.org.uk/factsheets/under-16s-consent-confidentiality>

8. Support & Key Contacts

Clinical Support

Monday-Friday 9-5pm - 0113 3920328

Monday-Thursday 5-8pm and Saturday 11am-3pm - 07710027063

Please also visit www.leedssexualhealth.com/professional-area for a list of FAQ's

PharmOutcomes Support

PharmOutcomes will also provide on-going support throughout the contract which can be accessed via their website <https://pharmoutcomes.org/pharmoutcomes/help/home> . The website provides a full suite of user guides can help first-time users find their way around the system and remind more seasoned users how to do tasks that they might not do regularly. The site includes a Frequently Asked Questions section and the facility to send a message directly to PharmOutcomes.

Payment support at Leeds Community Healthcare

Emma Tiernan on emma.tiernan@nhs.net

8. Service Locations

Various pharmacies across Leeds

9. Information Governance

Definitions

General Data Protection Regulation (GDPR)

DATA PROTECTION ACT 2018

Definitions

'The Act' means the Data Protection Act 2018; and 'Personal Data' shall be understood to include both Personal Data¹ and Special Category Data² as defined under the GDPR and the Act.

Data Controller

As a Data Controller the Pharmacy determines both the purposes for which and the manner in which all The Practice is responsible for ensuring compliance by its sub-contractors with the Act.

As a Data Controller the Pharmacy is required to ensure that any processing of Personal Data, which is needed to fulfil the terms of the contract, is carried out in accordance with Article 5 of the GDPR - Principles relating to processing of personal data, and any Data Protection breaches or security incidents must be reported to the Authority as soon as possible. Further information about the Principles and the Pharmacy's obligations as Data Controller can be found on the Information Commissioner's website (<http://www.ico.org.uk>).

¹ The term 'personal data' is the entryway to the application of the General Data Protection Regulation (GDPR). Only if a processing of data concerns personal data, the General Data Protection Regulation applies. The term is defined in Art. 4 (1). Personal data are any information which are related to an identified or identifiable natural person. The data subjects are identifiable if they can be directly or indirectly identified, especially by reference to an identifier such as a name, an identification number, location data, an online identifier or one of several special characteristics, which expresses the physical, physiological, genetic, mental, commercial, cultural or social identity of these natural persons. In practice, these also include all data which are or can be assigned to a person in any kind of way. For example, the telephone, credit card or personnel number of a person, account data, number plate, appearance, customer number or address are all personal data.

² Special Category data means personal data consisting of information as to Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation