

## Appendix A1 – Service Specification

<b>Service</b>	<b>Locally Commissioned Public Health Service: C-Card Scheme in the Pharmacy for young people aged 13 to 24 years.</b>
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<b>Period</b>	1st April 2019 – 31st March 2022

### 1. Introduction / Background

#### **National/local context and evidence base**

Nottingham City's *'The Nottingham Plan to 2020'* states as one of its targets is to halve the under-18 conception rate per 1,000 population from the 1998 baseline figure of 74.7/1000 population. Wards with high rates of teenage conception and termination of pregnancy within Nottingham City have been identified.

Choosing Health Through Pharmacy - A programme for Pharmaceutical Public Health, published in April 2005 encourages commissioning of sexual health services through pharmacy, including access to, condoms and signposting to appropriate sources of advice and support, particularly in disadvantaged areas

The C-Card Scheme is a condom distribution scheme for young people age 13 to 24 which offers access to free condoms in a wide range of places and aims to reduce both unintended conceptions and the number of Sexually Transmitted Infections (STI) & HIV.

### 2. Aims / Service Outcomes

To provide an accessible local sexual health service which will contribute to the improvement of health, sexual health and wellbeing and reduce inequalities in sexual health.

The key aims of the C-Card Scheme in Pharmacy service are:

- To reduce the number of unplanned teenage conceptions, especially those identified as being most at risk and vulnerable.
- To reduce the incidence of HIV and other STI's in young people.
- To increase the availability, accessibility and acceptability of condoms
- To reduce the associated barriers in accessing condoms, including financial cost and embarrassment
- To provide a service that empowers individuals to make sexual health choices
- To link individuals into mainstream services

### 3. Service Description

#### **Key Principles of the C-Card Scheme**

- Young people enrolling onto the C-Card Scheme will receive a credit card (C-Card) with their ID number on and will be able to obtain free condoms from other agencies that are also involved in the scheme.
- Providers of the C-Card scheme will provide an accessible, non-judgement service to under 25s irrespective of race, class, sexuality, age or ability.
- Young people do not need to be sexually active to join the C-Card scheme.
- Providers of the C-Card scheme will ensure the confidentiality of service users and their right to privacy is respected. Disclosure of confidential information is governed by the relevant professional bodies.
- Service users will be offered a selection of condoms and encouraged to choose themselves.
- Providers will be monitored and evaluated as an on-going process with feedback used to inform delivery.
- The scheme will be responsive to the changing needs of service users and keep up to date with new sexual health developments.

#### **Who will be able to access condoms?**

The C-Card Scheme is available for young people aged 13 to 24. Condoms can be given to young people within that age range if they have a C-Card. This means that they have already registered onto the scheme at a C-Card registration point. Under 13s are **NOT** eligible for the scheme. Sexually active under 13s must be referred to Nottingham University Hospitals Sexual Health Service at Victoria Health Centre, Glasshouse Street, Nottingham, NG1 3LW, on 0115 9509151.

A list of clinics with contact details can be found here: <http://www.ccardnottingham.com/>

#### **What is involved by being a C-Card Pharmacy Pick Up point (ie Pharmacy C-Card Providers)?**

Pharmacy pick up points (ie Pharmacy C-Card Providers) for the C-Card Scheme will not register young people onto the scheme. Registration will take place within a number of providers of sexual health services across Nottingham City.

Pharmacy C-Card Providers must publicise that they are a distribution point through their sexual health publicity, posters and stickers available on display at their pharmacy. This information will include how and when to access staff members who are able to distribute condoms.

Each Pharmacy C-Card Provider will ensure they are as young person friendly as possible. The Pharmacy C-Card Provider will ensure that professionals adhere to 'You're Welcome' standards which set out the principles to help both commissioners and service providers to improve the suitability of NHS and non-NHS health services for young people. Details can be found at [www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services](http://www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services).

The Pharmacy C-Card Provider will be advertised as a distribution point on the C-Card website: <http://www.ccardnottingham.com/c-card-points/>

Information will be given to the Teenage Pregnancy Strategy Manager & C-Card Scheme Coordinator to publicise.

Pharmacy C-Card Providers will complete monitoring forms when a young person accesses condoms with a C-Card. These will include details as requested by the C-Card Scheme Coordinator and will include the young person's ID number, date of delivery, and how many condoms the young person has taken. These forms must be retained by the Pharmacy C-Card Providers and made available to the Commissioner (Nottingham City Council) if requested. If requested copies must also be returned to Nottingham City Council at the end of each quarter.

A maximum of 6 condoms can be provided in one visit, although the pharmacist may exercise discretion regarding providing more than 6 in one visit. Pharmacy C-Card Providers must encourage young people to return for supplies or access other sexual health services, depending on age, sexual activity and the individual patient need up to a maximum of 24 condoms per month.

One sachet of lubricant per condom will be offered to a young person accessing the C-Card scheme per session.

### Safeguarding

Pharmacy C-Card Providers must ensure the service is provided in compliance with Fraser guidance<sup>1</sup> and Department of Health guidance on confidential sexual health advice and treatment for young people aged less than 16 years<sup>2</sup>. Pharmacists participating in the scheme **MUST** adhere to this child protection guidance.

National guidance on safeguarding including child protection is available at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/592101/Working\\_Together\\_to\\_Safeguard\\_Children\\_20170213.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working_Together_to_Safeguard_Children_20170213.pdf)

Local guidance on child protection is available at <http://www.nottinghamcity.gov.uk/children-and-families/are-you-worried-about-a-childs-well-being/>

**Note:** Where there are concerns regarding a young person, there is always a Safeguarding / Paediatric Consultant on call at Nottingham University Hospitals (NUH) who can offer advice with regard to safeguarding issues. During office hours of 9-5, telephone 0115 875 4595. Outside of standard office hours, please telephone the main QMC switchboard on 0115 924 9924 and ask to speak with the on-call Safeguarding / Paediatric Consultant.

Local guidance on protection of vulnerable adults is available at <http://www.nottinghamcity.gov.uk/health-and-social-care/adult-social-care/adult-safeguarding/are-you-worried-about-an-adult/>

Pharmacy C-Card Providers 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 permission of the client to share the information.

## 4. Requirements for Pharmacy Participation

It is an essential requirement of the scheme that all those directly involved with the registration of young people or the distribution of condoms & lubricants to young people, **MUST** be Enhanced Disclosure and Barring Service (DBS - formerly CRB check) checked prior to the commencement of the scheme. Failure to perform this will result in the withdrawal of the scheme from the site. All staff **MUST** attend Child Protection training & updates in accordance with the services policy.

Records of provision of condoms and lube must be maintained by the Pharmacy C-Card Providers (including postcode details of service users) and if requested submitted to Nottingham City Council at the end of each quarter along with activity recorded on Neo360 Online Data Management System.

<sup>1</sup>Fraser Guidelines – based on a House of Lords Ruling; A health professional can give advice or treatment to a person under 16 without parental consent providing they are satisfied that:

- The young person will understand the advice;
- The young person cannot be persuaded to tell his or her parents or allow the doctor to tell them that they are seeking contraceptive advice;
- The young person is likely to begin or continue having unprotected sex with or without contraceptive treatment; and

The young person's physical or mental health is likely to suffer unless he or she receives contraceptive advice or treatment.

<sup>2</sup>Guidance available at [Contraceptive services for under 25s | 1-Recommendations | Guidance and guidelines | NICE](https://www.nice.org.uk/guidance/ph51/chapter/1-recommendations) (<https://www.nice.org.uk/guidance/ph51/chapter/1-recommendations>)

Pharmacy C-Card Providers must ensure staff who have undergone C-Card sexual health training will be available to distribute condoms to young people already registered on the scheme. Pharmacy C-Card Providers must also ensure that staff members proactively raise the level of awareness and knowledge of young people that they come into contact with relating to sexual health and relationships, the C-Card scheme and other services across Nottingham.

Pharmacy C-Card Providers must ensure that their staff signpost young people to C-Card registration points.

### **Confidentiality**

All Pharmacy C-Card Providers and their staff have the same duty of confidentiality to under 16's as to those aged 16+. Confidentiality may only be broken in the most exceptional situations when the health, safety or welfare of the young person, or others would otherwise be at grave risk. If this is the case, the Local Authority's Child Protection Guidelines should be followed.

If a young person discloses that they are having sex below the legal age of consent it is not itself a reason to break confidentiality. However, Pharmacy C-Card Providers and their staff must ensure the young person is fully Fraser Competent <sup>(1)</sup>. This means, Providers and their staff must ensure there are no further concerns about the safety of the young person. If there is any concern, this must be discussed with their safeguarding lead. Wherever possible, the young person must be informed of actions taken and involved in the process unless this would further jeopardise the young person's safety. **If there is a disclosure by someone under 13 they must not be allowed the C-Card, in addition the Pharmacy C-Card Provider and their staff MUST make a referral to Social Care as it is defined as rape under the Sexual offences Act 2003 even if the young person thinks they are consenting.**

However, if the worker suspects that a young person is being abused or exploited and is at serious risk of significant harm which disclosure to an appropriate person could prevent, they should work with the young person to encourage them to allow the information to be passed on. If they refuse, and the worker believes the involvement of other agencies is essential in the young person's best interest, they may consider disclosing the information without their consent. This should not be done without first telling the young person.

It is important to remember that it may be the trusting nature of the relationship with the member of staff, which enables a young person to take the first step towards disclosing abuse or exploitation. A hasty breach of confidentiality, made before the young person is ready, may result in their denying the disclosure and losing the opportunity to resolve the problem.

All relevant Safeguarding pathways should be followed & forms completed for sexually active under 18 year olds. This is a requirement of the Nottingham City & Nottinghamshire Safeguarding Boards.

**All forms, including monitoring forms, MUST be stored in a locked cupboard / filing cabinet / drawer.**

### **Postcode Data**

The payment will only be made if a partial postcode of the client is recorded by the Provider. This must be made available to the Commissioner quarterly or as requested. In view of this, the pharmacist Provider must obtain informed consent from the client to ensure they understand that the information they have shared with the pharmacist will be shared with commissioners for the purposes of evaluation and contracting.

### **Age**

The provider must record and provide ages of clients grouped by:

Under 16s - 13-15 years

Under 18s - 15-17 years

Over 18 years

### **Accreditation**

Accreditation must be approved by Nottingham City Council before the Pharmacy can provide the service. All Pharmacy C-Card Providers are required to provide evidence of an Enhanced DBS (Disclosure and

Barring Service) check for all pharmacists and ensure that any other staff engaged in the delivery of services are appropriately checked by the Disclosure and Barring Service (DBS)

Training or review meetings for Pharmacy C-Card Providers may be arranged as required for exceptional or high priority issues. Pharmacists may attend these events as part of their 'Continuing Professional Development'. Pharmacists should update, maintain and develop their capabilities according to their own identified learning needs.

### **Ethnicity**

Pharmacy C-Card Providers are required to record the ethnicity of every patient accessing this Locally Commissioned Public Health Service. Ethnicity should be recorded using the National Standard codes for ethnic groups as used in the 2001 census and by all local authority bodies. When requesting activity data, Nottingham City Council will require a breakdown by ethnic group.

### **Equality and Diversity**

Nottingham City Council is committed to promoting equality, valuing diversity and addressing inequalities. It is the responsibility of the provider to ensure they undertake activity which values equality and diversity.

### **Social Value**

Nottingham City Council is focussed on reducing disadvantage and poverty by ensuring local residents are supported in accessing local employment and training opportunities and has created an Employer Hub in partnership with the DWP to help facilitate this.

The Providers who are part of Nottingham City Council's accreditation list to provide Locally Commissioned Public Health Services have access to all the Employer Hub recruitment and training services for **free** and they can be contacted on 0115 8762907. Further details of the Hub's services are outlined in Appendix 6.

## **5. Clinical Governance and Auditing**

### **Serious Untoward Incidents (SUIs)**

Pharmacy Providers are required to have a robust incident reporting and investigation procedure in place for all clinical and non-clinical incidents.

All SUIs must be recorded and reported to the commissioner as set out in Appendix E and also to NHS England in line with your GP contract.

### **Safety Alerts**

Pharmacy Providers must ensure that they are aware of any safety alerts from the Medicines and Healthcare products Regulatory Agency (MHRA), Estates, and National Patient Safety Agency (NPSA) that apply to any equipment or patient safety concerns associated with this Locally Commissioned Public Health Service (LCPHS) and that these are acted upon. Details of action taken must be reported back to Nottingham City Council.

### **Service Audit**

Nottingham City Council may request an audit of activity for this Locally Commissioned Public Health Service to substantiate the Pharmacy Provider's claims. This audit will assess whether information recorded on Neo 360 Online Data Management System (see Appendix G) can be appropriately validated. Pharmacy Providers should design their data collection to reflect these requirements as they may be asked to provide supporting evidence to Nottingham City Council's Contracts team.

In addition it is the responsibility of the Pharmacy Provider to:

- Continually improve the quality of service delivery, for example, in response to audit (undertaking and completing the audit cycle), user and staff feedback (complaints, compliments, suggestions) and incidents.
- Continually review and be aware of relevant new and emerging guidance and recommendations and take the appropriate steps to assess and improve services to achieve current best practice.
- Ensure that appropriate professional standards are maintained, updated and validated through clinical supervision and provision of relevant training to support reflective practice and CPD.

- During the term of this specification fully co-operate in reviewing and improving/re-designing services at the request of the Commissioner, to include improving quality and performance monitoring.

## 6. Location of Provider Premises

The service will be delivered from the Providers premises located within Nottingham City Council's geographic boundary.

## 7. Required Insurances

The required Insurances are set out in clause C3.1 of the contract

## 8. Quality Monitoring

The Pharmacy Provider shall supply information on the performance and delivery of services upon request. Information will include:

Indicator	Method of Measurement	Annual Target	Frequency Reporting of
Number of claims per year	Neo360	n/a	Quarterly
Serious Untoward Incidents	Serious Incident Reporting Form (Appendix E – SI(1)) and Neo360	n/a	Immediately to: <a href="mailto:lcphs@nottinghamcity.gov.uk">lcphs@nottinghamcity.gov.uk</a>
Service User Experience	Service User Surveys / Focus Groups / Patient Panels / Feedback Forms	85% rates their satisfaction with the service as 'Good' or 'Better'	Annually
<b>Information Reporting Requirements</b>			
Partial postcode of each client	Neo360	n/a	Quarterly
Age of each client	Neo360	n/a	Quarterly
Ethnicity of each client	Neo360	n/a	Quarterly

The Provider must also:

- ensure that appropriate health promotion material is available for the client group. Actively promotes its uptake and is able to discuss the contents of the material with the client, where appropriate.
- must review its standard operating procedures and the referral pathways for the service on an annual basis.

Pharmacists and appropriate support staff must attend a Nottingham City Council organised update meeting each year if asked to do so.

All activity delivered in line with this service specification must be recorded onto Neo360 Online Data Management System in order for payment to be made quarterly. Full auditable records must be kept in respect of any claims made. The Commissioner will perform monitoring visits to Pharmacies and reserves the right to reclaim any amounts paid that are not fully evidenced.

## 9. Charges

This agreement is to cover the period from 1st April 2019 – 31st March 20XX.

C-Card	Payment
Payment per C-Card transaction (Young People aged 13 – 24 years)	£1.10

The Pharmacy Provider must detail the number of services delivered within the agreed timescales. Full auditable records must be kept by the Pharmacy Provider of any claims made; the commissioning body may perform monitoring visits to practices and reserve the right to reclaim any amounts paid that are not fully evidenced. Please note that these records may be examined for verification purposes either as part of the annual review or at any other notified time.

Nottingham City Council reserves the right to cap payments or activity if the budget for this Locally Commissioned Public Health Service (LCPHS) is exceeded at any point during the year.