

Appendix A3 – Service Specification (Lot 3 - Pharmacy EHC)

Service	Locally Commissioned Public Health Service: Supply of Emergency Hormonal Contraception (EHC) in pharmacy for young people aged 13 to 24 years.
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Period	1st April 2022 – 31st March 2031 (3+3+3 with annual review)

1. Introduction / Background

1.1 National/local context and evidence base

Despite the widespread use of contraception, unplanned pregnancy remains an issue, ONS data published in 2019 shows that although the rate remained the same for women under 16, the actual number of conceptions in that age group increased for the first time in 11 years.¹ 25.2% of all conceptions in England led to a termination of pregnancy this was the second consecutive year that an increase had been seen.

Locally, in Nottingham the conception rate in under 18s in 2019 was 24.1 per 1000, this was higher than the national rate of 15.7 and higher than the comparator average of 20.8 with Nottingham being higher than most similar cities. 48.7% of all conceptions in under 18s led to an abortion in 2019, this was a significant increase from 27.8% in 2017.

Emergency contraception has the potential to reduce unintended pregnancy rates, thereby reducing the number of terminations. Equitable provision of and easier access to Emergency Hormonal Contraception via pharmacies that has the potential to improve the effectiveness of this contraceptive method by reducing the time interval between unprotected intercourse and initiation of treatment.

Levonelle 1500 a progestogen post-coital contraceptive (PCC) or Emergency Hormonal Contraceptive (EHC) containing Levonorgestrel or Ulipristal Acetate 30mg Tablet(s) in accordance with guidance set out in the associated Patient Group Direction (PGD) documents) will be provided on a Patient Group Direction (PGD) by trained community pharmacists in nominated Nottingham City pharmacies. Timely access to EHC is key to its potential success.

The need for provision of this service fits within national and local targets to reduce unplanned teenage pregnancy. Nottingham City's *'The Nottingham Strategic Council Plan 2021-23'* states as one of its targets is to reduce teenage pregnancy. Wards with high rates of teenage conception and termination of pregnancy within Nottingham City have been identified.

Pharmacy - A Way Forward for Public Health, published in 2017² sets out opportunities for commissioner and provider led action at a local level to realise community pharmacy's key role in enabling a healthier nation. It encourages commissioning of sexual health services through pharmacy, including access to EHC, condoms and signposting to appropriate sources of advice and support, particularly in disadvantaged areas.

2. Aims / Service Outcomes

1

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/conceptionandfertilityrates/bulletins/conceptionstatistics/2019>

2

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/643520/Pharmacy_a_way_forward_for_public_health.pdf

This Locally Commissioned Public Health Service (LCPHS) aims to provide part of a comprehensive sexual health service via an accessible local pharmacy, which will contribute to the improvement of health, sexual health and wellbeing and reduce inequalities in sexual health.

The key aims of the EHC service Locally Commissioned Public Health Service (LCPHS) are:

- To increase the knowledge, especially among young people, of the availability of emergency contraception and contraception from pharmacies.
- To improve access to emergency contraception and sexual health advice.
- To help contribute to a reduction in the number of unplanned pregnancies and termination of pregnancy rates especially amongst the teenage population.
- To increase the appropriate use of EHC by women aged 13 years to 24 years old that have had unprotected sex / contraception failed and help contribute to a reduction in the number of unplanned pregnancies in the client group.
- To refer clients, especially those from hard to reach groups, into mainstream contraceptive services.
- To increase the knowledge of risks such as STIs associated with unprotected sexual intercourse.
- To refer clients who may have been at risk of STIs to an appropriate service.
- To strengthen the local network of contraceptive and sexual health services to help ensure easy and quick access to advice.

The Provider (i.e. the pharmacy contractor) will be reimbursed the cost of the hormonal post coital contraception issued plus VAT on cost and a professional fee.

3. Service Description

- The Provider (i.e. the pharmacy contractor) will supply Levonorgestrel Emergency Hormonal Contraception (EHC) **or** Ulipristal Acetate 30mg Tablet(s) when appropriate to clients in line with the requirements of the Nottingham City Council Patient Group Direction (PGD). Clients from 13 years to 24 years of age are eligible to receive treatment.
- The Provider will offer a user-friendly, non-judgmental, client-centred, confidential service.
- The supply will be made free of charge to clients aged 13 years to 24 years.
- The Provider will ensure this pharmacy service is provided in compliance with Fraser guidance³. Pharmacists participating in the scheme **MUST** adhere to this child protection guidance.
- If the individual is less than 13 years of age the pharmacist should call the on-call doctor from the East Midlands Children and Young People Sexual Assault Service (EMCYPAS) for support and to decide who will administer EHC. In addition, a Safeguarding referral to Children's Social Care should always be made. This is because the Sexual Offences Act states that individuals under 13 years of age cannot consent to have sexual intercourse, therefore this is statutory rape. See the safeguarding section of this document for details on making EMCYPAS and Children's Social Care referrals.
- Further information can be found in the safeguarding section in this document.
- The Provider will link into existing networks for community contraceptive services (e.g. Nottingham University Hospital's Integrated Sexual Health Services or advice women to consult with their General Practitioner.
- The Provider will ensure clients excluded from the PGD criteria are signposted to another local service that will be able to assist them, as soon as possible, e.g. EMCYPAS, social care, GP, Integrated Sexual Health Clinics, or the Walk-In Centre.

³Fraser 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.

- The Provider will provide support and advice to clients accessing the service, including advice on the avoidance of pregnancy and sexually transmitted infections (STIs) through safer sex and condom use, advice on the use of regular contraceptive methods and provide onward signposting to services that provide long-term contraceptive methods and diagnosis and management of STIs.
- The Provider will provide verbal and written advice on the avoidance of STIs and the use of regular contraceptive methods, including advice on the use of condoms, to the client. This should be supplemented by signposting to a sexual health clinic that can provide treatment and further advice and care.
- The Provider will either offer a Chlamydia test or signpost the client to other Chlamydia testing services.
- The Provider must ensure that the consultation area used for provision of the service offers a sufficient level of privacy and safety.
- The accredited pharmacist (i.e. the Provider) will assess the need and suitability for a client to receive EHC, in line with the PGD. Where appropriate a supply will be made; where a supply of EHC is not appropriate, advice and referral to another source of assistance, if appropriate, will be provided.
- The Provider will ensure clients who have exceeded the time limit for EHC will be informed about the possibility of use of an intra-uterine contraceptive device (IUCD) and should be referred to a local service i.e. Nottingham University Hospitals Integrated Sexual Health Services as soon as possible.
- The Provider will apply inclusion and exclusion criteria during provision of the service. These criteria are detailed in the PGD.

Safeguarding

Local guidance on protection of vulnerable adults is available at:

<https://www.nottinghamcity.gov.uk/ncaspb>

National guidance on child protection 'DfE (2015) Working together to Safeguard Children. A guide to inter-agency working

to safeguard and promote the welfare of children. HM Government'. Is available at:

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

There is further national guidance from RCPCH (2014) Safeguarding Children and Young People: roles and competencies

for health care staff (2014). Intercollegiate document. Royal College of Paediatricians and Child Health. Available at https://www.rcpch.ac.uk/sites/default/files/Safeguarding_Children_Roles_and_Competences_for_Healthcare_Staff_Third_Edition_March_2014.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/>

Local safeguarding children procedures. Available at <https://www.nottinghamcity.gov.uk/ncscp>

Professionals with a child safeguarding concern – Nottingham City

Children and Families Direct is the single point of access for support and safeguarding services within Nottingham City.

Telephone: 0115 876 4800

Email: candf.direct@nottinghamcity.gcsx.gov.uk Fax: 0115 876 2927

Children and Families Direct is operational Monday to Friday 8:30am to 5:00pm.

Outside of these hours the telephone number should be used for emergency safeguarding enquiries only.

To make a Child Safeguarding Referral:

A Multi-Agency Referral form is available for professionals wanting to make a referral to Nottingham City Council Children's Services. Please find a copy of the template on the website (http://nottinghamshirescb.proceduresonline.com/files/multi_agency_referral_form.docx)

Providers (i.e. 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 permission of the client to share the information.

4. Requirements for Pharmacy Participation

- The Provider will ensure that the only person who will provide the service will be the accredited pharmacist who will be appropriately trained in the operation of the service, including sensitive, client centred communication skills.
- The pharmacist providing the service will be required to attend any relevant training provided.
- The pharmacist providing the service must sign the PGD.
- The Provider (i.e. pharmacist contractor) has a duty to ensure that other pharmacists (e.g. locums) and staff involved in the provision of the service are aware of local protocols.
- The Provider must maintain appropriate records to ensure effective on-going service delivery and audit. Records will be confidential and the Provider must ensure that the handling, storage and release of data conforms both to the requirements of the Data Protection Act 2018, GDPR and any local provisions, protocols and policies. All information should be stored securely and for a length of time in line with local NHS record retention policies.
- The Provider must have access to Pharmoutcomes data management system for recording consultations and reporting activity.
- The Provider must ensure that relevant service information is retained for the purposes of audit and the claiming of payment. Records of provision of EHC must be maintained and submitted to Nottingham City Council (the Commissioner) if requested.
- The pharmacist providing the service must have completed the Centre for Postgraduate Education (CPPE) Declaration of Competency for “Emergency Contraception” prior to initiating the service. On completion a copy of the certificate must be forwarded to Nottingham City Council.
- Each pharmacy will ensure they are as young person friendly as possible. The Provider will ensure that professionals comply with *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.

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.

Monitoring Data (Demographics)

The Provider must record the patient's age, gender, ethnicity, country of birth, school attended and residence as requested in the Pharmoutcomes data management system. This information must be submitted to the City Council via the Pharmoutcomes data management system. This information will be used for evaluation purposes and to inform future commissioning.

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.

Accreditation

Accreditation must be approved by Nottingham City Council before the pharmacy can provide the service. All 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 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.

Additional Information CPPE training which may support this service:

Emergency Hormonal Contraception Workshop
Sexual Health: testing and treating Open Learning Pack
Sexual Health: testing and treating Workshop
Contraception Open Learning Pack
Child Protection: a guide for the pharmacy team Open Learning Pack

Providers may wish to voluntarily undertake this training. It is recommended, but not compulsory to the provision of the service.

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.

5. Clinical Governance and Auditing

Serious Untoward Incidents (SUIs)

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

Safety Alerts

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 Provider's claims. This audit will assess whether information recorded on Pharmoutcomes can be appropriately validated. 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 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 Insurance

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

8. Quality Monitoring and Information Reporting Requirements and Information Reporting Requirements

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

Indicator	Method of Measurement	Annual Target	Frequency of Reporting
Number of claims per year	Pharmoutcomes	n/a	Quarterly
Service User Experience	Service User Surveys / Focus Groups / Patient Panels / Feedback Forms	85% rates their satisfaction with the service as 'Good' or 'Better'	Annually
Information Reporting Requirements			
Client age, gender, ethnicity, country of birth, school, postcode and GP details as requested by in the Pharmoutcomes data management system.	Pharmoutcomes	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.
- Review its standard operating procedures and the referral pathways for the service on a regular 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 Pharmoutcomes 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 2022 – 31st March 2031 (3+3+3 with annual review)

EHC	Payment
Payment per Consultation Fee carried out (women aged 13 years to 24 years)	£11.33
Payment per Levonelle* issued	£5.20
Payment per Ulipristal Acetate 30mg Tablet* issued	£14.05

**The Local Authority will review medication available for this service as part of the PDG refresh*

The Provider must detail the number of services delivered on Pharmoutcomes Online Data Management System within the agreed timescales. Full auditable records must be kept by the 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.