

2b - NO WORRIES

Service Specification No.	2b
Service	No Worries - Pharmacy
Authority Lead	Steve Maddern
Provider Lead	Pharmacy
Period	1st April 2019 – 31st March 2024
Date of Review	March 2020 & March 2021

1. Population Needs

This sexual health service specification aims to promote community pharmacies as centres of excellence, offering sexual health services (as detailed below) to patients and customers, being friendly and accessible to young people, and being proactive in targeting anyone aged 15-24 for the improvement of their sexual health.

Young people (aged 16-24) represent 12% of the population but are the age group most at risk of being diagnosed with a sexually transmitted infection, accounting for 65% of all Chlamydia, 50% of genital warts and 50% of gonorrhoea infections diagnosed in genitourinary medicine clinics across the UK in 2007 (Health Protection Agency, 2008). 30% of children and young people have experienced sexual violence.

No Worries! is the umbrella name for the Wiltshire young people's sexual health service offering friendly, non-judgmental advice and information and by participating and signing up to this 'No Worries' specification extends the Sexual Health Services available in the pharmacy. It enables venues to access free condoms, pregnancy testing kits and Chlamydia Screening kits for distribution to young men and women at risk of unintended conception and STIs. In addition, pharmacists may provide EHC (emergency hormonal contraception) to young women aged 13-24 years under a PGD (patient group directive) and provide treatment for Chlamydia positive young people and their sexual partners under a PGD.

Having this service available in pharmacies means young people have increased access to these services that are often time crucial. Pharmacies are well placed to offer the services locally and through extended hours and weekend opening, young people have access to the service outside of school, college or working hours.

2. Safeguarding

All staff who come into contact with children and young people have a responsibility to safeguard and promote their welfare and should know what to do if they have concerns about child protection. This responsibility also applies to staff working primarily with adults who have dependent children that may be at risk because of their parent/carers health or behaviour. To fulfil these responsibilities, all staff should have access to appropriate safeguarding training, learning opportunities, and support to facilitate their understanding of the aspects of child welfare and information sharing.

Public Health, Wiltshire Council have introduced a sexual health risk assessment tool which enables pharmacy staff to assess a young person for risk factors around their relationships and make an objective decision on whether you need to refer the young person to children's social care.

The risk assessment tool is integrated in the PharmOutcomes platform and must be completed for every consultation with those aged under 16 years. For those aged under 18 years a short evaluation of Child Sexual Exploitation (CSE) risk should be completed. Appendix 1 is a sexual health history assessment form to help you assess risk factors.

Fraser Guidelines

It is considered good practice for doctors and other health professionals to follow the criteria outlined by Lord Fraser in 1985, in the House of Lords' ruling in the case of Victoria Gillick v West Norfolk and Wisbech Health Authority and Department of Health and Social Security. These are commonly known as the Fraser Guidelines:

- The young person understands the health professional's advice;
- The health professional cannot persuade the young person to inform his or her parents or allow the healthcare worker to inform the parents that he or she is seeking contraceptive advice;
- The young person is very likely to begin or continue having intercourse with or without contraceptive treatment;
- Unless he or she receives contraceptive advice or treatment, the young person's physical or mental health or both are likely to suffer;
- The young person's best interests require the health professional to give contraceptive advice, treatment or both without parental consent.

3. Key Service Outcomes

The overall aim of this contract is to deliver a high quality sexual health service to the young people's population of Wiltshire and therefore improve their sexual health and reduce the rate of sexually transmitted infections, teenage conceptions & repeat terminations by providing swift access to services:

- that are friendly, patient centered and are accessible to young people
- that are confidential and non-judgmental

- that provide services which are based on good practice and are evidence based
- that have achieved or working towards achieving Young People Friendly the DH *You're Welcome* Criteria for making health services young people friendly.
- providing free condoms to young people and demonstrating their correct use and actively promote their use
- that have appropriate safeguarding measures in place if condoms are freely available.
- assisting young people to seek support and advice on sexual health from the pharmacy
- enabling the use of reliable methods of contraception which meet the young person's needs
- providing pregnancy testing and onward referral to support or abortion services as appropriate
- increasing access to Chlamydia testing
- providing timely access to testing and treatment for those who test positive for chlamydia and their sexual partners
- Encourage partner notification (PN) for those who test positive for chlamydia and when necessary to refer to the Sexual Health team at Salisbury Foundation Trust
- Providing EHC (emergency hormonal contraception) under a PGD (patient group directive). This service should be immediately accessible to young women presenting at the pharmacy. Reinforce messages around condoms and correct use. Provide advice on full STI testing

In addition to the above services pharmacies may provide additional services. See section 7 for payment schedule

- Outreach services may be provided in collaboration with local schools, youth groups or proactive targeted work for young people in Wiltshire aged 15-24 for the improvement of their sexual health
- Outreach for sexually transmitted infection prevention for young people in Wiltshire aged 15-24. Raising awareness of STIs, prevention and testing.

Sexual Health services should be provided by those who are trained and experienced. Even where direct testing and treatment is not available all practitioners will need to remain alert to the risks of STIs, including HIV when providing for wider health or sexual health needs

4. Scope

4.1 Aims and objectives of service

- To increase access for young people to advice about sexual health and contraceptive services
- To increase access to Chlamydia testing and treatment

- To know how and when to refer young people for more specialist advice, testing and treatment
- To increase access to free pregnancy testing and referral on to abortion, contraception or support services as appropriate
- To increase access to free condoms
- To increase the awareness of young people of the incidence and effects of STIs
- To increase the awareness of young people of how they can help reduce their risk of STIs and unplanned pregnancy
- To increase access to Emergency Hormonal Contraception for young women aged 13 -24 years
- To help increase health seeking behaviour among young people aged 13 -24 years

4.2 Service description/pathway

Pregnancy Testing

Having free pregnancy testing available through community pharmacies increases the opportunities for young women to access this time crucial service in places and at times that are more convenient for them. This client group may especially value the anonymity that accessing this service via a community pharmacy can provide. Pharmacies should order pregnancy testing kits by email to noworries.nhswiltshire@nhs.net.

There should be a robust referral pathway in place for those women who have a positive pregnancy test, but who do not wish to continue with their pregnancy. All young women attending for pregnancy testing, regardless of whether the test is positive or negative, should be encouraged to provide their mobile number or other contact details so that the 'No Worries' service can contact them to offer support to either book in to maternity services or to arrange for future contraception and this information should be entered into PharmOutcomes at the time of consultation.

Emergency Hormonal Contraception (EHC)

Emergency Hormonal Contraception, offers a time restricted intervention for young people who have either had unprotected sex or where another form of contraception has failed. Faculty of Sexual and Reproductive Health Guidance¹ (Updated January 2012) states "All eligible women presenting between 0 and 120 hours of UPSI or within 5 days of expected ovulation should be offered a Cu-IUD because of the low documented failure rate". (<http://www.fsrh.org/pdfs/CEUGuidanceEmergencyContraception11.pdf>)

Pharmacists should be aware of how they can refer young women for IUD fitting to GP practices or CaSH clinics if this is their wish. IUD fitting for EHC is effective for up to 5 days after unprotected sexual intercourse. The earlier the young woman has access to emergency contraception the better the chance of preventing an unplanned pregnancy. If the young woman does not wish to have an IUD fitted, Levonelle® (levonorgestrel 1500mg) or EllaOne® (ulipristal acetate) which are tablet forms of EHC - can be supplied under this LES via a PGD. Pharmacists are to have a discussion around the reason for EHC and provide advice to the young woman on contraception methods available and information on correct condom use to avoid condom failures.

Chlamydia Screening

We know that screening 35% of the population aged 15-24 years for Chlamydia and treating those found positive and their sexual partners will reduce the overall prevalence of Chlamydia in this age group. This includes screening carried out using self testing kits.

Pharmacies providing services under this contract should:

- make Chlamydia self-testing kits available – ideally where they can be picked up by young people without being observed.
- treat all young people aged 13 -24 years with a laboratory confirmed diagnosis of Chlamydia who can provide a *Freetestme* index number under the authority of a signed PGD
- treat and test the sexual partners (no upper age limit for partners) of those with a laboratory confirmed diagnosis of Chlamydia who attend with the index client above or are in possession of the index number issued by *Freetestme* under the authority of a signed PGD

Chlamydia testing kits, posters and promotional materials can be ordered through the No Worries! office.

The British Association for Sexual Health and HIV issued guidance in 2015 on the recommended treatment regime for uncomplicated chlamydia infection.

First line treatment is Doxycycline 100mg bd for seven days

Second line treatment is Azithromycin 1g orally in a single dose

All should be advised to abstain from sexual contact until patient and partner have completed treatment and for 7 days afterward.

Patients should be encouraged to retest after a minimum of 6 weeks (preferably between 10 and 12 weeks) after treatment completion.

If the patient is included in the exclusion criteria of the PGD with which treatment was issued, they should be referred to primary care or Sexual health clinic for treatment.

Condoms

Condoms should be freely available to those aged over 16 years. There is no restriction on how many can be supplied to each young person (within reason). If numerous condoms are being requested by an individual it may be prudent to ask if they are for their own use or if they are collecting them for friends who may not wish to come in themselves.

For those aged 13 years to 16 years:

- These young people should be consulted with in a private space such as a consultation room
- All young people aged 13 -16 years - and those older than 16 years who have additional needs which may make them vulnerable - will need to be assessed for Fraser Competency
- They should also be given a demonstration on correct condom use using a condom demonstrator. This can be done by any member of the team and does not need to be done by a pharmacist. Many venues have healthcare assistants or technicians providing this service.
- The young person should have a sexual health needs assessment completed to assess their vulnerability to Child Sexual Exploitation (CSE). This should be recorded on PharmOutcomes so that the Wiltshire Council Public Health team can be informed of the young person's attendance. This will include checks that they are not under pressure to have sex and is a good opportunity to discuss general sexual health, to promote chlamydia and other STI screening and to signpost for longer term contraception such as Long Acting Reversible Contraception (LARC).
- If the young person is assessed as Fraser competent, following the condom demonstration, they should be issued with 10 condoms to take away together with a No Worries! Card which will enable them to get more condoms without having to have another demonstration.
- If a young person presents who says they have already had a demonstration but that they do not have their card with them, they should have a demonstration and be assessed as Fraser competent before condoms are given.

4.3 Population covered

Young people aged 13 – 24 years

Partners (of any age) of patients diagnosed with a chlamydia infection.

4.5 Interdependencies with other services

Joint working and effective partnership pathways need to be in place between sexual health service providers and is crucial to achieving the following objectives and intended health outcomes for the local population

- To reduce the number of teenage conceptions
- To reduce the number of terminations
- To reduce the number of new cases of Sexually Transmitted Infections (STIs) and HIV by providing better access to screening, testing and treatment for STIs, sexual health promotion and improving access to GUM services
- To improve the uptake of Chlamydia screening through local implementation of the Chlamydia Screening Programme
- To encourage partner notification and the recording of numbers of partners treated

- To ensure the full range of contraceptive methods is offered and prescribed accordingly
- To reduce health inequalities by providing better access, better range of services, more integrated services, delivered by the most appropriate member of the team
- To provide a holistic approach to assessment of risk of STI, HIV and/or unplanned pregnancy, including consideration of other relevant health problems such as drug/alcohol misuse or mental health problems
- To keep records on the advice, counselling and treatment received by patients.
- To keep a register of all patients being treated under the enhanced service.

5. Applicable Service Standards

Staff Training

All healthcare professionals delivering this service will be required to demonstrate their professional eligibility, competence and continuing professional development to remain up-to-date and to deliver an effective service in line with national and local policies. Staff appraisal on an annual basis and at an appropriate level will also be required.

All pharmacists will be required to provide a copy of their declaration of competence (DoC) demonstrating their ability to deliver the commissioned services and this DoC should be completed and returned to us within 6 months of the new contract by 30th September 2019.

- Chlamydia testing and treatment
- Emergency contraception

The following CPPE packages (or subsequent updated versions) are available and should be completed as part of the DoC process and updated every three years:

- Sexual Health in pharmacies (e-assessment)
- Emergency Contraception (e-assessment)
- Dealing with difficult discussions (e-learning) or Consultation skills for pharmacy practice (e-assessment)
- Safeguarding children and vulnerable adults (e-assessment)

It is the pharmacist's responsibility to ensure their knowledge and skills are kept up to date, relevant to their roles and responsibility and updated every 3 years.

Pharmacists who transfer into Wiltshire from another area can provide us with their DoC.

Mandatory Training

Pharmacists should sign and return the appropriate page of all PGDs to the 'No Worries' service (Azithromycin, Doxycycline, Levonelle, EllaOne).

Training and educational opportunities are also available from Public Health Wiltshire Council please contact 0300 003 4565 or email noworries.nhswiltshire@nhs.net

DBS Checks

We will require the DBS certificate number and date of issue to be entered into PharmOutcomes to confirm that a certificate is in place for all pharmacists providing services under this contract. It is a requirement that any disclosures made on a DBS certificate are considered by the pharmacist's employer and any appropriate action taken to ensure a safe and quality assured service is provided.

Standard Operating Procedures

The pharmacy must have a standard operating procedure (SOP) in place for these services and SOPs are to be reviewed annually. The pharmacy contractor must ensure that pharmacists and staff involved in the provision of the service are aware of and operate within national and locally agreed protocols.

Health Promotion

Public Health, Wiltshire Council is responsible for the provision of health promotion and other promotional material, including leaflets on EHC, long-term contraception and STIs to pharmacies. Please request these via email to: noworries.nhswiltshire@nhs.net

Service Promotion

Public Health, Wiltshire Council will facilitate the promotion of the service locally, including the development of publicity materials and the use of nationally produced materials, to ensure young people and other local health care providers are aware that the service is available from local pharmacies. Pharmacies should use these materials to promote the service to the public and should ensure they coordinate their promotional activities with those of Public Health, Wiltshire Council

6. Quality Indicators

All pharmacies should ensure that the following Quality Indicators are met at all times:

- Pharmacist has completed their DoC and is up to date on their knowledge and skills to provide a well-informed service
- The pharmacy can demonstrate that pharmacists and other staff involved in providing these services are fully conversant with Fraser Guidelines and their implementation
- The pharmacy operates according to local and national safeguarding policies and is aware of who to contact regarding any safeguarding concerns
- The pharmacy has appropriate Public Health, Wiltshire Council provided health promotion and other material available for the client group, actively promotes its uptake and can discuss the contents of the material with the client, where appropriate.
- The pharmacy has up to date information available regarding other local support services (e.g. smoking cessation, weight loss, problematic alcohol or drug use and is aware of how to refer young people to these services.

- The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- The pharmacy displays “This is a No Worries venue” see appendix 2 which is available from the No Worries office.
- The pharmacy has a confidentiality policy, reviewed annually and which applies to those aged under 16 years.
- The pharmacy has a confidentiality statement, which includes those aged under 16 years, displayed prominently in several positions within the pharmacy see appendix 3 which is available from the No Worries office.
- The pharmacy has a notice, visible when the pharmacy is closed, directing young people to other local sexual health service providers and especially details of where EHC can be obtained locally when the pharmacy is closed (e.g. Minor Injuries Units or Accident and Emergency Units or local 100 hour pharmacies)
- In the event that the pharmacy is, for a short period, unable to provide services under this specification (for instance when a locum pharmacist is employed who is not *No Worries!* trained) **it will be the responsibility of the pharmacy to inform the *No Worries!* office in advance of the break in service** provision on 0300 003 4565 or by email to noworries.nhswiltshire@nhs.net
- The pharmacy participates in an any Public Health, Wiltshire Council organised audit of service provision.
- The pharmacy co-operates with any national or Public Health, Wiltshire Council led assessment of service user experience.
- The pharmacy is in contact with the *You’re Welcome* Lead at Public Health, Wiltshire Council and is working towards *Young People Friendly* accreditation
- The pharmacy fulfils the Terms of Service for pharmacists of the NHS (Pharmaceutical Services Regulations 2013).
- Pharmacist has completed their DoC and is up to date on their knowledge and skills to provide a well-informed service

7. Payment schedule

There are several components to the payment schedule for the No Worries service these will be paid retrospectively, quarterly on the submission of an activity return via PharmOutcomes.

Each No Worries pharmacy will be eligible and encouraged to achieve Young People Friendly accreditation to evidence their good practice and willingness of young people to access services.

There is an enhanced element to the service, this activity is encouraged and entails engagement with your local community to provide outreach and targeted work for young people in Wiltshire aged 15-24

<i>Activity</i>	<i>fee</i>
Achieving young people friendly (Payment made on accreditation and re-accreditation)	£55
Pregnancy Testing consultation (PH will provide pregnancy tests)	£15.50
EHC standalone consultation (per appointment)	£15.50
EHC consultation plus condom demonstration and supply of condoms	£17.50
Condom consultation with demonstration and condom supply to 13 – 16 year olds (risk assessment to be completed)	£15.50
Supply of EllaOne	£15.50
Supply of Levonelle	£6.00
Chlamydia treatment consultation (per appointment)	£15.50
Supply of Azithromycin (1g)	£1.65
Supply of Doxycycline (100 mg)	£2.00
Outreach / Community Engagement Event	£50.00

Appendix 1

Sexual Health History

Patient name _____

D.O.B ____/____/____

Male / Female

If under 16 consider: <input type="checkbox"/> Confidentiality (limits) <input type="checkbox"/> Who they live with <input type="checkbox"/> School / other <input type="checkbox"/> Fraser ruling <input type="checkbox"/> Age of current partner <input type="checkbox"/> Age at first sexual intercourse (SI) <input type="checkbox"/> Referral if appropriate (child protection, school nurse, GUM etc)			
Reason for attendance: 			
Sexual History: When was last SI? Regular / casual partner? Duration relationship? Type of sex? Condom use? Country of origin? 1 2 3 N° of sexual contacts in last ⁶ / ₁₂ :			
Partners' details - <u>ever</u>: <input type="checkbox"/> Endemic areas <input type="checkbox"/> IVDU <input type="checkbox"/> Bisexual (for females) <input type="checkbox"/> MSM (for males) Test for HIV / hepatitis B/C	Past history of STIs: <input type="checkbox"/> Chlamydia <input type="checkbox"/> Gonorrhoea <input type="checkbox"/> Other Other risks Past/present IVDU (test for HIV / hepatitis B/C)	PMH: Past gynae history (TOP, pregnancy)	DH / current contraception: Past contraception:
Last NORMAL period: Cycle length:	Contraception discussed today? <input type="checkbox"/> Contraindications considered <input type="checkbox"/> Pill teach <input type="checkbox"/> Implanon referral <input type="checkbox"/> Contraception counselling	Emergency contraception? <input type="checkbox"/> Where to get <input type="checkbox"/> EPOC given today <input type="checkbox"/> IUD today (or referral / advice)	Pregnancy test <input type="checkbox"/> Negative <input type="checkbox"/> Positive
Tests: <input type="checkbox"/> Offered? <input type="checkbox"/> Self taken chlamydia <input type="checkbox"/> STI screen (endocx chlamydia, GC; HVS) <input type="checkbox"/> HIV / syphilis <input type="checkbox"/> Hepatitis B/C (If risk identified)			
Diagnosis / management / treatment: 			
Further advice: <input type="checkbox"/> Condoms given? <input type="checkbox"/> Condom demonstration? <input type="checkbox"/> Safer sex / no SI if on treatment <input type="checkbox"/> OCP interaction if abs <input type="checkbox"/> Importance contact tracing	Referral to: <input type="checkbox"/> GUM <input type="checkbox"/> Counselling <input type="checkbox"/> TOP <input type="checkbox"/> Other _____	Preferred method of contact: <input type="checkbox"/> Home tel: <input type="checkbox"/> Mobile: <input type="checkbox"/> Letter – address:	

Signed (print) _____

Date _____

Appendix 2



This is a No Worries! venue

No Worries! is a young people friendly service for 13-24 year olds.

We offer **confidential** advice on sexual health issues and contraception to **all young people**.

- Emergency hormonal contraception
- Pregnancy testing
- Condoms and condom demonstration
- Chlamydia treatment and testing
- Information on contraception
- Advice and support around sexual health

If you are aged between 13-24 and would like to use the service, ask for a No Worries! appointment.



Appendix 3

No Worries!

www.facebook.com/NoWorriesWiltshire
0300 003 4565

Confidentiality

We offer **everyone**, including those under 16, a **free** and **confidential** sexual health service.

We would **only** share your information with other professionals to **protect you** or others from serious harm. We would **always** try to discuss this with you first.

If you have **any questions** about **confidentiality** please feel free to speak to the clinic nurse or doctor.

Wiltshire Council
Where everybody matters