



Clinical Community Pharmacy Service: Emergency Contraception

Service specification for the Emergency Contraception element of the Clinical Community Pharmacy Service in Wales

Authors

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1	First approved version	21 Feb 2022

1. INTERPRETATION

- 1.1. The definitions set out in The Pharmaceutical Services (Clinical Services) (Wales) Directions 2022 (or subsequent iterations of this document) apply to this specification.
- 1.2. “CCPS” means the Clinical Community Pharmacy Service, or one of the component services included within it.
- 1.3. “Local Health Board” (LHB) means the Local Health Board that the pharmacy in which the service is being provided is located.
- 1.4. “Patient” means any person in receipt of the service.
- 1.5. “Pharmacist” means a person registered in Part 1 of the GPhC register or in the register maintained under Articles 6 and 9 of the Pharmacy (Northern Ireland) Order 1976.
- 1.6. “Pharmacy” means any premises included on a health board pharmaceutical list where a pharmacist provides drugs or services as part of pharmaceutical services.
- 1.7. “Pharmacy Contractor” (or “Contractor”) means a person lawfully conducting a retail pharmacy business.
- 1.8. Patient/woman: a person who accesses the service¹

2. SERVICE AIM

- 2.1. To provide, where clinically indicated, a supply of emergency hormonal contraception (EHC) at no cost to the patient, as specified within the nationally agreed Patient Group Direction (PGD), and to provide sexual health advice.

3. SERVICE OUTCOMES

- 3.1. To improve access to emergency contraception and sexual health advice through community pharmacy.
- 3.2. To increase the use of EHC by women who have had unprotected sexual intercourse (UPSI) and help contribute to a reduction in the number of unplanned pregnancies and the costs associated with unplanned pregnancies.

¹ We acknowledge, in line with RCOG and FSRH, that other people (such as transgender men and non-binary people) can also be at risk of pregnancy. In recognition of this, ‘women’ and ‘people who are at risk of pregnancy’ are used interchangeably in this service

- 3.3. To refer patients, especially those from hard to reach groups, into mainstream contraceptive services.
- 3.4. To increase the patient's knowledge of the prevalence of Sexually Transmitted Infections (STIs), the risks associated with STIs and how to protect themselves from STIs.
- 3.5. To refer patients who may have been at risk of STIs to an appropriate support service.
- 3.6. To broaden the local network of contraceptive and sexual health services.

4. SERVICE OUTLINE

- 4.1. The pharmacy shall supply EHC, where clinically indicated, to patients aged 13 years and over in accordance with the requirements described in the nationally agreed PGD and subject to 4.9
- 4.2. The pharmacy will offer a user-friendly, non-judgmental, patient-centred and confidential service.
- 4.3. All supplies shall be as part of the NHS Wales service and shall be made at no cost to patients.
- 4.4. The pharmacy shall provide advice on the avoidance of pregnancy including the use of contraception and shall signpost patients to services that provide ongoing contraception support.
- 4.5. The pharmacy shall provide advice on the prevention of STIs through safer sex and use of condoms.
- 4.6. The pharmacy shall signpost patients to services that provide diagnosis and treatment for STIs.
- 4.7. The pharmacy shall be linked into existing sexual health services such that patients with ongoing needs can be referred to appropriate services effectively.
- 4.8. Patients excluded from the PGD shall be referred to appropriate local NHS services able to meet their needs.
- 4.9. The service shall be offered in accordance with Fraser guidance and any guidance issued by the Welsh Assembly Government in relation to the provision of confidential sexual health advice and/or treatment for patients aged 13 years or over.

- 4.10. The pharmacy shall complete the relevant section of the Choose Pharmacy module for each consultation to ensure effective ongoing service delivery and audit.

5. PROVIDER RESPONSIBILITIES

- 5.1. Contractors wishing to provide this service will indicate this through submission of a Premises Listing Form to the NHS Wales Shared Services Partnership
- 5.2. The contractor shall ensure that the service is provided only by registered pharmacists who:
 - 5.2.1. Meet the training requirements, set out by HEIW, for this service
 - 5.2.2. Have completed safeguarding children and young people “level 2” training within the previous three years;
 - 5.2.3. Are listed on the AWPD for provision of this service
 - 5.2.4. Have signed a copy of the PGD for each LHB in which they provide this service; and
 - 5.2.5. Have successfully completed an enhanced Disclosure and Barring Service check.
- 5.3. Pharmacists must maintain compliance with the requirements set out in 5.1.
- 5.4. Contractors wishing to provide this service will indicate this through submission of a Premises Listing Form to the NHS Wales Shared Services Partnership
- 5.5. Other than with the agreement of their Local Health Board, the contractor shall ensure that the service is provided from a consultation area which:
 - 5.5.1. Must be a clearly designated area for confidential discussion which is distinct from the general public areas of the pharmacy; and
 - 5.5.2. Must be an area where both the patient receiving the service and the registered pharmacist can sit down together and talk at normal speaking volumes without being overheard by other visitors to the pharmacy or by any other person, including pharmacy staff.
- 5.6. The contractor shall ensure that pharmacists providing the service have indemnity insurance covering the provision of the service.

- 5.7. All support staff shall be fully informed and suitably trained in relation to their involvement in the service. For the purpose of this agreement, staff shall include any person or persons employed or engaged by the contractor, to provide any part of the service.
- 5.8. The contractor shall have awareness of, and ensure the service is provided in accordance with any relevant standards.
- 5.9. The contractor shall ensure that all standards required by the General Pharmaceutical Council, so far as they relate to pharmacy owners and superintendent pharmacists, are met.
- 5.10. The contractor shall make available a copy of the PGD such that it can be signed by pharmacists providing the service.
- 5.11. The contractor shall ensure that, prior to entering into any agreement to provide the service; they are satisfactorily complying with his or her obligations under The Pharmaceutical Services (Clinical Services) (Wales) Directions 2022 and have a system of clinical governance that is acceptable.
- 5.12. The contractor shall participate in any reasonable publicity of the availability of the service required by the Local Health Board and shall not publicise the availability of the service other than with the agreement of the Local Health Board.
- 5.13. The contractor shall notify the Local Health Board of circumstances which result in the temporary unavailability of the service for a period of more than 14 days.
- 5.14. Pharmacists shall use their professional judgement to consider and where appropriate act on any child protection and or safeguarding issues coming to their attention in the course of providing the service.
- 5.15. Pharmacist who chooses not to supply EHC for ethical reasons must treat the matter sensitively and advise the patient of an alternative source of supply available within the timeframe for emergency hormonal contraception to be effective.