

LONDON BOROUGH OF WALTHAM FOREST
SERVICE SPECIFICATION FOR THE PROVISION OF: COMMUNITY PHARMACY
SEXUAL HEALTH SERVICES

April 2021 to March 2024

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1 Introduction and sexual health need in Waltham Forest

1.1 Waltham Forest Council are committed to improving the sexual health of our residents and to reducing health inequalities in sexual health outcomes.

1.2. Community pharmacies play an important role in supporting residents with their sexual health, improving access to free sexual health services, and providing choice for residents.

1.3. Key outcomes of pharmacy sexual health services include reducing prevalence and onward transmission of sexually transmitted infections, reducing unintended pregnancies and increased diagnosis and early management of Chlamydia. A full list of outcomes and which pharmacy sexual health service contributes to them can be seen in Appendix 8.

1.3. Sexual health services in pharmacy are part of the overall sexual health service offer in Waltham Forest, with other sexual health services Commissioned by the London Borough of Waltham Forest including the All East Integrated (Specialist) Sexual Health Service; a young people's STI screening service for 15 to 24-year olds offering outreach and online testing for Chlamydia and Gonorrhoea; a London-wide e-service which Waltham Forest residents can access, for all ages, offering testing for Chlamydia, Gonorrhoea, Hepatitis B, Hepatitis C and HIV via the Sexual Health London website¹ (including an online HIV testing service for those considered high risk²) and sexual health services, advice and information from GPs across the borough.

1.2 The London Borough of Waltham Forest also commission an internal Sexual Health Outreach team who deliver the Come Correct Programme (C-Card), opportunistic STI testing in the community to all age groups to test for Syphilis, Gonorrhoea, Hep B & C and HIV, as well as the provision of STI tests for 13-15 year olds (in line with Fraser Competencies).

1.3 Some key statistics about sexual health outcomes and need in Waltham Forest can be seen in Appendix 1

2 Duration

2.1 This service level agreement covers the period 1st April 2021 to 31st March 2024 or until the service is terminated according to the contract conditions. Service specifications will be reviewed annually by the commissioner.

3 Service description

3.1. Pharmacies will deliver **essential sexual health services** as outlined below.

3.2. In addition to essential sexual health services, pharmacies may also sign up to provide **enhanced sexual health services** which include emergency hormonal contraception, Chlamydia treatment, and Pregnancy testing.

3.3. Pharmacies providing enhanced sexual health services will be required to be accredited to deliver these enhanced services, and to have signed a contract to deliver these services in advance of providing them.

¹ <https://www.shl.uk/>

² <https://www.test.hiv>

3.4 The pharmacy/pharmacist providing the service to clients on behalf of LBWF must first check whether the client is a resident of the London Borough of Waltham Forest before offering any service (i.e. providing address and postcode). The following web-page can be used to check whether the resident lives within the LBWF boundaries and is eligible for the free sexual health services offered: <https://mapit.mysociety.org/>.

3.5 Pharmacies providing essential sexual health services:

3.5.1 Providers of essential sexual health services will deliver all the below:

- Chlamydia/gonorrhoea testing for those aged 15-24
- C-Card (condom) registration and condom provision to those aged 13-24

3.5.2 Pharmacies providing essential sexual health services will also be expected to be able to provide general sexual health advice and guidance to residents as required; including what services are available in the borough i.e. testing and LARC, and how to access them. Pharmacies will be required to provide any relevant signposting materials to patients, and/or direct patients to All East services, their GP, and the council website (if required). Please see Appendix 4.

3.5.3 If an individual reports having had recent unprotected sex with someone who is HIV positive, immediately refer/signpost them to All East (see contacts in Appendix 4) to discuss if post exposure prophylaxis (PEPSE) might be appropriate, and for testing/support if required. Other services that are available for HIV testing are Positive East and SHL.UK. Please see further information in Appendix 4.

3.5.4 The commissioner will circulate information in the form of a leaflet (if available), and provide updated refresher slides which will be circulated to all pharmacies delivering these services

3.5.5 Providers are required to contact the Sexual Health Outreach Manager (see Appendix 4 for contact details) if staff leave or join the pharmacy and wish to deliver essential sexual health services. This allows for additional training to be set-up to ensure all staff members are aware of Chlamydia Screening and C-Card.

3.5.6 The provider will adhere to the key service requirements under each sub-heading for services deemed “essential”.

Essential sexual health service: Chlamydia/Gonorrhoea screening for those aged 15-24

3.5.7 Offer a Chlamydia/Gonorrhoea test to young people aged 15-24 who are a resident of Waltham Forest at every opportunity (e.g. when service user requests or purchases condoms, when oral contraceptive pills are dispensed and supplied to patients and when supplying EHC (including those who purchase it) or when accessing C-card.

3.5.8 If the client is believed to be under 15 years, the pharmacist can provide a kit but must also apply the Fraser Competencies. It is encouraged that the pharmacist supports the individual with their sample and ensure the Fraser Competencies box is ticked on the form if the young person meets the guidelines. Providers should also consider the possibility of sexual abuse in any child or young person with Chlamydia, particularly in the following circumstances, and/or if young person is not Fraser Competent or there is concerns, please refer to MASH and Havens. Please see [Appendix 7, section 3 IV](#).

3.5.9 The young person is 13-15 years of age, unless there is a clear evidence that the STI was

- acquired from consensual sexual activity with a peer.
- 3.5.10 The young person is 16-17 years of age and there is no clear evidence that the STI was acquired from consensual sex activity and/or there is a clear difference in power or mental capacity between the young person and their sexual partner, or there is concern that the young person is being exploited.
- 3.5.11 Advise on how to use the Chlamydia/Gonorrhoea kit, how to return it for testing and how they will be notified of their results and any treatment required.
- 3.5.12 Chlamydia screening kits are unisex and are packed with both vaginal swab and urine sample container. Advise that for women, a self-taken vulvovaginal swab (VVS) would be the most effective, and Urine tests can be offered if VVS is declined. Advise that for men, a urine sample is required.
- 3.5.13 Ensure that Patients know how to do the test correctly to reduce the likelihood of false test results (false positive or false negative), and to complete the test form and sample are posted on the same day as the sample is taken.
- 3.5.14 If appropriate, pharmacies may offer to collect the sample from the individual, check the contents of the box and post it on behalf of the client.
- If completing the test at the pharmacy, the Provider shall ensure that Users/clients complete the Test Request Form completely and provide or signpost the Users/clients to private toilet facilities in order for them to be able to produce a urine or swab sample. Screening is primarily through provision of a urine sample, though women are offered the option of a self-taken vaginal swab.
 - The provider will check the kit (correct forms/sample) and post on behalf of the client with consent.
- 3.5.15 Advise on the benefits of accepting a Chlamydia/Gonorrhoea test.
- 3.5.16 Give brief intervention advice on the frequently symptomless nature of Chlamydia/Gonorrhoea and the consequences of untreated infection.
- 3.5.17 Offer to register them for a C-Card (if aged 13-24) or offer condoms, lubrication, dental dams or femidoms when the C-Card number is produced. C-cards are available from <https://www.alleast.nhs.uk/>. The online service is available for 16-24 year old's only. Those under the age of 16, would need to be assessed by the trained staff member before issue. A 12 digit number will be issued via automatic email and the pharmacy would log this 12 digit number as an encounter and issue products accordingly.
- 3.5.18 A patient declaring symptoms suggestive of sexual ill health should be signposted to All East sexual health service, their GP or other appropriate service: <https://www.alleast.nhs.uk/>.
- 3.5.19 Patients should be made aware that recently acquired STI may not be detected and that they may need to be retested after the appropriate window period. It can take up to 2 weeks post-infection before Chlamydia/gonorrhea will show positive in a urine or swab test. The patient may wish to take an additional kit in order to retest after the appropriate window period.
- 3.5.20 Patients who decline a test at the time should be given details of how to obtain a free kit via www.freetest.me (Chlamydia and gonorrhea tests for those aged 15-24) or <http://www.shl.uk> for all aged over 16. For patients that are aged 15, they will need to come back to the pharmacy (or visit another pharmacy) that is participating to claim their kit. For patients that are under 15 years old (13 and 14), a kit can be provided if Fraser guidelines have been followed, and this has been ticked on the screening form. Please also complete a safeguarding referral to MASH and Havens (see Appendix 7, section 3 IV).
- 3.5.21 Follow up of positive result and partner notification will be carried out by Terrence Higgins Trust. Preventx will supply test kits, pre-paid postage and notify patients of negative results.
- 3.5.22 Patients should be made aware if the Pharmacy also offers the Chlamydia Treatment service, and that if their results are positive, the patient can ask Terrence Higgins Trust to arrange collection of treatment at that pharmacy.
- 3.5.23 Additional Chlamydia and Gonorrhoea screening kits may be also be provided to the client

- for their partner(s) if the individual is aged 16 and over and is resident in the borough. Alternatively, partners can be signposted to SHL.UK for a home-test kit.
- 3.5.24 The service should be user friendly, non-judgmental, patient-centered and a confidential service.
 - 3.5.25 Provide information on the range of contraception choices available including Long Acting Reversible Contraception (LARC) to prevent STIs or unwanted conceptions.
 - 3.5.26 If you have any questions regarding set-up or require additional kits please contact the Sexual Health Outreach Manager, Jacqui King- contact information can be found in Appendix 4.

Essential sexual health service: C- Card (Condom distribution)

- 3.5.27 The C-Card Scheme allows young people aged 13-25 years access to free contraception within services they already frequent such as pharmacists, schools, colleges, clinics, hospitals, and sports centers. The C Card is a small plastic card which is given to the young person during registration. It has an individual barcode on the back of the card which is recorded at each visit. Young people can then access free condoms where they see the come correct logo.
- 3.5.28 The C-Card scheme can also be issued online whereby a young person between 16-24 years old completes an online form, watches a condom demonstration and is given terms and conditions before completing registration. An automated email is sent to the young person with a 12-digit number. This is their C-Card barcode to access the service in outlets across London.
- 3.5.29 It is a pan London Scheme and young people can identify a registered outlet by the window sticker displayed or by using the Come Correct Website for outlet locations and opening times, as well as via the free C-Card app found in Google Play or the App store.
- 3.5.30 If not previously set-up to deliver Come Correct (C-Card) in pharmacy, providers will:
- 3.5.31 Notify the Waltham Forest Council commissioner and Jacqui King (young person's sexual health outreach manager). Contact details can be found in Appendix 4.
- 3.5.32 Undertake the relevant Young People's Sexual Health and Signposting training, as described in Appendix 6. If any additional training specific to C-Card is required, please email the Sexual Health Outreach Manager.
- 3.5.33 Log all new C-Card registrations onto the system within 24 hours to activate the young person's C Card. This enables them to access other services without delay. Repeats must be logged onto the system within 1 week.
- 3.5.34 Inform young people that after registration they can use their card once a week at any registered outlet, and 8 condoms will be supplied at each visit as standard, unless they require other products such as dental dams, femidoms or lubrication (which are available on request).
- 3.5.35 Allow the outlet to be posted onto the Come Correct website and App, giving free advertising to the pharmacy outlet, and allowing young people access to opening times and location of the outlet. The provider will also check the website and app regularly to ensure services and opening times are up to date. If any changes need to be made, please contact the Sexual Health Outreach Manager (contact details in Appendix 4).
- 3.5.36 Pharmacy outlets and all relevant pharmacy staff will have all contact details for the Sexual Health Outreach Manager and LBWF Commissioning team should they require further supplies or advice. Contacts can be found in Appendix 4.
- 3.5.37 When delivering this service, any named pharmacist lead will:
- 3.5.38 Ensure a private space for registrations, providing the young person with the opportunity to raise any issues and ask any relevant questions
- 3.5.39 Ensure all trained staff offer a condom demonstration to the young person. If they refuse, please signpost to the C-Card App, YouTube condom demonstration video or C-Card website

for virtual demonstrations.

- 3.5.40 If the young person is under 16 or may otherwise be vulnerable (for example has learning difficulties), special attention is needed to ensure that abuse or sexual exploitation is not occurring. The pharmacist must apply the Fraser Guidelines. A copy of the guidelines will be issued during training for this service.
- 3.5.41 Ensure proper storage of condoms in a safe, cool, and dry space
- 3.5.42 Ensure that condoms are only given to clients registered with Come Correct
- 3.5.43 Offer general advice on STIs and preventing unwanted pregnancies
- 3.5.44 Report and follow up any safeguarding concerns in line with the safeguarding policies and procedures for their establishment.
- 3.5.45 Actively advertise the scheme to young people and ensure that all untrained staff have enough information about the scheme to signpost if trained staff are not available
- 3.5.46 Ensure all registrations, c card reissues and repeat encounters are logged onto the come correct website (<https://ccard.therapyaudit.com/london/>) within the specified timeframes
- 3.5.47 If an individual is not eligible for condoms through the C-card scheme (e.g. over the age of 25), patients requesting condoms should be signposted to alternative sources of condoms and lubricant, All East <https://www.alleast.nhs.uk/> or commercial sales where appropriate.
- 3.5.48 Contact the Sexual Health Outreach Manager if you require supplies or advice, contact details can be found in Appendix 4.
- 3.5.49 Signpost young people to local sexual health services as appropriate
- 3.5.50 Yearly refresher training will be a requirement for all pharmacists delivering this service, and this can be undertaken by reading through updated slide-sets which will be circulated by the Sexual Health Outreach Manager/Commissioners or by attending a virtual training organised by the Sexual Health Outreach Manager.

3.6 Pharmacies providing enhanced sexual health services

- 3.6.1 Providers of enhanced sexual health services will deliver all essential services, and their service requirements, as well as offering additional services:
 - Emergency Hormonal Contraception
 - Chlamydia Treatment
 - Pregnancy Testing Service for all ages
- 3.6.2 The provider will adhere to the key service requirements under each sub-heading for services deemed “enhanced”.

Emergency Hormonal Contraception (Enhanced sexual health service)

- 3.6.3 For the 2021/22 financial year, the LBWF will be piloting the dispensing of Ulipristal-Acetate (where service users require) as well as Levonorgestrel. This will be reviewed at the end of the financial year to see if this will continue to be commissioned in future service specifications.
- 3.6.4 At least one lead pharmacist must be trained to deliver EHC for this service to be delivered in Pharmacy
- 3.6.5 Pharmacies/pharmacists who have completed relevant training, are authorised to use the PGDs and who have signed up with the council to deliver emergency hormonal contraception (EHC) will:
- 3.6.6 Offer free emergency hormonal contraception (EHC), where clinically indicated, Levest (Levonorgestrel) within 96 hours, and Ella-One (Ulipristal Acetate) within 120 hours, of earliest risk to females aged 15 years of age or older; or aged at least 13 – 15 years old who are deemed to be Fraser competent under a Patient Group Directive (PGD).
- 3.6.7 If individual is aged Under 16 and is not Fraser Competent, EHC should not be dispensed and

- safeguarding referral (MASH and Havens) should be made. See [Appendix 7, section 3 IV](#).
- 3.6.8 All females receiving this service are to be resident and registered with a GP in Waltham Forest.
- 3.6.9 Advise the patient requesting EHC that an Intrauterine Device (IUD) is more effective than an oral method of contraception and can also be used as a long-term method of contraception. These are available from some GP's or All East. If the patient would prefer an IUD, they should be signposted to relevant services - call All East on 07415 781 648 (Sir Ludwig Guttmann) or 07809 101 494 (Ambrose King Centre) **(PLEASE DO NOT GIVETHIS NUMBER TO PATIENTS)** explaining emergency contraception (IUD) is needed and requires an urgent appointment or contact their GP who may offer this service. If an appointment/fitting cannot be made there and then, it is advised that the pharmacist direct the woman to a suitable service (as above) and give her an oral method in the interim.
- 3.6.10 If EHC is not able to be provided in the temporary absence of the accredited pharmacist, signpost the client immediately to another EHC provider, for example All East sexual health services or another pharmacy offering this service.
- 3.6.11 In the event of a client accessing EHC twice or more within a 6-month period (which is shown on the PharmOutcomes consultation form), a client should be signposted to All East sexual health services or their GP for support with long-term contraception and the recommendation of referral should be recorded on the PharmOutcomes form. If the individual is under the age of 16, the pharmacist should refer the individual to the Barts Health Advisor team by emailing bartshealth.AllEastHealthAdviserReferrals@nhs.net. Or calling the below Barts Health Advisor Mobile numbers:
07715812663 – Ambrose King Centre
07715812664 – Sir Ludwig Guttmann Centre
- 3.6.12 For patients presenting for EHC and aged 13 to 25 years, the pharmacy will offer to register the young person for a C card.
- 3.6.13 For patients presenting for EHC and aged 15 to 24 years of age will offer Chlamydia and Gonorrhoea screening.
- 3.6.14 For patients presenting for EHC, the Pharmacist will ensure that service information on the full range of local sexual health services (including how to access Pre-exposure Prophylaxis (PEP) and Post-exposure Prophylaxis after sexual exposure (PEPSE) is also provided.
- 3.6.15 Pharmacies providing this Service will be required to attend training as directed by the commissioner, to ensure the effective delivery of this service. Staff must have completed and be up to date with all required training e.g. PGD training, CPPE training. A full list of required training can be found in Appendix 6.
- 3.6.16 All requests for the service shall be dealt with sensitively and discreetly. Pharmacy counter staff must refer all such queries to the Pharmacist without delay.
- 3.6.17 The accredited pharmacist must personally speak with and counsel the person requesting treatment. Advice may be given over the telephone. Where possible, the accredited pharmacist will ensure that the client takes the medication on site.
- During COVID-19, if it is not possible to see clients face-to-face, due to restrictions, telephone consultations, plus delivery/posting of the Emergency Hormonal Contraception may be acceptable. Please discuss this with commissioner before commencing.
 - Furthermore, during COVID-19, if the accredited pharmacist who completed the telephone consultation is not available to dispense the medication to the individual, the consulting pharmacist can pack the medication under the PGD, and then allow another healthcare professional to identify the patient and hand over the package.
- 3.6.18 EHC may only be supplied by an accredited pharmacist, who has been trained and authorised to operate under the approved PGDs.
- 3.6.19 Pharmacy counter staff must be trained to refer each request for supply of EHC under the

scheme to the accredited pharmacist.

- 3.6.20 Friends, relatives and other third parties may NOT collect a supply of EHC on behalf of the intended User.
- 3.6.21 EHC must where possible, be taken in the presence of the pharmacist
- 3.6.22 During the consultation, the pharmacist must obtain the information required for correct paperwork completion and record keeping before making any recommendation regarding EHC. It is important to collect all the information required for monitoring purposes. This includes full patient details, which will allow the Authority to monitor repeat access to EHC across the borough.
- 3.6.23 Where appropriate a supply will be made; where a supply of EHC is not appropriate, advice and referral to other sources of assistance, if appropriate, should be provided. Clients who have exceeded the time limit for EHC will be informed about the possibility of use of an IUD and should be signposted to All East sexual health services as soon as possible and advised to book an urgent appointment. The pharmacist can do this on the clients behalf by phoning All East on 07415 781 648 (SLG) or 07809 101 494 (AKC) **(PLEASE DO NOT GIVETHIS NUMBER TO PATIENTS)** explaining emergency contraception (IUD) is needed and requires an urgent appointment (and EHC cannot be supplied).
- 3.6.24 Please note: the onward referral form for EHC to All East services is currently paused during Covid-19. This may change within the specification period, and pharmacists will be updated. Please ensure “Sexual Health Advice, Information and Signposting service” is offered, and this part of the form is filled in to receive top-up payment (see section 6.2.7). Service users must be provided with a sexual health advice and support leaflet and asked to arrange a telephone triage call with All East for further contraception services i.e. emergency IUD fitting.
- 3.6.25 Pharmacists should consider the most relevant supply of EHC for dispensing to the patient and procedures involved with supply, as follows:
- A single pack of Levonorgestrel (LNG) 1.5mg/ or double pack 3mg shall be the supplied under the PGD if:
 - The pharmacist is satisfied that EHC is appropriate
 - The pharmacist is satisfied that LNG is the most appropriate method of EHC
 - The UPSI is within 96 hours
 - The pharmacist is satisfied that the client understands the circumstances in which EHC will be effective.
 - A single pack of Ulipristal Acetate (UPA) 30mg (Ella One) shall be supplied under the PGD if:
 - The pharmacist is satisfied that EHC is appropriate
 - UPSI is less than 120 hours
 - The pharmacist is satisfied that UPA is the most appropriate method of EHC or it is not clinically suitable for the client to have LNG
 - The pharmacist is satisfied that the client understands the circumstances in which EHC will be effective
 - Pharmacists should be aware that for women over the BMI of 30, 1.5 mg of Levonorgestrel or 30mg of Ulipristal Acetate may not be effective, and additional dose of Levonorgestrel may be required. See guidance [here](#) and within the PGD.

The over the counter (OTC) product must not be supplied, as the licensing and the patient information leaflets are different. Pharmacists will not be reimbursed for the supply of the OTC product.

- The product may only be supplied for use at the time and must **not** be supplied for possible future use.

- Clients who are supplied with Levonorgestrel 1.5mg/3mg or Ulipristal Acetate 30mg should be advised to take it in the presence of the pharmacist (where possible), and should be given the following:
 - Dose, information, and advice sheet on levonorgestrel or ulipristal acetate
 - Guidance on how to take it
 - What happens next
 - What to do if the tablet is vomited
- All clients should be given a verbal warning that the taking of the tablet may be associated with nausea or vomiting. If vomiting or severe diarrhoea occurs within 3 hours of taking the tablet, the client should seek further advice from a pharmacist, GP, or community contraception services. For details community contraception services in Waltham Forest visit: <https://alleast.nhs.uk/>
- Pharmacists should emphasise the failure rate and the need for follow up, please cover the below;
 - Stress that this supply takes care of this episode of unprotected sex only;
 - Advise the practice of abstinence or careful use of barrier methods until the onset of the next menstrual period and discuss future contraceptive need **OR**
 - Advise on resuming their usual method of contraception if this is appropriate,
 - Advise them to do a home pregnancy test in 3-4 weeks **THEN**
 - Advise a follow up appointment with their GP to ensure that the method has worked. This is especially important if:
 - They do not have a period within 3-4 weeks of taking the tablet;
 - The period is unusually light, short, or painful (possibility of failed method/ectopic pregnancy);
 - They should be advised to take an early morning sample of urine with them to that appointment
 - They can contact All East sexual health service or their GP earlier to discuss on-going oral or Long Acting Reversible contraception.

Chlamydia Treatment (Enhanced sexual health service)

- 3.6.26 Pharmacies who are accredited and sign up to deliver Chlamydia treatment will:
- 3.6.27 Provide Chlamydia treatment in line with the requirements of a locally agreed Patient Group Directive (PGD) to those that have been notified by the Chlamydia Screening Office (Terrence Higgins Trust or future LBWF commissioned equivalent) that they have tested positive for Chlamydia and have been referred to the pharmacy for treatment.
- 3.6.28 Provide information on the range of contraception choices available to prevent STIs, including encouraging sign-up to C-Card
- 3.6.29 Be aware that partner notification will be followed up/carried out directly by the Terrence Higgins Trust (THT) results management team in association with Preventx (or future LBWF commissioned equivalent). Be aware that the pharmacists name and contact details will be shared with THT to ensure that this service is provided by named and accredited pharmacists.
- 3.6.30 Encourage individuals to signpost any sexual partners who have not received treatment to freetest.me (if a resident in Waltham Forest and aged between 16-24), or signpost to SHL.UK if aged over 24. If partner is under 16, please signpost to All East Sexual Health Clinic at

- <https://alleast.nhs.uk/>. See Appendix 4 for further details.
- 3.6.31 Should encourage patients and their partners to re-test in 3 months, and also encourage patients to screen for other sexually transmitted infections i.e. via SHL.UK home-testing kits if aged 16 or over, or via All East Sexual Health Clinic <https://alleast.nhs.uk/>.
- 3.6.32 Must supply Doxycycline or Azithromycin in line with the current Patient Group Directive that they have been authorised to use. The PGD may change in line with best practice guidance.
- 3.6.33 If the client is believed to be under 16 years, the pharmacist must apply the Fraser Guidelines (previously known as Gillick competence). Consider the possibility of sexual abuse in any child or young person with Chlamydia, particularly in the following circumstances, and if young person is not Fraser Competent or there is concerns, please refer to MASH and Havens. Please see [Appendix 7, section 3 IV](#).
- The young person is 13-15 years of age, unless there is a clear evidence that the STI was acquired from consensual sexual activity with a peer.
 - The young person is 16-17 years of age and there is no clear evidence that the STI was acquired from consensual sex activity and/or there is a clear difference in power or mental capacity between the young person and their sexual partner, or there is concern that the young person is being exploited.
- 3.6.34 Provided they believe a young person is aged 15, they may make a judgement call to provide Doxycycline or Azithromycin/condoms, and follow the local safeguarding pathway (see Appendix 7, section3) if:
- The consequences of not supplying are likely to outweigh the risks of providing Doxycycline/Azithromycin;
 - The client is unable or unlikely to access a GP or sexual health services if supply is refused at the pharmacy.
- 3.6.35 Provided the pharmacist is of the belief the young person is under the age of 15, Chlamydia Treatment cannot be dispensed under the PGD. The pharmacist should refer the individual to local safeguarding (MASH) and refer individual to access treatment via Barts by emailing bartshealth.AllEastHealthAdviserReferrals@nhs.net. Or calling the below Barts Health Advisor Mobile numbers:
- 07715812663 – Ambrose King Centre
07715812664 – Sir Ludwig Guttmann Centre
- 3.6.36 Ensure all requests for Chlamydia treatment must be dealt with sensitively and discreetly. Medicines counter staff must refer all such queries to the pharmacist without delay
- 3.6.37 Must personally speak with and counsel the person requesting treatment. Advice may be given over the telephone, but Doxycycline/Azithromycin can only be supplied, in person, to the intended user
- 3.6.38 Pharmacies providing this Service will be required to attend training as directed by the commissioner, in order to ensure the effective delivery of this service. Staff must have completed and be up to date with all required training e.g. PGD training, CPPE training. A full list of required training can be found in Appendix 6.
- 3.6.39 Where the pharmacy/pharmacist is unable to provide Chlamydia treatment (i.e. when the PGD requirements are not met, or trained pharmacist not on shift) the pharmacist should refer or signpost the patient to All East sexual health service for treatment. Barts Health sexual health clinic locations and times are detailed in the following link: <https://alleast.nhs.uk/>.
- 3.6.40 Care pathways can be found in Appendix 9 and all pharmacists delivering sexual health services will familiarise themselves with these care pathways and remain up to date with any changes.

Pregnancy Testing (Enhanced sexual health service)

- 3.6.41 Handle all requests to use the Service in a confidential, sensitive, and non-judgmental

manner.

- 3.6.42 Perform pregnancy tests according to the manufacturer's instructions, and document results.
- 3.6.43 Ensure all staff in the Pharmacy are aware of the Service and can advise clients appropriately. This will include signposting clients to the nearest alternative Pharmacy if the service is temporarily unavailable.
- 3.6.44 Explain the results to the client, including limits of accuracy, and provide follow up advice. This may include direct referral/signpost to the Whipps Cross University Hospital midwifery service, GP, Sexual Health and community contraception services or other support services according to the test result and individual client's needs.
- 3.6.45 Provide further advice regarding healthy lifestyle choices during pregnancy, including current environmental and nutritional advice, Healthy Start vitamin supplements and referral/signpost to stop smoking or substance misuse services as required.
 - Use any appropriate opportunity to advise women who may become pregnant that they can most easily reduce the risk of having a baby with neural tube defect by taking folic acid supplements (400mg daily before pregnancy, and throughout first 12 weeks) even if eating foods with fortified folic acid/rich in folate.
- 3.6.46 Provide or signpost to toilet facilities for clients to provide urine samples if necessary
- 3.6.47 Ensure that any waste produced in the course of providing the Service is disposed of in a safe manner, with due regard to hygiene and infection control measures
- 3.6.48 If the test is positive, the provider will refer the individual to their GP for further consultation and discussion around the woman's choices to continue with the pregnancy or terminate (see Appendix 4 for further information).
- 3.6.49 To support Pharmacies in delivering this service, the Authority/Commissioner will:
 - Include Pregnancy testing training and some of the likely questions/issues and key service to signpost to within the Young People's Sexual Health and Signposting Training (see Appendix 6).
 - Provide a range of resources to support pharmacists including leaflets, signposting resources, and contact details (see Appendix 4).
 - Promote the service to other healthcare professionals, support agencies and potential service users

4 National Guidance and Standards

- 4.1 The Provider will ensure the Services are delivered in accordance with all current and relevant standards and guidance, which may be updated. These include but are not limited to:
 - National Chlamydia Screening Programme Standards 7th Edition (PHE Updated 2018):
<https://www.gov.uk/government/publications/ncsp-standards>
 - Service Standards for Sexual and Reproductive Healthcare (FSRH 2016):
<https://www.fsrh.org/news/updated-service-standards-for-sexual-and-reproductive/>
 - UK National Guideline on Safer Sex Advice (BASHH & BHIVA 2012):
<http://www.bhiva.org/safer-sex-guidelines.aspx>
 - Clinical Guidance: Emergency Contraception (FSRH, Amended 2017)
<https://www.fsrh.org/documents/ceu-clinical-guidance-emergency-contraception-march-2017/>
 - Quality standard [QS129] – Contraception (NICE 2016)
<https://www.nice.org.uk/guidance/qs129>

5 Service delivery

5.1 General

- 5.1.1 In order to provide all services, pharmacies must have a private consultation area, suitable for providing sensitive sexual health advice/services, which also currently complies with COVID-19 social distancing guidelines.
- 5.1.2 Where the accredited pharmacist has a long-standing absence (3 months and above), the service will be withdrawn until another pharmacist is approved by the Council and routinely based within the pharmacy.
- 5.1.3 If the patient presents with symptoms indicating the need for an urgent medical consultation, they should be signposted to their nearest Sexual Health Service or GP. Contact All East (See Appendix 4) on their emergency line, explaining that the patient is symptomatic and requires an urgent appointment. If the surgery or Sexual Health service is closed the service user should be advised to contact the NHS 111 or visit the Waltham Forest Clinical Commissioning Group website to find another out of hours service:<https://www.walthamforestccg.nhs.uk/ourwork/urgent-and-emergency-care.htm>.
- 5.1.4 Pharmacists must receive verbal consent to pass any personal information to All East and will confirm verbal consent was sought from the individual within the PharmOutcomes entry form.
- 5.1.5 The Pharmacy will effectively promote safer sex and provide service user education via any suitable Health Promotion leaflets provided by the commissioner and websites <https://www.sexwise.fpa.org.uk/>.
- 5.1.6 The Provider will link into existing local networks of community sexual health services so that there is a robust and rapid referral pathway for people who need onward signposting to services that provide on-going contraception, for example long acting reversible contraception (LARC) and diagnosis and management of other STIs. Information about other local sexual health services can be found here <https://www.walthamforest.gov.uk/content/sexual-and-reproductive-health> and any updates will be circulated by the commissioning team and the Sexual Health Outreach team.
- 5.1.7 In the interim, providers will be required to signpost to All East services in consultation (i.e. for LARC, ongoing contraception) and fill in this section within the PharmOutcomes entry form for the relevant service. A leaflet or card should be provided (if available), signposting to online resources, or alternatively a pharmacist can help the client book an appointment at All East via online booking system. Please note: this pathway is likely to be updated and if direct referral form is re-implemented into the PharmOutcomes system, a direct referral via the PharmOutcomes form would be required for any incentive payments to be paid i.e. EHC Consultation and LARC top-up incentive.
- 5.1.8 The Provider will offer support and advice to people accessing their pharmacy, including advice on safe sex, condom use and advice on the use of regular contraceptive methods, when required.
- 5.1.9 The Provider must maintain appropriate records on the database specified by the commissioner (currently PharmOutcomes) to ensure effective ongoing service delivery, audit, and payment.
- 5.1.10 The Provider may need to share relevant information with other health care professionals and agencies, in line with local and national confidentiality and data protection arrangements, including the need for the permission of the person to share the information.
- 5.1.11 The sexual health services provided in the Pharmacy should be clearly promoted e.g. using posters.
- 5.1.12 The provider will ensure all staff are adequately trained to provide information on sexual health services available within the pharmacy, access to relevant websites and other local

services in the area (e.g. All East services, online STI testing services, other participating Pharmacies).

- 5.1.13 Pharmacy staff will be trained by the pharmacist to direct all requests for emergency contraception, Chlamydia treatment discreetly to the pharmacist themselves.
- 5.1.14 The pharmacist and staff must show awareness and be responsive to the needs of young people who access the service and must have attended the local authorities Young People's Sexual Health and Signposting training.
- 5.1.15 The Pharmacy opening hours must be over a 6-day week (including Saturdays). The Service should be available during whole period when the Pharmacy is open, or if this is not the case, commissioners are updated of this. If there are any regular time periods where sexual health services are not offered due to the trained pharmacist not being available, the pharmacy should make the public health commissioning team aware of this. Contacts can be found in Appendix 4.
- 5.1.16 All providers will commit to participating in 3 locally defined Public Health communications campaigns annually (if required). Training and materials will be provided where required.
- 5.1.17 It is the responsibility of the pharmacist to train Pharmacy staff on the requirements of the service and commit appropriate resources, standard operating procedures, and staffing levels to support the delivery of the Service.
- 5.1.18 The Pharmacy/Provider must at all times adhere to the legal requirements and standards upheld by the General Pharmaceutical Council (GPhC).
- 5.1.19 The Provider shall maintain close working relationships across a range of stakeholders and providers to facilitate the identification and referral of Service Users and for training purposes including but not exclusively: LBWF's Sexual Health Outreach team, All East Integrated Sexual Health and contraception clinics, GP Practices, Alcohol & Substance misuse services, Early Help Services and Safeguarding services.
- 5.1.20 Individuals who are the sexual partner of a Waltham Forest resident and have been identified through the young person's STI testing service/partner notification as requiring Chlamydia treatment can be offered Chlamydia treatment, free of charge, even if they are not a Waltham Forest resident. Alternatively, pharmacists can encourage the partner to complete a Chlamydia screening kit themselves by visiting SHL.UK, which is a pan-London scheme.
- 5.1.21 Sexual partners of Waltham Forest residents may also register for C-card and receive condoms, free of charge, even if they are not a Waltham Forest resident as it is a pan-London scheme. Individual must live in one of the 32 London boroughs.
- 5.1.22 For all other services, unless otherwise stipulated by the commissioner, clients must be resident in, and registered with a GP in Waltham Forest to use the service.
- 5.1.23 Demonstrate compliance with all relevant national standards for service quality and clinical governance including compliance with the Faculty of Sexual and Reproductive Healthcare Contraceptive Choices for Young People.
- 5.1.24 Providers will update commissioners of any changes to services provided, as a minimum 4 times a year (quarterly), so up to date information about local pharmacy sexual health services can be maintained and shared with residents.
- 5.1.25 Providers will also update the Sexual Health Outreach Manager/Local commissioners of any changes to opening times for the pharmacy or for certain services i.e. C-Card and Chlamydia Screening.

5.2 Exclusion Criteria

- 5.2.1 Treatment services should be withheld from a patient:
- 5.2.2 Who is unsuitable (or temporarily unsuitable) on clinical grounds
- 5.2.3 Who has not validly consented to the services
- 5.2.4 Young people assessed as not Fraser competent (i.e. a child below the age of sixteen that is unable to consent to services offered due to lack of understanding).
- 5.2.5 Young people who are aged under 13 years. To help protect younger children the law says

anyone under the age of 13 can never legally give consent. Underage sexual activity should always be seen as a possible indicator of child sexual exploitation and sexual activity with a child under 13 is a criminal offence. If you identify that a young person under 13 years of age is sexually active, always make a request for support / protection to Children's Triage.

5.2.6 Young people aged 13-15 years assessed as not Fraser Competent.

5.3 Safeguarding

- 5.3.1 Pharmacists have a responsibility to safeguard and promote the welfare of children, young people, and adults.
- 5.3.2 Providers will follow their own safeguarding procedures, whilst also ensuring local safeguarding processes are followed. Where there are safeguarding concerns, carefully record your conversation with the person and any conversations with other professionals/agencies. Please find local safeguarding process in Appendix 7.
- 5.3.3 If a pharmacist is concerned about the safety or wellbeing of a child/young person, a referral should be made to the Waltham Forest Multi-Agency Safeguarding Hub via Telephone: 020 8496 2310, E-mail: MASHrequests@walthamforest.gov.uk. Referral documents and other information found here: <https://www.walthamforest.gov.uk/content/guide-threshold-and-practice-information-professionals>
- 5.3.4 Any safeguarding or neglect concerns for Adults should be raised with the safeguarding adults team at Waltham Forest Direct on 020 8496 3000 or fill in the WF council Safeguarding Adults Concern Form: <https://www.walthamforest.gov.uk/node/1756>.
- 5.3.5 When the service user is under 16 years of age, pharmacists will abide by the provisions of the Sexual Offences Act 2003 and apply the Fraser Guidelines and child protection guidelines in dealing with the request. Under the Sexual Offences Act (2003) the Pan-London Child Protection Guidance requires routine notification of any child under the age of 13 who is known to be sexually active.
- 5.3.6 Under the Sexual Offences Act (2003) the Pan-London Child Protection Guidance requires routine notification of any child under the age of 13 who is known to be sexually active.
- 5.3.7 Any client presenting for Sexual Health services and is under 13 years automatically constitutes a requirement for a safeguarding referral on 020 8496 2310 (Monday to Thursday 9am-5.15pm, Friday 9am-5pm), 020 8496 3000 (out of hours). Alternatively, you can email MASHrequests@walthamforest.gov.uk. A referral must also be made to The Havens (Sexual Assault Referral Centres) via **Tel: 020 3299 6900 – 24/7 (For urgent cases i.e. a patient has told you they have been raped or sexually assaulted and this has happened in the past seven days) or Tel: 020 3299 1599 – 9am – 5pm (for non-urgent advice and referrals i.e. to discuss a potential or current referral)**. See Appendix 7 for more details.
- 5.3.8 The provider must carry out an assessment for clients aged 13-16 years, including coverage of the below for all services before providing any of the services being sought from the client:
- The young person understands the advice being given.
 - The young person cannot be convinced to involve parents/carers or allow the medical practitioner to do so on his/her behalf.

- It is likely that the young person will begin or continue having intercourse with or without treatment/contraception.
 - Unless he or she receives treatment/contraception their physical or mental health (or both) is likely to suffer.
 - The young person's best interests require contraceptive advice, treatment or supplies to be given without parental consent.
- 5.3.9 If a young person under the age of 16 is judged not to be competent in line with the Fraser rulings to receive service, and/or requires further signposting for on-going contraception, the pharmacist should direct the individual to All East Sexual Health clinics, and email bartshealth.AllEastHealthAdviserReferrals@nhs.net, or call the below Health Advisor Mobile numbers:
07715812663 – Ambrose King Centre
07715812664 – Sir Ludwig Guttmann Centre
- 5.3.10 The pharmacist must also follow safeguarding requirements in section 5.2.7; MASH referral and Haven's referral to be made. Further information can be found in Appendix 7.
- 5.3.11 If the non-competent young person attends with a parent and both agree to treatment, then EHC can be given. If the non-competent young person attends with a parent but the young person does not agree to treatment, they must be referred to All East Services (see Appendix 4 for contact details).
- 5.3.12 In certain rare circumstances there may be exceptions to the right of confidentiality, in line with safeguarding arrangements. When discussing confidentiality with clients it is recommended pharmacists use the following (or similar) phrase: 'the information you give is confidential unless I think that you may hurt yourself or that someone else is hurting you. If this is the case, I must share the information with other professional people. Hopefully, you would agree to this, but if you don't I am obliged to tell them anyway to ensure that you are kept safe'.
- 5.3.13 The Provider shall have in place for the entire Contract Period, Policies and Procedures that support the protection of children, young people, and vulnerable adults as in line with the Safeguarding Guidance of the Authority.

Accreditation

6.1 Accreditation for providing Essential sexual health services and Pregnancy Testing Service

- 6.1.1 Before providing the service, each community pharmacist intending to provide essential sexual health services must have:
- Registered with LBWF as a provider and have a contract in place
 - Have had a valid Enhanced Disclosure and Barring Service (DBS) check within the last 3 years with no adverse outcome and provided evidence of this to the commissioner
 - Be registered with the GPhC

- Have completed child protection training or Centre for Pharmacy Postgraduate Education (CPPE) [Safeguarding children and vulnerable adults training](#) and any other relevant training on the provision of sexual health enhanced services.
- Completion of LBWF safeguarding training (resources will be emailed to providers)
- Completion of LBWF Youth Sexual Health and Signposting Training training/refresher training delivered by LBWF Sexual Health Outreach and Public Health Team once every 3 years, with refresher training encouraged each financial year, and provided virtually or via circulation of slides.
- Completed enrolment of the individual services on PharmOutcomes

6.2 Accreditation for providing Enhanced sexual health services

6.2.1 In addition to the above, pharmacies providing enhanced sexual health services (Chlamydia treatment or emergency hormonal contraception) must also have:

Emergency Hormonal Contraception (Enhanced Service)

- Successfully completed the local authority approved training and all the components within this i.e. the All East PGD training course for Emergency Hormonal Contraception (to deliver Emergency Contraception Services) and relevant webinar/quizzes
- Successfully signed the PGD authorisation sheets to All East
- Completed the Emergency Hormonal Contraception (EHC) self-declaration enrolment form on PharmOutcomes.
- Signed a personal copy of the current EHC PGDs (March 2020) or more recent versions and hold a copy within their community pharmacy.

Chlamydia Treatment (Enhanced Service)

- Successfully completed the local authority approved training and all the components within this i.e. All East PGD training course for Chlamydia Treatment and other relevant webinar/quizzes
- Successfully signed the PGD authorisation sheet to AllEast
- Completed the Chlamydia Treatment self-declaration enrolment form on PharmOutcomes
- Sign a personal copy of the current Chlamydia treatment PGD (Version 1.3, February 2021) or most recent version and hold a copy within their community pharmacy.

6.2.2 Compulsory training and accreditation information and requirements for LBWF's Pharmacy Sexual Health Services can be found in Appendix 4.

6.2.3 On completion of the PGD training for a) emergency hormonal contraception and b) Chlamydia treatment, a pharmacist will be issued with a certificate as proof they have completed this training, which should be retained with the EHC and Chlamydia treatment PGDs. Training will also be audited through new 2021 enrolment forms on PharmOutcomes before services can be claimed for.

6.3 Other Training

6.3.1 Other recommended training requirements include:

- CPPE Sexual Health in pharmacies e- learning:
<https://www.cppe.ac.uk/programmes/l/sexual-e-01/>
- [Sexual health e-learning – the learningpharmacy.com](#)
- [Emergency contraception e-learning and e-assessment](#)
- [Child sexual exploitation, spotting the signs \(new edition to learning released in 2016\)](#)

- Safeguarding e-learning package <https://www.cppe.ac.uk/programmes/l/safegrding-e-02>
- Safeguarding e-assessment level 2 <https://www.cppe.ac.uk/programmes/l/safegrdingl2-a-01/>
- CPPE Dealing with difficult discussions Open Learning Programme e-learning <https://www.cppe.ac.uk/programmes/l/diffdisc-e-01/>The Learning Pharmacy also provide a free interactive learning for community pharmacy, which includes a section on sexual health.

6.3.2 Although not mandatory, Pharmacists are encouraged to attend locally held update sessions and network meetings to maintain up-to-date knowledge and skills to be able to deliver the commissioned service. LBWF commissioners will send through training that may be useful, and the Local Pharmaceutical Committee may also share relevant training.

6.3.3 Pharmacists are expected to read all monthly newsletter updates provided by LBWF Sexual Health Outreach Team and ensure any emails/posts to PharmOutcomes delivered by the LBWF Public Health Team are read.

6.3.4 When a pharmacist leaves a pharmacy, who is accredited to delivering any of the sexual health services in this specification, the provider should inform LBWF commissioners as soon as the pharmacist leaves. Please see Appendix 4.

6.3.5 Participating pharmacy providers are required to fully brief any locum pharmacists about the scheme. Locum pharmacists must be aware that to take part in the sexual health scheme they must be able to show they have completed the relevant declaration of competence and be able to meet the Patient Group Directive requirements.

6.4 Re-accreditation

6.4.1 Regularity of training updates/training re-accreditation vary across the different services (i.e. between every 1-3 years) but may be more regular if a need is identified, which may be in the form of a self-declaration of competency, attendance at additional or refresher training events, Continuing Professional Development (CPD) declarations or other methods of assessment as considered appropriate by the Commissioner.

6.4.2 Please view the training/accreditation table in [Appendix 4](#) for further information.

7 Quality

7.1 Incident and Complaint Reporting

7.1.1 In the event of an adverse incident (significant clinical events, dispensing errors, adverse drug reactions) near miss, or complaint, the pharmacist will inform the Waltham Forest Public Health commissioning team (see Appendix 4) as soon as possible and no later than 48 hours after incident. Please see Appendix 5 for definitions and further information relating to this pathway.

7.1.2 Providers will be expected to report all incidents, complaints, and safeguarding concerns to the LBWF commissioning team. Please see Appendix 5 for definitions and reporting templates/details.

7.2 Clinical Support

7.2.1 The accredited pharmacist must feel confident to refer to other sources of sexual health information and support including other participating pharmacies, All East sexual health services, and GP subject to the requirement for confidentiality.

7.2.2 The accredited pharmacist must feel confident to refer to other sources of sexual health information and support including other participating pharmacies, All East sexual health services, and GP subject to the requirement for confidentiality.

7.2.3 If you (the pharmacist) need urgent sexual health or contraception clinical advice from All East Integrated Sexual Health services, please call **07415 781 648 (PLEASE DO NOT GIVE THIS NUMBER TO PATIENTS)**.

7.3 Quality Standards and Performance Indicators

7.3.1 The provider shall strive for high standards of service and care and demonstrate this to commissioners.

7.3.2 The provider will also be monitored on the following as part of a rolling programme by a council representative to ensure:

- Completion of all required training within the time-period specified (including refresher training) for services being offered by pharmacy, and maintenance of accurate records as required by All East and the PGD.
- Enhanced DBS updates are renewed every 3 years, and sent to LBWF commissioning team
- Accurate input of demographic data i.e. ethnicity when recording information on PharmOutcomes
- For Pharmacies signed up to delivery EHC, a minimum of 5 EHC consultations provided per year to maintain competences
- 100% of **all** patients receiving an EHC consultation are offered Chlamydia Test, C-Card and information/signposting to LARC services
- No. of STI screening kits ordered against number of EHC supplied
- No. of STI screening kits returned to the lab for testing from pharmacies i.e. baseline is currently ~8.8% (2019/20 financial year 7% baseline).
- 100% of Ethnicity data fields recorded for clients/patients
- Pharmacies must have sexual health information and resources to signpost residents to (if required) i.e. printed LBWF Sexual Health signposting leaflets, other printed materials, or providing useful online resources. See further information for signposting in Appendix 4.
- When providing EHC, LARC information/advice must be provided in the consultation, and this must be recorded on PharmOutcomes.
- Services available are clearly advertised within the pharmacy

- Service users are given appropriate support and advice on safer sex and local services including, getting tested for STIs, condom use and advice on the use of regular contraceptive methods (e.g. LARC), and referral to All East where required.
- Condoms, and Chlamydia screening kits are always in stock
- Outcomes of Patient satisfaction survey, mystery shopping and auditing exercises.

7.4 Continuous Improvement to Quality of Service

- 7.4.1 There will be commitment from LBWF to deliver pharmacy network meetings and/or updates to share best practice and support pharmacies i.e. this also includes delivering any refresher training for pharmacists delivering sexual health services.
- 7.4.2 Pharmacies will, if requested by the commissioner, promote to service users ways of providing service user feedback/satisfaction information for example via an annual patient experience survey (e.g. handing out cards to an online survey for service users to complete when people present to the service).
- 7.4.3 Pharmacies are requested to periodically collect feedback on young people's experiences and quality of the come correct (C-Card) service using the Come Correct feedback form.
- 7.4.4 Pharmacies will be aware that the commissioner or provider working on behalf of the commissioner may undertake mystery shopping of pharmacy sexual health services, and results will be used to inform future service improvement/development, in discussion with pharmacies.
- 7.4.5 Providers shall conduct their own clinical audit according to their professional requirements. An audit will also be carried out by Barts Health each year.

7.5 Performance

- 7.5.1 The Authority shall monitor performance through quarterly submission of data, via the PharmOutcomes Reporting function. Specific quality and performance indicators for providers can be found below in section 7.3. The Provider will comply with the data provision requirements laid out in Contract Appendix 2 (*Information Provision*).
- 7.5.2 The Authority and the Provider have equal right to request bi-annual meetings at any point within the Contract Period for purposes of Service development.
- 7.5.3 Should the Service provision not meet the quality or performance indicators outlined in this service specification, or if concerns/complaints are raised about the service, an improvement action plan will be required to be provided by the pharmacy. If, in discussion with the pharmacy, an improvement action plan is not provided or implemented, termination of the contract will take place and service provision must cease following an agreed decommissioning plan.
- 7.5.4 Pharmacies will also be required to complete, in the specified timescales, training/checks required to maintain their accreditation as a pharmacy able to deliver essential or enhanced sexual health services, and to provide evidence of this. If, in discussion with the pharmacy, a pharmacy does not complete and provide evidence of accreditation, termination of the contract will take place and service provision must cease following an agreed decommissioning plan.

8 Reporting, Invoicing and Payments

8.1 Reporting & Invoicing

- 8.1.1 Payment is to be on the basis of the verified activity data submitted by the Provider and/or service delivery partners (i.e. Preventx and Come Correct, or future LBWF commissioned equivalent).
- 8.1.2 Invoicing will be managed by PharmOutcomes on behalf the Commissioner. More details of the payment schedule and data requirements can be found in Appendix 2 (Information Provision) and Appendix 5.
- 8.1.3 Reporting for contracted sexual health services is completed via PharmOutcomes (a web-based data solution which allows Community Pharmacies to record and report patient data). Data will be extracted from these systems or soon after the 15th of the month following the quarter's end i.e.
- Q1 – 15TH July (data will include any services from 1st April to 30th June)
- Q2- 15th October (Data will include any services from 1st July to 30th September)
- Q3- 15th January (Data will include any services from 1st October to 31st December)
- Q4- 15th April (Data will include any services from 1st January to 31st March)
- 8.1.4 Data inputted on PharmOutcomes via Pharmacists, and Therapy Audit for C-Card service requests will form invoices which will be paid to providers within one calendar month following the final quarter where possible and where no other unforeseen delays are experienced. Please see schedule 3 for further information.
- 8.1.5 Any queries about payments should be sent to the finance officer Massoud Bahador (Massoud.Bahador@walthamforest.gov.uk) and copy in the commissioning strategist Anni Shambler (Angharad.Shambler@walthamforest.gov.uk).
- 8.1.6 In relation to reporting, pharmacies will also:
- Comply with using and transmitting information electronically and will maintain software suitable to support the IT system.
 - For the C card Scheme complete the online 'Come Correct' documentation for registrations, c card reissues and repeat visits by young people aged 15-24 years old.
 - Completed proformas from consultations will be retained within the pharmacy for 8 years. If the patient is aged under 16, proformas will be retained until the patient's 26th birthday.
 - Provide additional data to LBWF for audit purposes on request if required to do so, including providing an audit trail for a maximum of 2 randomly selected patients per year to demonstrate implementation of quality standards, including provision of support appointments, appropriate prescribing etc.
 - Provide the breakdown of Service Users accurately by age, gender, disability, and ethnicity.

8.2 Payments

8.2.1 Emergency Hormonal Contraception

- 8.2.1.1 The Provider will be paid £15.00 for completed EHC consultations. Pharmacies will also be reimbursed £5.20 for the provision of Levonelle 1500® or £14.05 for the provision of ellaOne® where applicable (costs are subject to change). Payments will only be made for

services delivered which are correctly recorded on the PharmOutcomes system.

8.2.1.2 EHC payments are eligible for a top up of £2 where conversation and signposting of LARC is offered to the individual. This includes providing brief discussion on other contraception methods, providing a leaflet of information (if available) and encouraging the service user to speak to/book an appointment with All East to explore longer term contraception options or for emergency COIL fitting. Pharmacists will be required to record this information on PharmOutcomes to be eligible for the top-up.

8.2.2 Chlamydia/Gonorrhoea screening

8.2.2.1 The Provider will be paid £8 for each completed valid screen (i.e. those that have a positive or negative result) received by the Preventx Laboratory (or future LBWF commissioned equivalent). Only valid screens for clients aged 15 – 24 years and resident in Waltham Forest will be paid for. **Screens for clients outside of this criterion will NOT be paid for, except for 13 and 14 year old's who meet Fraser Competency and where Pharmacist has supported them to complete their screening sample/kit.**

8.2.3 Chlamydia Treatment

8.2.3.1 The provider will be paid £15 for each completed Chlamydia treatment consultation. Pharmacies will also be reimbursed the drug cost for providing Chlamydia treatment. There will be no prescription charge for patients.

8.2.4 C-card

8.2.4.1 The Provider will be paid £5 for each new registration, £2.50 for each C card re-issue and £1 each time condoms are dispensed. The Provider will only be paid for the delivery of this service to 13-25 year old's; provision of condoms to patients outside of this age range will not be paid for.

8.2.4.2 Information on all registrations and condom provision must be logged on the Come Correct website for payment to be issued.

8.2.5 Pregnancy Testing

8.2.5.1 The Provider will be paid £8.50 for each pregnancy test dispensed.

8.2.6 Please see Appendix 5 for additional information on Payments and service costs.

8.2.7 The London Borough of Waltham Forest will only pay for services which are offered to Waltham Forest Residents (and this is accurately recorded on the PharmOutcomes portal). Exceptions for payments will only include: Emergency Barts Referrals from a neighboring authority for medication or where a partner of a resident has been notified to pick up treatment from a WF pharmacy but does not reside in that borough themselves.

9 **Service Specification Review**

9.1 It is recognised within this specification that the Service may be subject to change due to a range of national and local policy initiatives. For example, government guidance and legislation,

industry professional standards, NICE Guidance, Public Health England, or Waltham Forest County Council Policy.

- 9.2 The Service Specification shall be reviewed annually and updated to reflect any changes. A minimum of one months' notice will be given to the Provider of any significant changes, which may impact on the service provided i.e. costs of services, payment for dispensing Ella-One.
- 9.3 Within the initial contract term (1 year), the incentive payment for LARC signposting may be amended to receive top-up payment of £2. To receive £2 top-up payment, providers may be required to complete an in-form referral to Barts Health. However, this has currently been paused due to COVID-19 capacity issues, and therefore in the interim signposting to LARC and recording on PharmOutcomes will be suitable to receive the £2 top-up.

APPENDIX 1: Sexual health outcomes in Waltham Forest

Sexually Transmitted Infections (figures related to 2018 unless otherwise specified)

- Overall, 3,738 sexually transmitted infections (STIs) were diagnosed in Waltham Forest residents (an increase on 2017 figures), a rate of 1,356.8 per 100,000 residents (compared to 784 per 100,000 in England).
- 40% of diagnoses of new STIs in Waltham Forest were in young people aged 15-24 years.
- In 2019, the Chlamydia detection rate in Waltham Forest per 100,000 people aged 15-24 years was 2,840. This is higher than both the London and England rates of 2,816 and 2,043 per 100,000 respectively.
- In 2019, 26.8%% of those aged 15-24 year were screened for Chlamydia (in specialist and non-specialist services), compared to 28.7% for London.
- In 2019, the Gonorrhoea diagnostic rate for Waltham Forest was at a rate of 320 per 100,000, (compared to 123 per 100,000 in England, and 360 per 100,000 in London). Waltham Forest's rate has increased from 2017 figures where the rate was 256 per 100,000.
- For cases in men where sexual orientation was known, 46.6%% of new STIs were among gay, bisexual, and other men who have sex with men (MSM). In 2013, this proportion was 29.5%, and this is over 6% higher than 2017.
- 7.4% of women and 12.8% of men presenting with a new STI at a sexual health service during the 5-year period from 2014 to 2018 became re-infected with a new STI within 12 months. This is higher than the national picture.

Conceptions & Abortions

- In Waltham Forest upper tier local authority, the total abortion rate per 1,000 female population aged 15-44 years was 24.1, while in England the rate was 18.1 per 1,000. Of those women under 25 years who had an abortion in that year, the proportion who had had a previous abortion was 29.6%, while in England the proportion was 26.8%.
- In 2017, the under-18s conception rate per 1,000 females aged 15-17 years in Waltham Forest was 18.1, compared to England with a rate of 17.8. In 2018, the total Under 18s conception rate per 1,000 was 13.2, and % of Under 18s conceptions leading to abortion was 65.5%.
- In 2019, the total abortion rate per 1,000 female population was 23.5, while in England the rate was 18.7 per 1,000.
- Total prescribed LARC excluding injections rate was 29.6 per 1,000, compared against 49.5 and 38.6 for England and London respectively.

- The GP prescribed long acting reversible contraception (LARC) rate in Waltham Forest was 9.5 per 1,000 women, compared to 14.0 per 1,000 women in London and 29.2 per 1,000 women in England.
- The rate of LARC prescription in Sexual and Reproductive Health (SRH) services was 20.1 per 1,000 in Waltham Forest, compared to 24.5 and 20.3 in London and England respectively.

APPENDIX 2: Information Provision

PharmOutcomes System

The Provider will be set up with a PharmOutcomes account to facilitate data submission and monitoring of quarterly invoicing. The Provider will need to complete the relevant service registration/enrolment form once, and then for each subsequent service claim the provider will need to complete the relevant consultation/activity form on PharmOutcomes, which includes providing full patient details on the client and the service/s accessed in a timely and accurate fashion. Any queries or problems with regards to the PharmOutcomes system should be raised with the PharmOutcomes helpdesk³ in the first instance: helpdesk@phpartnership.com

Chlamydia & Gonorrhoea Screening

Preventx (or future LBWF commissioned equivalent) will use unique reference numbers to track the number of Chlamydia testing kits that are returned completed. Preventx will send data for each pharmacy to be uploaded to PharmOutcomes on a quarterly basis, by the 10th of the month following the quarter end, e.g. for quarter 1 activity (April to June) this data will be sent on 10th July. The Commissioner will advise the Provider of payments due, based on data provided by Preventx to PharmOutcomes. Alternatively, commissioners can download this information from the reporting dashboard. Only valid screens (i.e. those that have a positive or negative result) for clients aged 15 – 24 years will be paid for. Screens for clients outside this age range will only be paid for if the client is a partner/contact of a client testing positive for Chlamydia.

If this service is being delivered alongside EHC and C-Card- to receive the top-up payment for 15-24 year olds, the offer of C-Card and Chlamydia Screening must be ticked “yes” in the EHC consultation form, and the individual modules for C-Card and Chlamydia Screening must also be completed for the client on PharmOutcomes. If the service is being offered independently, no additional information needs to be routinely provided by the Provider to the Commissioner in relation to this element of provision.

Chlamydia Treatment

The Provider will log details of the client receiving Chlamydia treatment and the consultation provided, as required, on PharmOutcomes. The Provider will share information on clients receiving treatment with the Chlamydia Screening Office on an ad-hoc basis to assist in the management of

3

<https://PharmOutcomesPharmOutcomes.org/PharmOutcomesPharmOutcomes/help/home?sendMessage&contactus>

the client's Chlamydia treatment pathway. The Commissioner will advise the provider of payments due, based on data submitted on PharmOutcomes.

C Card/ Come Correct

The Provider will be required to log the details of all C cards issued, and for all dispensing activity on the Come Correct website (<https://ccard.therapyaudit.com/london/>) within the 24 hour timeframe for new registrations and 1 week timeframe for repeats in order for payments to be made. On the 10th of the month, activity data will be extracted and collated on behalf on the commissioner and will be uploaded to PharmOutcomes. The Commissioner will advise the Provider of payments due, based on data provided by Come Correct.

If this service is being delivered alongside EHC and Chlamydia Screening for 15-24 year olds- to receive the top-up payment, the offer of C-Card and Chlamydia Screening must be ticked "yes" in the EHC consultation form, and the individual modules for C-Card and Chlamydia Screening must also be completed for the client on PharmOutcomes. If the service is being offered independently, no additional information needs to be routinely provided by the Provider to the Commissioner in relation to this element of provision.

No additional information needs to be routinely provided by the Provider to the Commissioner in relation to this element of provision.

Emergency Hormonal Contraception and Pregnancy Testing

The Provider will log the details of all EHC and pregnancy testing consultations directly onto the PharmOutcomes system. The Commissioner will advise the Provider of payments due, based on data submitted to PharmOutcomes. The provider will also record whether condoms or Chlamydia screening was offered in the consultation, this will be important in order to receive top-up payments for EHC consults for 15-24 year olds, where C-Card and Chlamydia Screening has been taken up by the client.

The Commissioner has access to the de-identified activity data for each element of service provision and will review this data in conjunction with quarterly invoices generated by PharmOutcomes, to ensure that the Provider is correctly reimbursed for its activity, as well as to audit provider's performance against KPIs.

If pharmacist also offers and the client (15-24 years old only) takes up C-Card and Chlamydia Screening alongside EHC consultation - to receive the top-up payment, the offer of C-Card and Chlamydia Screening must be ticked "yes" in the EHC consultation form, and the individual modules for C-Card and Chlamydia Screening must also be completed for the client on PharmOutcomes.

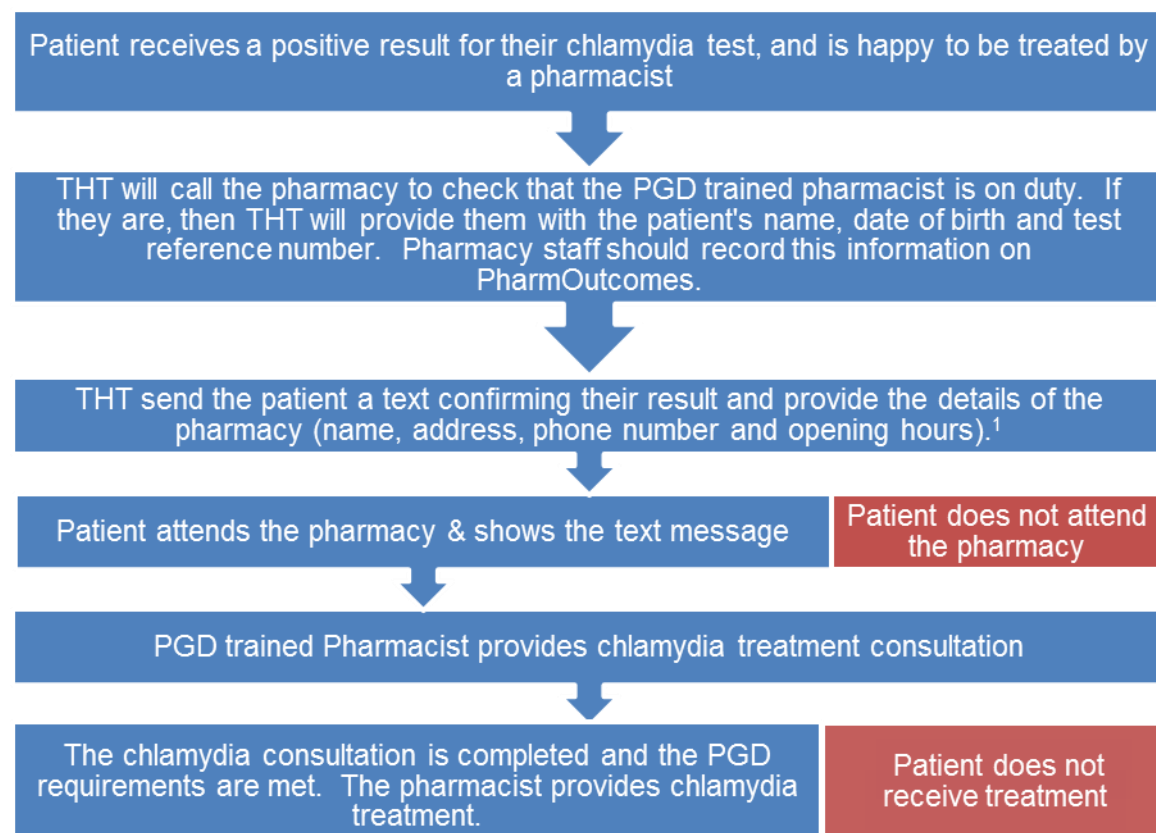
APPENDIX 3: Chlamydia Treatment in Waltham Forest Pharmacies

Background

Young people aged 13-24 living in Waltham Forest can receive a free Chlamydia test via <https://www.freetest.me/> and outlets such as community pharmacies, some GP practices and as part of sexual health outreach. The Chlamydia tests are provided by Preventx. The patient completes their test and sends this to the laboratory for pathology. Results management is provided by Terrence Higgins Trust (THT).

Chlamydia Treatment pathway for index patients

Patients with a positive Chlamydia result (index patient) are sent a text from THT informing them that the result for their test is now available, and to call THT to collect their results as soon as they can. When the patient calls THT they will be given their results, and options of convenient sites where they can receive treatment will be discussed.



Next steps

THT will follow up with the patient 7-10 days after a referral to check that they have received their treatment (and to complete their patient management records). If at this stage the patient has not yet attended the pharmacy for their treatment, then their options are reviewed and if they still wish to follow the original arrangement then THT will re-confirm the referral with the pharmacy. THT may occasionally contact the pharmacist to confirm whether they have treated the patient.

⁴ The text from THT also includes the THT contact number should the patient change their mind about where they want to get treated or the pharmacist is not able to treat them.

Chlamydia Treatment for the index patient's partner(s) (contact/s)

The index patient's partner(s) (contact) should be offered Chlamydia & gonorrhoea screening.

Index patient's partner(s) age	Actions
15-24 years	Offer and provide a Preventx Chlamydia and gonorrhoea screening kit, or advise the client to obtain an online postal kit from www.freetest.me . If the client is not resident in Waltham Forest, they can order a postal kit from https://www.shl.uk/ . Advise that this should be completed before starting treatment, where possible.
25 years and above	Advise the client to order a postal Chlamydia screening kit from https://www.shl.uk/ .

If the pharmacist has any questions or concerns about a treatment referral then they can contact the THT results team (results@tth.org.uk) referencing the index patient's details. Alternatively, please email commissioners Clare.Ebberson@walthamforest.gov.uk and Angharad.Shambler@walthamforest.gov.uk.

Referral to sexual health services

When the pharmacist is unable to provide Chlamydia treatment (e.g. when the PGD requirements are not met) the pharmacist should refer or signpost the patient to All East sexual health service for treatment. Please note: The referral form is currently unavailable on the pharmacy sexual health reporting system. Barts Health sexual health clinic locations and times are detailed in the following link: <https://alleast.nhs.uk/>. Some clinics will require an appointment.

C card

The pharmacy should offer 13-25 year olds receiving Chlamydia treatment C card services. This could be registering the patient for C card or providing the patient with condoms. All activity should be logged on Come Correct to ensure the pharmacy is paid.

APPENDIX 4: Key Contacts / Signposting & Onwards Referral Resources

Key Contacts

- Barts Health All East Sexual Health Clinic (EMERGENCY) details: ** If you (the pharmacist) need urgent sexual health or contraception clinical advice from All East Integrated Sexual Health services, please call 07415 781 648 (PLEASE DO NOT GIVETHIS NUMBER TO PATIENTS)
Patients can call 020 8496 7237.
- Sexual Health Outreach Manager, Jacqui King: Jacqui.King@walthamforest.gov.uk
- Public Health commissioning team contacts: Clare.Ebberson@walthamforest.gov.uk (Public Health Consultant), Angharad.Shambler@walthamforest.gov.uk (Public Health Strategist) Mamta.Sagar@walthamforest.gov.uk (Commissioning and Supplier relationship manager) or Public.Health@walthamforest.gov.uk 07741 076 942 / 020 8496 4625/4632
- Finance (payments and invoicing) queries: Massoud.Bahador@walthamforest.gov.uk or commissioning team (see contacts above)
- Terrence Higgins Trust Chlamydia Screening Results Team: 020 7812 1844 results@tht.org.uk or Misha Vuksanovic Misha.Vuksanovic@tht.org.uk.
- Child Safeguarding: For advice about child protection concerns call 020 8496 2310 and ask for MASH (Mon-Thurs 9am-5.15pm, Fri 9am-5pm). In case of an emergency or for further advice about child protection concerns outside of these hours, please call 020 8496 3000 and ask for the Emergency Duty Team (EDT).
- Adults safeguarding team: 020 8496 3000. Otherwise, an online referral form can be completed to raise a safeguarding concern.
- PharmOutcomes Support: helpdesk@phpartnership.com

Onwards Referral Information

Barts Health sexual health clinic details <https://alleast.nhs.uk/waltham-forest>

All East Sexual Health Clinics (clinic times correct at writing):

Due to COVID-19 restrictions, there have been frequent changes to the opening hours of clinics. Please check the all east website for most up to date clinic opening hours and open satellite clinics in borough: <https://alleast.nhs.uk/>

Clinic name	Address	Opening Hours	
Centre of Excellence Sir Ludwig Guttman Health and Wellbeing Centre Appointments: 020 8496 7237	40 Liberty Bridge Road. East Village, London E20 1AS	Monday	8.30am - 7.00pm
		Tuesday	8.30am - 7.00pm
		Wednesday	12.00pm - 7.00pm
		Thursday	8.30am - 7.00pm
		Friday	8.30am - 3.00pm
		Saturday	9.00am - 1.00pm

Centre of Excellence Ambrose King Centre 020 7377 7307	The Royal London Hospital, Mount Terrace, Whitechapel, London E1 2BB	Friday	9:10am–4pm
		Saturday	9:10am–3:30pm
		Sunday	Closed
		Monday	9:10am–7pm
		Tuesday	9:10am–7pm
		Wednesday	12:10–7pm
		Thursday	9:10am–7pm
Satellite Clinic Forest Road Medical	354-358 Forest Road London E17 5JL	Wednesday	12.15pm - 2.30pm (Booked appointments only)
		Friday	10.00am - 5.00pm

- Young people can request a STI testing kit from <https://www.freetest.me/> if aged 15-24 or <https://www.shl.uk/> if aged 25+
- Young people can also register online for C-Card if they are over the age of 16, via <http://comecorrect.org.uk/>. Locations of participating outlets can also be found on this website.

You can find up to date information (including COVID-19 effects on services) on other local services via the Waltham Forest Council Website: <https://www.walthamforest.gov.uk/content/sexual-and-reproductive-health>

Positive pregnancy test result signposting -

For those clients accessing the pregnancy testing service and receiving a positive result please signpost them to their GP. Their GP can discuss confidentially with the client about how they feel about the pregnancy and what options they have. Depending on the client’s choices the GP can then make direct referral to either maternity services or abortion services.

Further Resources/Websites:

Weblink to pregnant and don't know what to do booklet

<https://sexwise.fpa.org.uk/resource/pregnant-and-dont-know-what-do-pdf>

This is a patient information booklet about pregnancy choices. The booklet provides information on continuing with the pregnancy and becoming a parent, ending the pregnancy by having an abortion, and continuing with the pregnancy and choosing adoption.

British Pregnancy Advisory Service: <https://www.bpas.org/>

Brook Advisory Service for young people with helpline:
<https://www.brook.org.uk/topics/pregnancy/>

APPENDIX 5: Payments and Service Costs

1. Payment arrangements

The Commissioner will arrange for payment in the period following the end of each quarterly reporting period. This will be calculated based on the reported and coded data produced when the Commissioner obtains a quarterly report from PharmOutcomes evidencing the Service Provider's quarterly activity. The Commissioner will aim to pay the Service Provider within thirty (30) – forty-five (45) working days from the viewing of the report on the Service Providers results. It is the responsibility of the Service Provider to ensure that activity uploads to PharmOutcomes are accurate and timely. The cut-off date will be ten (10) days following the end of each quarter end. Any uploads covering the reported quarter that are made after this date will not be considered as part of the following quarter. However, an attempt will be made for end of year reconciliation so that late inclusions from previous quarters are not overlooked.

2. Contract Price

For the performance of the Services, the Service Provider shall be paid the Contract Price calculated using the prices and Charges referred to in the Specifications.

Payments will be made directly into the pharmacy's agreed bank account. The Payment will be identified as being from London Borough of Waltham Forest payments.

In accordance with the specification, an overview of pricing is included below.

Service	Price
C card registration	£5.00
C card re-issue	£2.50
Condom supplies	£1.00
Pregnancy test	£8.50
EHC consultation (all ages) + £2 with conversation for LARC.	£15.00 +£2.00 (if applicable)
Levonelle 1500	Drug cost
ellaOne [®]	Drug cost
Chlamydia Screening	£8.00
Chlamydia treatment consultation	£15.00
Azithromycin or Doxycycline	Drug cost
<u>INCENTIVISATION CRITERIA</u>	
C-Card and Chlamydia Screening is provided to individual on/following EHC consultation **	£5 additional

** please find details of how to record on PharmOutcomes for pharmacies to receive top-up payment in Appendix 2.

Please note that the provider of this contract will recharge all products to the LBWF prevailing rate. In the future the commissioner may introduce a framework to ensure best value of product.

3. Invoice/Billing information

It is the responsibility of Service Providers to ensure that evidence of service provision and activity is uploaded onto PharmOutcomes so that data and reports are available for the Commissioner by fourteen (14) days after quarter end. The Commissioner will attempt to reconcile payments with activity at the end of the year within its reasonable discretion.

No payments will be made for sexual health activity which is not uploaded during the year or within ten (10) days of financial year end.

4. Any applicable Value Added Tax (VAT)

Only if VAT is applicable to the provision of the Service may it be charged. The Commissioners finance officer shall confirm in the case that VAT applies (otherwise it is to be assumed that no VAT will apply) and the Commissioner will not be liable to make a payment in respect of the same.

APPENDIX 6: Training and Network Meeting Calendar

Specific dates of training will be circulated by the LBWF Public Health Team, direct to pharmacists that are signed up to deliver Sexual Health Services and via the PharmOutcomes platform.

Meeting/Training Calendar: (Evenings, TBC)

Please see table below for breakdown of training/meetings that pharmacists may need to attend to deliver certain sexual health services.

Descriptions of each are below:

- **Young People’s Sexual Health and Signposting Training** delivered by LBWF Sexual Outreach Team and Public Health Team, will cover C-Card and Chlamydia Screening services in young people, key ways to speak to young people, and other updates/information relevant to delivering sexual health services to young people. The training will also provide an oversight of other relevant sexual health and health services in the borough for appropriate signposting.
- **Quarterly Pharmacy Network Meetings or Newsletter (TBC)** (after 6pm for 30 minutes) from Local Authority – i.e. Dial-In-Sessions (lead by Public Health Team).
 - Performance Review – highlight top pharmacy for each of the services in a dashboard like manner
 - Financial/Invoicing
 - Questions
- **Barts Health EHC and Chlamydia Treatment PGD Training**- there are various elements involved with this training. Pharmacists should express interest to be accredited to deliver these services, of which training only needs to be refreshed every 3 years. Delivered by All East (Barts Health) team, LBWF’s integrated sexual health service provider.

Other ways to access updates and further information about sexual health services:

- Newsletter from LBWF Sexual Health Outreach Team
- LBWF website – <https://www.walthamforest.gov.uk/content/sexual-and-reproductive-health>

Training/Meeting	Regularity	Optional/Compulsory	Required to deliver which service:	How often renewed to ensure accreditation.
Young People's Sexual Health Service and Signposting Training	Once every 3 years	Compulsory	Essential and Enhanced services	On sign-up to service or once every 3 years (refresher slides will be circulated each year)
CPPE e-learning module: Contraceptions	Accessible anytime via CPPE website E-Learning: https://www.cppe.ac.uk/programmes/l/contr-a-e-01/ Assessment: https://www.cppe.ac.uk/programmes/l/contr-a-a-12/	Compulsory	Essential and Enhanced services	Once every 3 years, self-assessed
EHC PGD Training	Roughly Twice a Year	Compulsory	Enhanced Service: EHC	Once every 3 years
Chlamydia Treatment PGD Training	Roughly Twice a Year	Compulsory	Enhanced Service: Chlamydia Treatment	Once every 3 years
LBWF Network and Performance Meetings	Quarterly	Optional, encouraged but not mandatory	Essential and Enhanced services	N/A

APPENDIX 7: Sexual Health Provider Incident/Complaint Reporting Form and Process

Quarter

Incident/Complaint Categories	No. over last quarter	Actions Taken/Additional Notes
Communication		
Appointment and Clinics		
Delays in Results/Treatment		
Adult (≥ 18) Safeguarding		
Child (< 18) Safeguarding		
Pathology/Specimens		
Data Protection and Confidentiality		
Staff Issues/Concerns		
Other		

Indicator	No. over last quarter	Actions Taken/Additional Notes
Number of Serious Incidents <i>*Please note definition of "Serious incident" below in Incidents/Serious Incidents Process section 1, point II</i>		
Number of Incidents (please fill in table below)		
Number of Complaints (at/from provider)		Who is the complaint directed at (provider/other stakeholder) and why?

Please comment on the above quarter's incidents below, including a brief description, and action taken, or any identified learning/training needs for staff. Consider if appropriate pathways were followed in regards to any serious incidents/complaints/safeguarding concerns? If no, why not?

Please remove the below incident categories as appropriate for this quarter, and only respond with an example for those reported for this quarter/in the table above.

Communication:

Appointment and Clinics:

Adult Safeguarding:

Child Safeguarding:

Pathology/Specimens:

Data Protection and Confidentiality:

Staff Issues/Concerns:

Other:

Example:

Delays in Results/Treatment:

X1 Telephone Consultation:

- **Following telephone consultation, the patient was advised a text message would be sent to her and pharmacist. Patient reported that this text message was not received by her or pharmacist. Inaccurate telephone number was supplied by the patient. Number updated and text resent. Staff have been reminded to check mobile number with patient.**
-

1. Incidents/Serious Incidents:

- I. An Incident is an event or circumstance that could have resulted, or did result, in unnecessary damage, loss or harm such as physical or mental injury to a patient, staff, visitors or members of the public.
- II. For the avoidance of doubt, whilst in many instances it will be determined on a case by case basis whether an incident is a serious incident, the following should always be treated as serious incidents:
 - Serious crime or violence to service users, staff or members of the public
 - Serious threats to service users, staff or members of the public
 - Unexpected death or serious injury within the service
 - Unexpected (emergency) admission to hospital
 - Incidents that lead to a serious disruption of the Service i.e. fire, flood, power failure, bomb threats
 - Any incident that leads to a Safeguarding Adults/Children Alert being raised
 - Breaches of confidentiality or compromise of ICT security
 - FGM in a woman
 - Significant delay due to service error in testing of STI or communication of results

- III. The Service should report information about all serious incidents related to their service to the nominated commissioner as soon as reasonably possible and no later than 24 working hours after the incident has been internally reported, regardless of whether these directly involve member(s) of the commissioners' own resident population or not, as this allows broader lessons to be learned and contributes to the overall quality assurance of the service.
- IV. The Provider will manage Serious Incidents using the NHS Serious Incident Framework 2015 or any future updated framework; if it is not an NHS body then the Provider shall have a policy that works to similar principles as approved by the Authorities.
<https://www.england.nhs.uk/wp-content/uploads/2015/04/serious-incident-framework-upd.pdf>
- V. The provider will be required to produce a quarterly summary report in the format above providing details of incidents/serious incidents.

2. Complaints (internal/external):

- I. If the provider has a complaint regarding other stakeholders' (referred to below) actions within the service pathway, the relevant complaint procedure can be followed with support and guidance from the commissioner.
 - a. Complaints re: Primary Care
 - b. Complaints re: Pharmacy
 - c. Complaints re: Sexual Health Clinics
 - d. Complaints re: Other
- II. The provider will be required to inform the commissioners and record the complaint and outcome of the complaint in the quarterly report template.
- III. The commissioner will further seek advice and support where necessary from professional colleagues/bodies, and take the appropriate action depending on stakeholder/service in question.
- IV. For internal complaints, i.e. from patients/service users directed at the service itself. The provider must follow internal complaints procedure as stipulated in the contract. If asked, the provider must disclose to the commissioner.

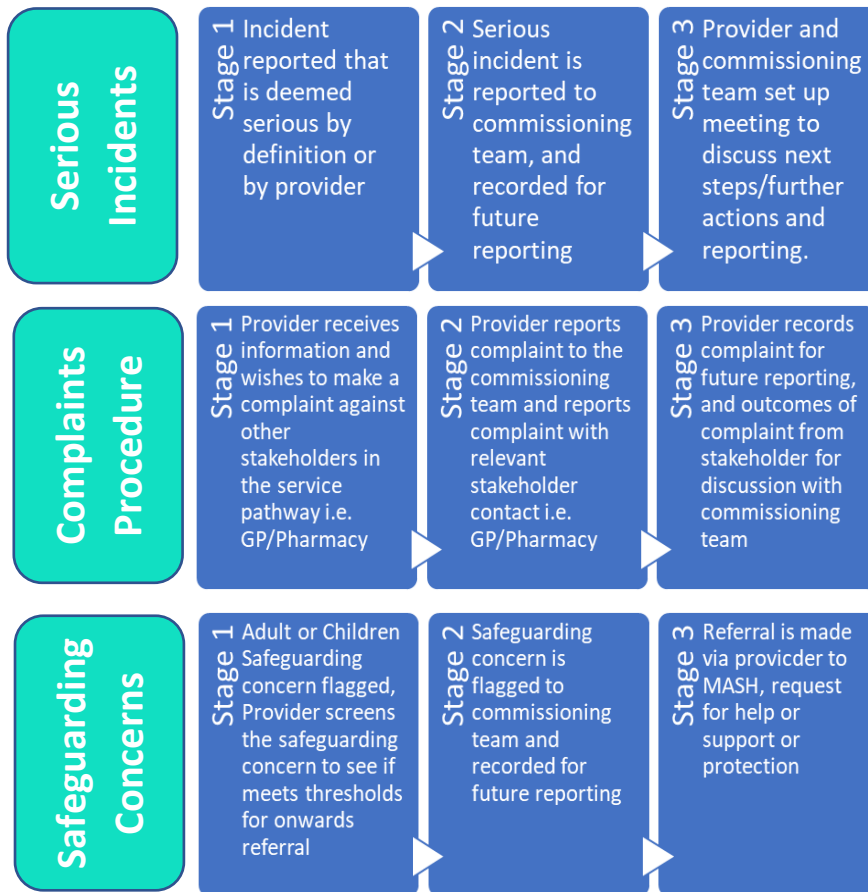
3. Safeguarding children and vulnerable adults

- I. The Service will always give paramount consideration to the welfare of children and young people and of vulnerable adults.
- II. Common Safeguarding Triggers in relation to Sexual Health Services (SHS) can be defined (but not inclusive of all triggers) as:

- a. Agency involvement (Social services, Mental Health and drugs & alcohol services)
 - b. Age imbalance of sexual partner
 - c. Physical/emotional abuse
 - d. Sexual Abuse
 - e. Gifts, money, alcohol, drugs, protection for sex
 - f. Use drugs & Alcohol for sex
- III. The Service will have its own local safeguarding procedures for children and young people and for vulnerable adults tailored to the type of activities that it provides and provide guidance on how to respond where there are concerns about a child or young person's or vulnerable adult's safety or welfare.
- IV. The provider must also follow the council's local safeguarding procedures for adults/children and young people and for vulnerable adults. Noted below:
- a. For Children: Notify/submit referral to the **Waltham Forest Multi-Agency Safeguarding Hub** for any young person who is under the age of 13, or Under the age of 16 is not Fraser competent via **Telephone: 020 8496 2310, E-mail: MASHrequests@walthamforest.gov.uk.**
 - i. Referral documents and other information found here:
<https://www.walthamforest.gov.uk/content/guide-threshold-and-practice-information-professionals>
 - b. For Children: Notify **The Havens** for any rape or sexual assault concerns for children, especially for any child accessing sexual health services that are aged under 13.
 - i. Urgent advice and referrals (i.e. use this number if your patient tells you that they have been raped or sexually assaulted and this has happened in the past seven days)- **Tel: 020 3299 6900, Open 24/7**
 - ii. Non-urgent advice and referrals (i.e. for non-urgent referrals or to discuss potential or current referrals)- **Tel: 020 3299 1599, Open 9am-5pm (Monday to Friday)**
 - iii. Further information can be found here
<https://www.thehavens.org.uk/referrals/>,
<https://www.thehavens.org.uk/referrals/how-do-i-refer/>,
<https://www.thehavens.org.uk/for-healthcare-professionals/>.
 - c. For Adults: Contact the safeguarding adults team at **Waltham Forest Direct** on 020 8496 3000 or fill in the WF council Safeguarding Adults Concern Form:
<https://www.walthamforest.gov.uk/node/1756>.
- V. The Service provider will have a policy for domestic and sexual abuse/violence and ensure that their frontline staff are trained in routine enquiry and appropriate referral to local services about domestic and sexual violence. Alternatively, Waltham Forest Council has listed local domestic abuse support as part of the Violence against women and girls

(VAWG) strategic work; information is found here:
<https://www.walthamforest.gov.uk/content/violence-against-women-and-girls-vawg>.

- VI. If a child presents under the age of 16 and is not Fraser competent to receive a service, treatment or signposting for on-going contraception, you must notify the Waltham Forest Multi-Agency Safeguarding hub (as above). If a child presents under the age of 13, you must notify the Waltham Forest Multi-Agency Safeguarding hub and The Havens (see above).
 - VII. Policy and procedures must be consistent with the terms and requirements of national, London and local requirements and procedures for children, including the London and local Safeguarding Children's Board requirements and the All London Child Protection Procedures for children and young people, and local policies and procedures of the local Children's Safeguarding Boards. The provider will need to demonstrate that its safeguarding arrangements are compliant with s11 of the Children Act 2004 and be able to provide evidence to the commissioner as and when requested. For vulnerable adults, the Service will need to demonstrate that its safeguarding adult arrangements are compliant with local policies and procedures and as set out through the Care Act (2014); London Multi-Agency Adult Safeguarding Policy and Procedures (2015)); Mental Capacity Act (2005); Deprivation of Liberties Safeguards (2009) and subsequent relevant DH guidance on the application of DoLs Prevent Duty Guidance (2015); and Intercollegiate Guidance for health care staff training – Adult Safeguarding (2015).
 - VIII. Arrangements must fully link with local safeguarding and referral/reporting arrangements for safeguarding concerns regarding children and young people and for vulnerable adults.
 - IX. The organisation will have a named professional for Safeguarding Children (Working Together 2015), a designated Adult Safeguarding manager (Care Act 2014) and a Mental Capacity Act lead (Accountability and Assurance Framework NHS England 2013) and a Prevent lead (Prevent Duty Guidance 2015). A named person should be identified within the Service's organisation who has a clearly defined role and responsibilities in relation to safeguarding in each of these areas, and to whom staff can go to for advice. The person(s) must have undertaken relevant training which must be updated every 2 years. Training and awareness of mental capacity issues and best interest decision making arrangements will be required to be in place.
 - X. The provider may be required to produce a quarterly summary report in the format above providing details of safeguarding triggers and concerns, and any referrals to MASH or the Safeguarding Adults team at Waltham Forest Direct.
4. Diagram showing local safeguarding, complaints and serious incidents pathways

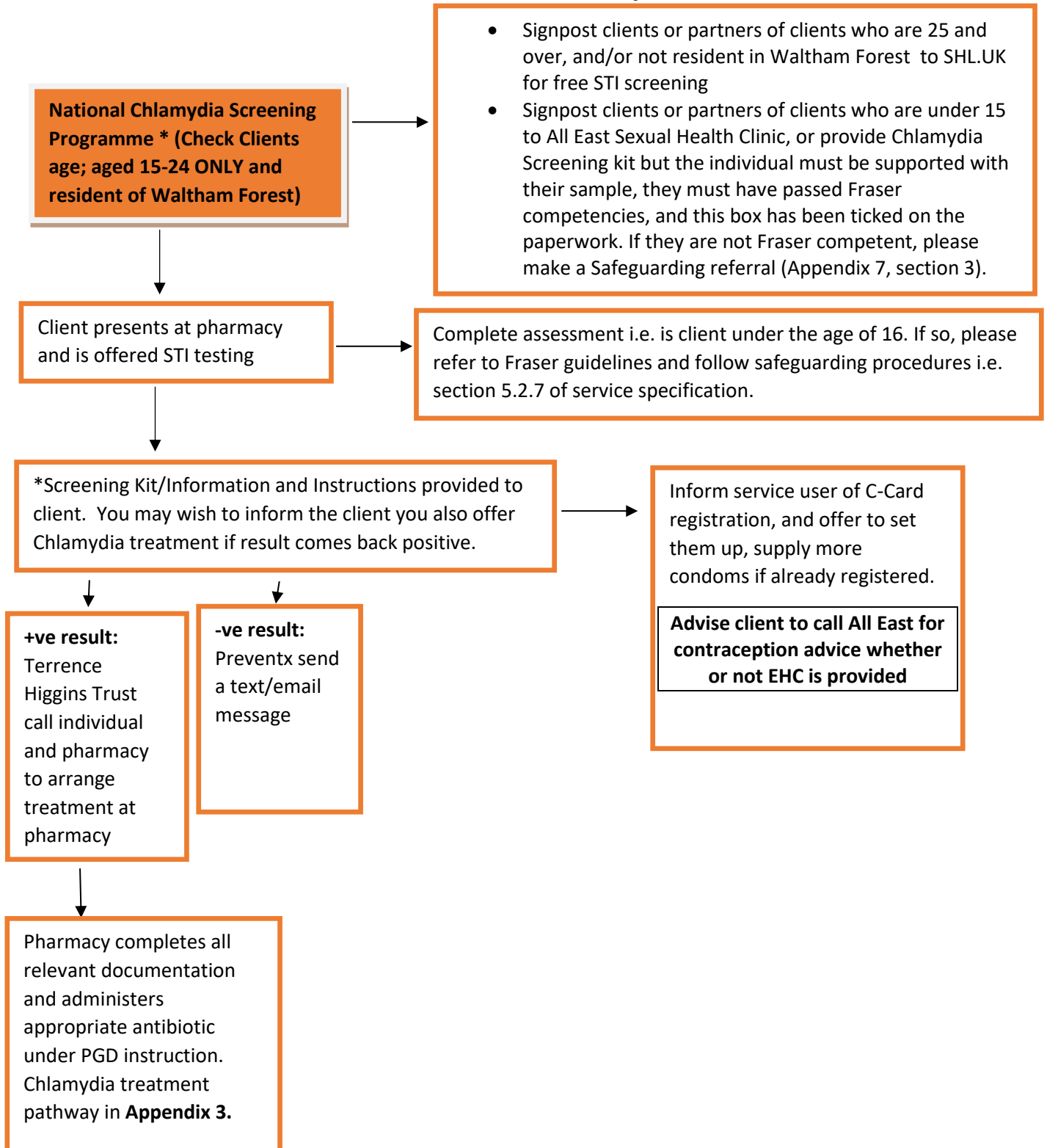


APPENDIX 8: Targeted Pharmacy Sexual Health Service Outcomes by Service

Pharmacy Service Level	Service Provided by Pharmacy	Outcome 1: Increased patient choice and access to sexual health services that pharmacy cannot provide i.e. symptomatic/complicated sexual health concerns, pregnancy related care, substance misuse, HIV Testing etc.	Outcome 2: A reduction in unwanted pregnancies in all ages as evidence by a reduction in conception and abortion rates. Including increased access to EHC and onwards contraception support, advice and signposting to support increased use of regular contraception amongst women.	Outcome 3: Increased uptake of the National Chlamydia Screening Programme (NCSP) for 15-24 year olds.	Outcome 4: Increased diagnosis and management of Chlamydia, particularly in young people aged under 25 years old (diagnosis rate of 2,300 per 100,000 minimum)	Outcome 5: Reduce onward transmission of all STIs
Essential Services *NB. Pharmacies enrolling must be able to deliver all of the above services	Chlamydia Screening			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	C-Card		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Enhanced Services:	Emergency Hormonal Contraception (EHC)		<input checked="" type="checkbox"/>			

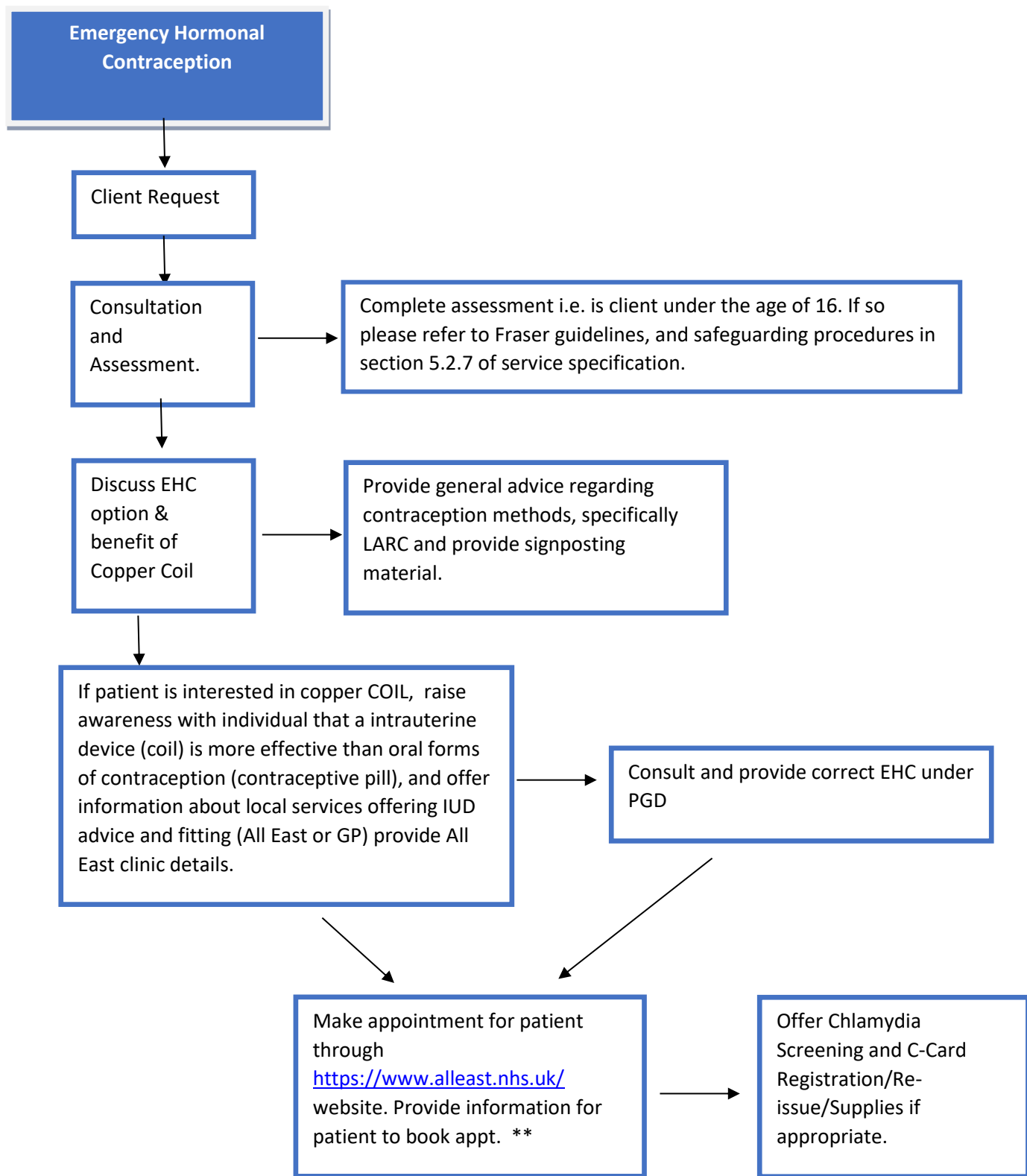
*NB. Pharmacies can choose either or both services to opt-in to provide as an add-on to the essential services.	Chlamydia Treatment (CT)				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Pregnancy Testing		<input checked="" type="checkbox"/>			

APPENDIX 9: Sexual Health Services Care Pathways



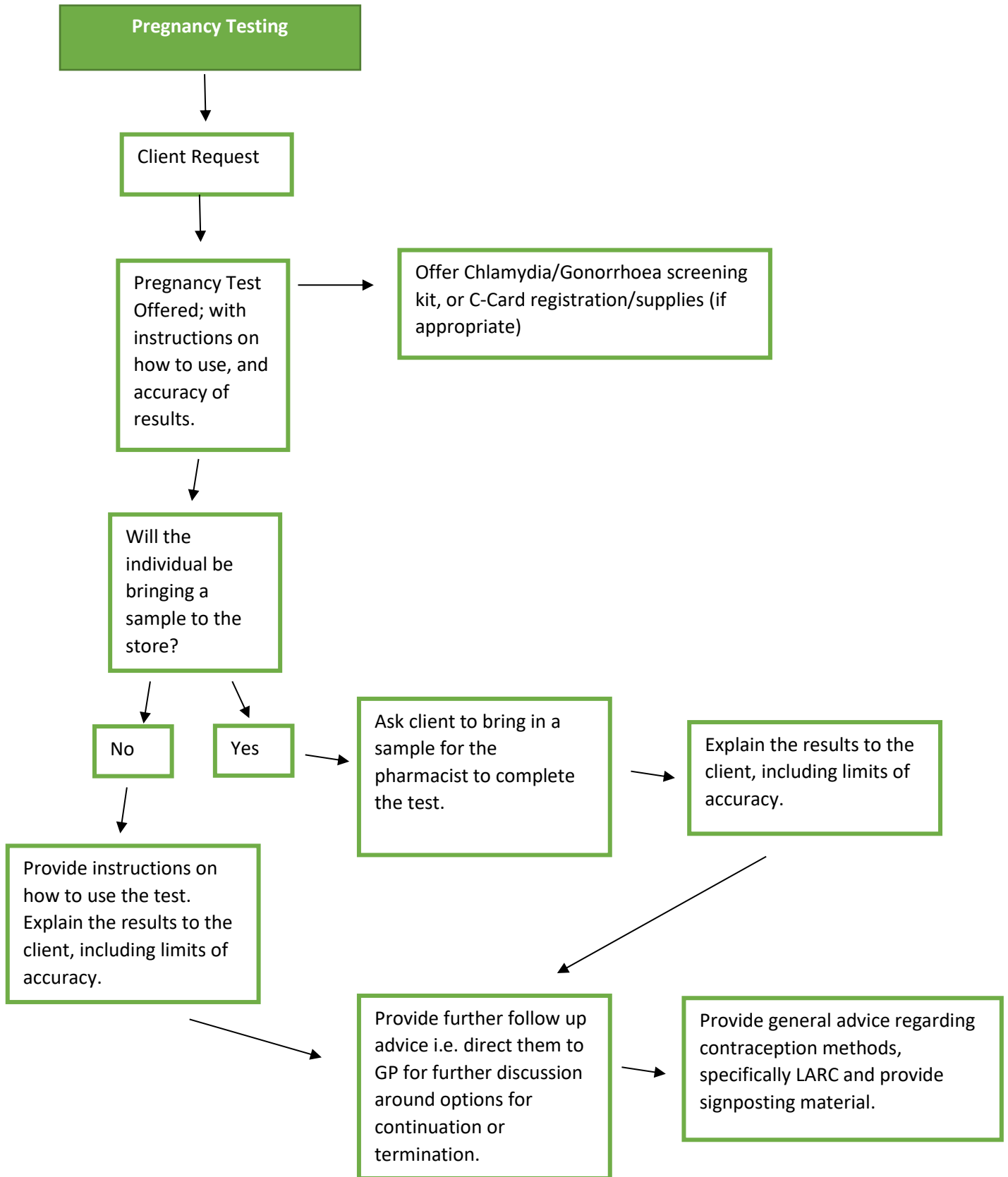
***Through the National Chlamydia Screening Programme clients can also be tested for Gonorrhoea using the same kit.**

For all consultations & treatments provided, please complete details and relevant forms on PharmOutcomes.



** If you (the pharmacist) need urgent sexual health or contraception clinical advice from All East Integrated Sexual Health services, please call 07415 781 648 (PLEASE DO NOT GIVETHIS NUMBER TO PATIENTS) Patients can call 020 8496 7237 Or [book an appointment online](https://www.alleast.nhs.uk/) via the All East website (alleast.nhs.uk). If their surgery or Sexual Health Service is closed for any reason, the service user should be advised to contact NHS 111.

For all consultations & treatments provided, please complete details and relevant forms on PharmOutcomes.



For all consultations & treatments provided, please complete details and relevant forms on PharmOutcomes.

C-Card Condom Registration, Re-issue and Supplies

Client Request

Is the client aged between 13-24 years old?

No

Signpost clients to pay for condom supplies at pharmacy, supermarkets (i.e. Poundland) and All East sexual health clinics.

Yes

Is the client aged between 13 and 24 and wants to complete a **paper registration** in pharmacy?

No

If aged 16 or over, consider **Online Registration**. *If under 16, they must complete the paper registration.*

Yes

- Ask the client to complete the paper-based registration form (supplied in training)
- Pharmacist/staff should check the form for date of birth, postcode, name and ethnic background.
- Offer a condom demonstration. If refused, signpost to the C-Card App, YouTube Condom Demo, or a condom leaflet that is supplied with all packs of condoms.
- Log the 12-digit card number on the back of the physical C-Card and log onto the paper registration form.

- 16-24 year old's can visit www.comecorrect.org.uk/walthamforest to sign up for a virtual c-card while inside the store.
- Clients are required to add their details and email address, watch a condom demonstration and read/accept the terms and conditions
- On submission, a 12-digit number will be emailed to the young person.
- The 12 digit number can be presented to the staff member who logs this encounter on therapy audit.

Please upload the paper form onto therapy audit system within 24 hours of registration (in order for payment to be received by pharmacy). Once completed the paper form can be shredded. Or if individual has digital C-card, put the 12-digit number into the system.

Products can now be issued:
8 condoms and 2 lubes (pre-packed)
Unless the client requests dental dams, femidoms or all lube and no condoms. **A mixture of all products can be supplied up to 10 items in total.**

For all consultations & treatments provided, please complete details and relevant forms on PharmOutcomes.

**C-Card Condom Registration,
Re-issue and Supplies**

Client Request
and already has
a C-Card
registered

Make note of the 12-digit C-card number to enter into the therapy audit system for payment. These must be collated and added onto system within 10 days of supplies being provided.

Products can now be issued:
8 condoms and 2 lubes (pre-packed)
Unless the client requests dental dams, femidoms or all lube and no condoms. **A mixture of all products can be supplied up to 10 items in total.**