



**REFERRAL OF PATIENTS PRESENTING AT COMMUNITY PHARMACY  
FOR EMERGENCY HORMONAL CONTRACEPTION TO THE  
INTEGRATED SEXUAL HEALTH SERVICE PROTOCOL**

<b>Reference No:</b>	UHB 052	<b>Version No:</b>	1	<b>Previous Trust / LHB Ref No:</b>	N/A
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<b>Documents to read alongside this Protocol</b>	National Enhanced Service Emergency Hormonal Contraception Service Specification
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**Classification of document:** Primary, Community and Integrated Care

**Area for Circulation** Primary Care and Integrated Sexual Health

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**Group Consulted Via/ Committee:** Integrated Sexual Health colleagues, Primary Care colleagues

**Ratified by:** Medicines Management Group

**Date Published:** 2<sup>nd</sup> June 2011

Version Number	Date of Review	Reviewer Name	Completed Action	Approved By	Date Approved	New Review Date
1				Medicines Management Group	17 <sup>th</sup> May 2011	17 <sup>th</sup> May 2014

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## 1. Introduction

Provision of emergency hormonal contraception (EHC) by community pharmacists is being rolled out across Wales as a National Enhanced Service. Clients will be assessed and provided with EHC if they meet the criteria contained within the Patient Group Direction which authorises supply.

Part of the service specification is to refer clients, where appropriate, into sexual health services. E.g. where more effective emergency contraception is desired/ required or where a sexually transmitted infection (STI) may be suspected.

## 2. Aims

To enable clients to be referred directly and efficiently to the appropriate clinic at the Integrated Sexual Health Service

## 3. Objectives

1. To refer clients who may have been at risk of STIs to an appropriate support service.
2. To refer clients, especially those from hard to reach groups, into mainstream contraceptive services
3. To signpost patients to services that provide diagnosis and treatment for STIs.
4. To link community pharmacy into existing sexual health services such that patients with ongoing needs can be referred to appropriate services effectively.
5. To refer patients excluded from the PGD to appropriate local NHS services able to meet their emergency contraception needs.

## 4. Protocol for referral of clients presenting at community pharmacists to Integrated Sexual Health Services

### Possible Situations leading to referral

1. Request for more effective contraception (IUD or Ullipristal)
2. Client does not meet the criteria for Levonelle 1500 via the PGD, but may be suitable for other Emergency Contraception
3. Client had unprotected sexual intercourse (UPSI ) more than 5 days ago
4. Allegation of Sexual Assault
5. Vulnerable teenager, non Frazer competent / under 13 years
6. Genital Symptoms suggesting STI
7. Request for STI check

8. High risk behaviour

(This list is not exhaustive)

Procedure:

For Sexual Assault please telephone Cardiff SARC (Sexual Assault Referral Centre) on 02920335795

**All other referrals:**

**Telephone central ISH office on 02920335355**

The clients' name will be taken and a suitable clinic will be identified by the ISH office.

If the office is closed / no – one can come to the phone:

Please leave a message stating which ISH clinic you have asked the client to attend. The ISH office will get back to you if this arrangement needs to be altered due to staffing issues. The pharmacy should therefore provide contact details of the patient in this scenario.

Before the client leaves, please ensure you complete the referral note (Appendix I) and hand it to client who must bring this to the Community Clinic.

The following clinics usually have a doctor present and are likely to be referred to if insertion of an IUD is required:  
(Please refer to the 'Community ISH Integrated Sexual & Reproductive Health Clinics' leaflet provided for full details of address and times).

<p><b>Monday</b> Roath Clinic (am and pm clinics) Park View Health Centre Gabalfa Clinic Cardiff Royal Infirmary (CRI) St Davids Hospital (<i>very busy</i>) Broad St Clinic (<i>very busy</i>)</p>	<p><b>Thursday</b> Broad Street Clinic Grangetown Health Centre (<i>very busy</i>) Roath Clinic (<i>very busy</i>)</p>
<p><b>Tuesday</b> Roath Clinic (<i>very busy</i>)</p>	<p><b>Friday</b> St Davids Hospital (am and pm) LLantwit Major Clinic</p>
<p><b>Wednesday</b> Splott Clinic Trowbridge Health Centre Penarth Health Centre Heath Hospital (UHW) AnteNatal Clinic</p>	<p><b>Saturday</b> -----</p>

## **5. Resources**

It is expected that a proportion of patients will be referred to ISH for ongoing treatment. The initial contact will be by telephone and so an increased administration capacity may be required in ISH.

## **6. Training**

There are no training implications.

## **7. Implementation**

Dissemination and explanation of the protocol to community pharmacists and ISH staff will be done at the time of roll out of the service. This is anticipated to be June 2011.

## **8. Further Information**

The service has been developed by Welsh Assembly Government as part of the Community Pharmacy Contract.

## **9. Equality**

Cardiff and Vale UHB is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups. We have undertaken an Equality Impact Assessment and received feedback on this protocol and the way it operates. We wanted to know of any possible or actual impact that this protocol may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues), race, disability, sexual orientation, Welsh language, religion or belief, transgender, age or other protected characteristics. The assessment found that there was no impact to the equality groups mentioned.

## **10. Audit**

Referrals from community pharmacy can be audited by ISH. Data on referrals is also being captured by the National Electronic Claim and Audit Form, which is the process which pharmacists use to get funded for the service.

## **11. Distribution**

To all community pharmacies providing the EHC service.

**APPENDIX I**

**REFERRAL FROM COMMUNITY PHARMACY TO  
INTEGRATED SEXUAL HEALTH SERVICE (ISH)  
CARDIFF & VALE UHB**

Date.....

Pharmacist contact details .....

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Client details.....

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Clinical details of this referral:

	Please tick all that apply	Appropriate clinic
Emergency Contraception		Community ISH
Genital symptoms		Central ISH
Vulnerable teenager at risk		Community ISH
History of sexual assault		SARC
STI check (swabs only)		Community ISH
STI check (incl blood tests)		Central ISH
Discuss / fit Long acting reversible contraception		Community ISH
Discuss / supply hormonal contraception		Community ISH
Other (please explain below)		

Please turn over

