



Appendix A (2)



2015/2016

SERVICE SPECIFICATION FOR THE PROVISION OF: Chlamydia Screening in Community Pharmacy

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1. Introduction

From April 1st 2013 the responsibility for commissioning Chlamydia screening and treatment services transferred from the NHS to Local Authorities as part of their new Public Health remit as required by the Health and Social Care Act 2012.

This service specification is designed to cover what has previously been described as an enhanced aspect of clinical care of the patient, which is beyond the scope of essential services. No part of the specification by commission, omission or implication defines or redefines essential or additional services delivered under the new contract with NHS England. This specification now forms part of a separate contract for Public Health Services between Hertfordshire County Council (the Council) and Community Pharmacy.

Chlamydia trachomatis (Chlamydia) is the most commonly diagnosed sexually transmitted infection in the UK. Untreated Chlamydia leads to serious consequences including pelvic inflammatory disease, ectopic pregnancy and infertility in women and epididymo-orchitis in men. The majority of infections are asymptomatic and the National Chlamydia Screening Programme (NCSP) aims to identify and treat all young adults who are infected and to trace and treat all partners of infected young people. See <http://www.chlamydia-screening.nhs.uk/ps/> for the link to NCSP professional website.

In Hertfordshire, the programme is supported by the Hertfordshire Chlamydia Screening Programme, a team of nurses and practitioners who are qualified and experienced in sexual health practice.

The Public Health Outcomes Framework 2013-2016¹ includes an outcome measure by which to assess progress in controlling Chlamydia in young persons aged 15-24. Rather than a simplistic screening target which did not encourage case finding or screening in core services, a new Chlamydia diagnosis rate indicator was introduced in 2012-2013 based on an annual diagnostic rate set at 2,300 positive screens per 100,000 15-24 year olds. This reflects both coverage and positivity of testing at all screening sites (including symptomatic and asymptomatic screens from GUM testing sites). Modelling strongly suggests that achievement of a diagnosis rate of 2,300/100,000 people aged 15- 24 will lead to a national drop in the prevalence of Chlamydia infection by about 2% of the prevalence the previous year, assuming that recommended standards of treatment and partner notification are met.

The focus of activity in Hertfordshire for 2015-2016 is to ensure high testing volumes within Core Services and venues where positivity is known to be higher, whilst ensuring access to screening for all sexually active young people.

Hertfordshire Ambitions

The National Chlamydia screening programme recommends that at least 70 percent of screens should be delivered through core services. Delivery of the programme in primary care and Community Pharmacy is essential to the programme's success in reducing Chlamydia prevalence.

The estimated population of young Hertfordshire aged between 15 and 24 in 2013 in Hertfordshire is 132,359. As an ambition for 2015-2016, we recommend that Community Pharmacies that have accessible public conveniences should offer Chlamydia screening to young people aged 15-24. All eligible Community Pharmacies should be able and are strongly encouraged to treat young people aged 16-24 and their partners aged 16 or over, under the Patient Group Direction (PGD) for the supply of Azithromycin to treat uncomplicated Chlamydia trachomatis. Pharmacies offering Chlamydia treatment must also offer Chlamydia screening services. The activity in Community Pharmacies will contribute to the National Chlamydia Screening Programme.

Testing should be accessible and offered to the entire population aged 15-24 and not just to those perceived to be at higher risk.

¹ Department of Health (2013) Public Health Outcomes Framework 2013 to 2016. Available at: <https://www.gov.uk/government/publications/healthy-lives-healthy-people-improving-outcomes-and-supporting-transparency>

Nationally, Chlamydia screening activity is prioritised in GUM and the following Core Services:

- Community Pharmacy
- GP practices
- Contraception and Sexual Health (CaSH)
- Termination of Pregnancy Services

These services and remote testing should provide the majority of screening and treatment for young people (Preventix (www.freetest.me) is currently commissioned to deliver this service). Access to screening should also be prioritised for young people who don't access mainstream services.

2. Duration

This agreement is valid from 1st April 2015 to 31st March 2016 or until the service is terminated according to the conditions in B.32 of the main contract.

3. Eligibility and Accreditation

Screening

All front line staff should be trained in how to initiate difficult conversations with young people and the importance of Chlamydia screening (brief interventions).

The pharmacy needs to be registered with Hertfordshire Chlamydia Screening Programme and have a screening site code allocated.

Treatment

All eligible Community Pharmacies should be able and are strongly encouraged to treat young people aged 16-24 and their partners aged 16 or over, under the Patient Group Direction (PGD) for the supply of Azithromycin to treat uncomplicated Chlamydia trachomatis (attached)

Pharmacies offering Chlamydia treatment must also offer Chlamydia screening services.

To operate under the PGD the pharmacist must have attended accredited Hertfordshire Chlamydia Treatment PGD Training. Evidence of this training would include a copy of the relevant training certificate and must be submitted on return of this contract.

Pharmacists are required to attend an annual update or have an annual update delivered within the pharmacy.

4. Requirements for Screening and Treatment

1. To comply with the National Chlamydia Screening Programme (NCSP) Core requirements (6th edition)² or its updates (Annex 1).
2. To identify a Chlamydia lead within the pharmacy to promote Chlamydia screening and treatment and liaise with the Hertfordshire Chlamydia Screening Programme (HCSP)
3. Ensure that all front line staff are appropriately trained in discussing Chlamydia screening with young people (Brief Intervention).
4. To offer Chlamydia screening (testing) to all 15-24 year olds at every opportunity.
5. To ensure that young people know how to do the test correctly to reduce the likelihood of false test results (false positive or false negative).
6. All urine samples or vaginal swabs must be correctly labelled and screening forms completed and reach the laboratory for testing.
7. To treat eligible young people aged 16-24 years who have been referred to the pharmacy by HCSP having been diagnosed with Chlamydia trachomatis (index patients) and notify HCSP of the treatment.
8. Ensure that all pharmacists involved in the treatment of Chlamydia trachomatis are appropriately trained to give the medication and give appropriate sexual health advice.
9. To screen and treat all partners of young people referred to the pharmacy by HCSP with a diagnosis of Chlamydia trachomatis irrespective of age and notify HCSP of the treatment (empirical treatment required - where treatment is given prior to validation of test results).
10. To monitor and maintain progress towards Hertfordshire's Chlamydia screening target.
11. To prominently display appropriate patient information in waiting areas to promote the service within the pharmacy. To include a displayed confidentiality statement (see example template Annex VIII).
12. To comply with the Department of Health 'You're Welcome' quality criteria: Making health services young people friendly³ Go to:
www.gov.uk/government/uploads/system/uploads/attachment_data/file/152088/dh_127632.pdf
for more information
13. To order and maintain supplies of testing kits and monitor the 'use by' date of vaginal swabs.
14. To order and maintain appropriate supplies of medication for treatment.
15. To provide appropriate treatment free of charge for all positive patients aged 16-24 and their partners irrespective of age and give appropriate sexual health advice.
16. To inform the Hertfordshire Chlamydia Screening Programme of all index patients and their partners that attend for treatment on the appropriate treatment and partner management form (Annex V).

² **National Chlamydia Screening Programme (2012) Core Requirements (6th edition).** Available at: http://www.chlamydia-screening.nhs.uk/ps/resources/core-requirements/NCSP%20Standards%206th%20Edition_October%202012.pdf

³ Department of Health (2007) 'You're Welcome' quality criteria: Making health services young people friendly. London: Department of Health. Available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/152088/dh_127632.pdf

17. To refer to other agencies as appropriate e.g. GUM, C-Card and CaSH services. Refer to the websites below for signposting information.
18. To refer people outside of the NCSP age range to GUM services (i.e. service users that are 25 years and over, unless they are an identified partner of an index patient).
19. All services should comply with their duties in relation to The Equity Act 2010. An interpreter should be considered for patients whose first language is not English.
20. The test initiator is responsible for ensuring that any young person under 16 being offered a test is competent to make an informed decision. Test venues must adhere to the national and local guidance and ensure competency is assessed and documented.
21. Services should ensure all staff have access to and follow the Hertfordshire Safeguarding Adults and Children Boards from Abuse Procedures. These are accessible to staff here <http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/> and here <http://hertsscb.proceduresonline.com/index.htm>

Fraser Guidelines establish that young people under 16 years old can give consent provided that the healthcare worker (HCW) is convinced that:

- The young person understands the HCW's advice, including risks.
- The HCW cannot persuade the young person to inform his or her parents or allow the doctor to inform the parents.
- The young person is very likely to begin or continue having intercourse with or without contraceptive / sexual health treatment.
- Unless s/he receives contraceptive advice or treatment the young person's physical or mental health or both are likely to suffer.
- The young person's best interests require the HCW to give contraceptive advice, treatment or both without parental consent.

5. Resources

Department of Health. Best practice guidance for doctors and other health professionals on the provision of advice and treatment to young people under 16 on contraception, sexual and reproductive health: <http://www.bashh.org/documents/1993.pdf>

Sexual Health services and GUM Clinics in Hertfordshire
<http://sexualhealthhertfordshire.co.uk/find-a-clinic.html>

Contraception and Sexual Health (CaSH) in East & North Hertfordshire:
http://www.hertschs.nhs.uk/services/adult/Sexual_Health/sexual_health_contact.aspx

Sexual Health services in West Hertfordshire:
<http://www.westhertshospitals.nhs.uk/ourservices/sexualhealth/>

Service Specification for the Screening and Treatment of Chlamydia Trachomatis

Screening

- All young people aged 15-24 are offered a test at every opportunity.
- To ensure that young people know how to do the test correctly to reduce the likelihood of false test results (false positive or false negative).
- All young people are advised of the benefits of accepting a Chlamydia test.
- All young people are given brief intervention advice on the frequently symptomless nature of Chlamydia and the consequences of untreated infection.
- Women may choose to use a vaginal swab (greater sensitivity) or provide a urine sample.
- Urine should not have been passed for 1 hour prior to providing a urine sample and the first part of the urine stream should be obtained.
- The kit contains a NCSP patient information leaflet.
- The separate screening form should be completed with the site testing venue and site code before handing to the young person to complete.
- Whenever possible testing kits should be handed in at the testing venue for checking and onward posting to the laboratory.
- Any concerns in relation to safeguarding children seek appropriate advice and refer to procedures.
- Young people who decline a test at the time should be given an advice card and details of how to obtain a free kit via the website 'Freetestme': <http://freetest.me.uk/>

Results

- Explain to the young person that they will receive their results within two weeks of testing in the format that they prefer.
- Provide **C Sure advice card** to each young person who receives a screening kit. (The card advises the service user of how and when they will receive results).
- All results are available to the Hertfordshire Chlamydia Screening Programme (HCSP) on a secure database as soon as the results are uploaded by the laboratory.
- All negative results are automatically texted (usually preferred choice) to the young person by HCSP.
- Young people with positive tests are asked to call HCSP as soon as possible.

Treatment

- **All eligible young people aged 16-24 may be treated under the PGD for the supply of Azithromycin for the treatment of uncomplicated Chlamydia trachomatis.**
- All results are managed by the HCSP.
- The young person makes contact with HCSP or HCSP makes contact with the young person using their preferred method.
- The young person is required to provide information on any infectious symptoms and risk factors for other STIs.
- Advice is given to patients about where to get treatment and signposted to the most accessible treatment site for their needs.
- Patients with STI symptoms or at high risk of having other STIs are referred to GUM.
- Uncomplicated Chlamydia may be treated in Community Pharmacies, Primary Care or CaSH services.
- All index patients are given sexual health advice and the importance of treating all current and previous partners is stressed.
- Partner notification is vital to the success of the programme. It is usually conducted by the index patient and should include all partners for the previous 6 months. When partners are not informed by the index patient, HCSP will request permission to make anonymous contact with previous partners in order to arrange treatment and testing.
- Treatment is supplied free of charge to all young people and their partners (see Core Requirements 6th edition).
- Partners of positive index patients may obtain free screening and treatment under the NCSP regardless of their age. They must be over the age of 16 at a community pharmacy.
- The treatment and partner management form should be returned to HCSP within 48 hours of treatment.

6. Quality

All services must adhere to the NCSP Core Requirements 6th Edition. The HCSP will evaluate service user experience to monitor quality of screening and treatment services

7. Contract Monitoring

Due to the potential for deductive disclosure; numbers treated at pharmacy level will not be available to Locality Commissioning Groups, community pharmacies or other stakeholders.

It is expected that the Provider will comply with all data requests relating to the NCSP.

A member of staff from the Hertfordshire Chlamydia Screening Programme will be available to provide support and advice on screening and treatment.

7.i - NCSP Core Requirements Quick Reference Guidelines 6th Edition

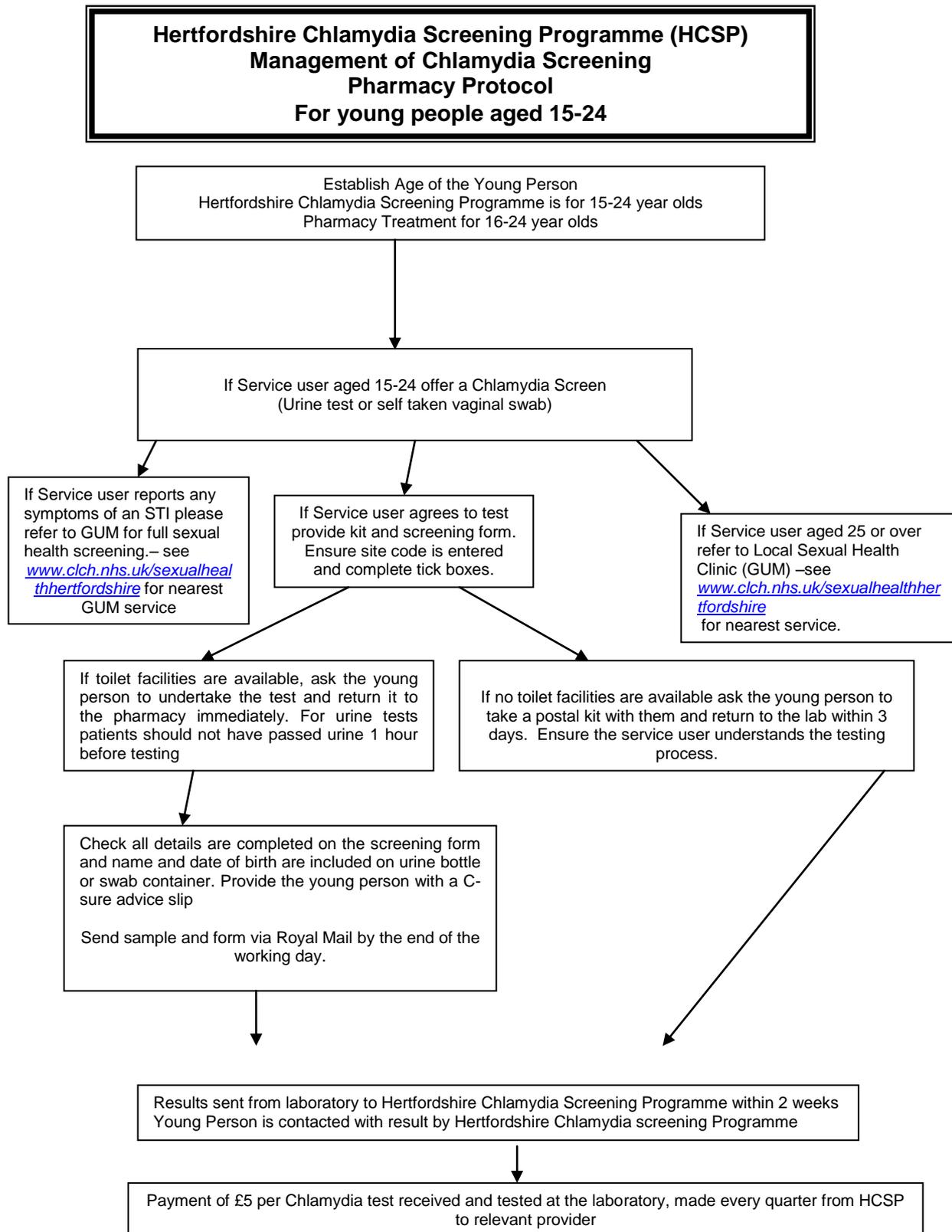
National Chlamydia Screening Programme Standard (6th Edition) Quick Reference Sheet for Providers

Chlamydia Screening Delivery <ul style="list-style-type: none"> Directors of Public Health hold responsibility for ensuring local screening delivery All screening to be in line with NCSP Standards (6th) 	Testing Practice <ul style="list-style-type: none"> Self taken swab or urine sample, or cervical swab if cervical examination taking place Nucleic Acid Amplification Tests (NAAT) must be used
Chlamydia Screening Venues <ul style="list-style-type: none"> At least 70% of screening delivered via primary care, SRH and GUM services (per PCT or upper tier/ unitary Local Authority from April 2013) Targeted outreach screening can be considered for groups not engaged by healthcare services (if evidence of unmet need) Healthcare staff at all venues should be trained to provide results, treatment and partner notification High quality internet testing should be considered to supplement core service provision 	Providing Results <ul style="list-style-type: none"> Young person to select preferred notification method If test is positive, three contact attempts to be made (using more than one notification method)
NCSP Screening Criteria <ul style="list-style-type: none"> Opportunistic screening of all sexually active young people under 25 years old Testing of partners regardless of age 	Management of Positives <ul style="list-style-type: none"> Advise full STI screen Arrange treatment Discuss partner notification Agree arrangements for partners to be managed Give safe sex advice Follow up two weeks post-treatment
Offering the Test <ul style="list-style-type: none"> Offer test annually and on every change of partner Offer test via routine medicals, contraceptive / emergency hormonal contraceptive consultations, abortion referral and 'call' opportunities (e.g. asthma check) 	Treating Chlamydia Infection <ul style="list-style-type: none"> Azithromycin (1gm) stat or doxycycline (100mg bd) seven days Treatment is free for the young person See BASHH guidance for treatment during pregnancy
Test Consent <ul style="list-style-type: none"> NCSP patient information leaflet plus; Sample provided plus; Able to provide consent (Fraser criteria for Under 16s) 	Partner Management <ul style="list-style-type: none"> Patient-led PN (provider-led offered as required) Offer testing Empirical treatment (do not wait for test result) Ask about partners of partners and encourage testing

NOTES:

- The full NCSP Standards (6th Edition) can be accessed on the [NCSP website](http://www.ncsp.nhs.uk)
- Further detail on chlamydia screening in men having sex with men in Section 2.4 of the full Standards
- Those with genital symptoms should have a clinical assessment.

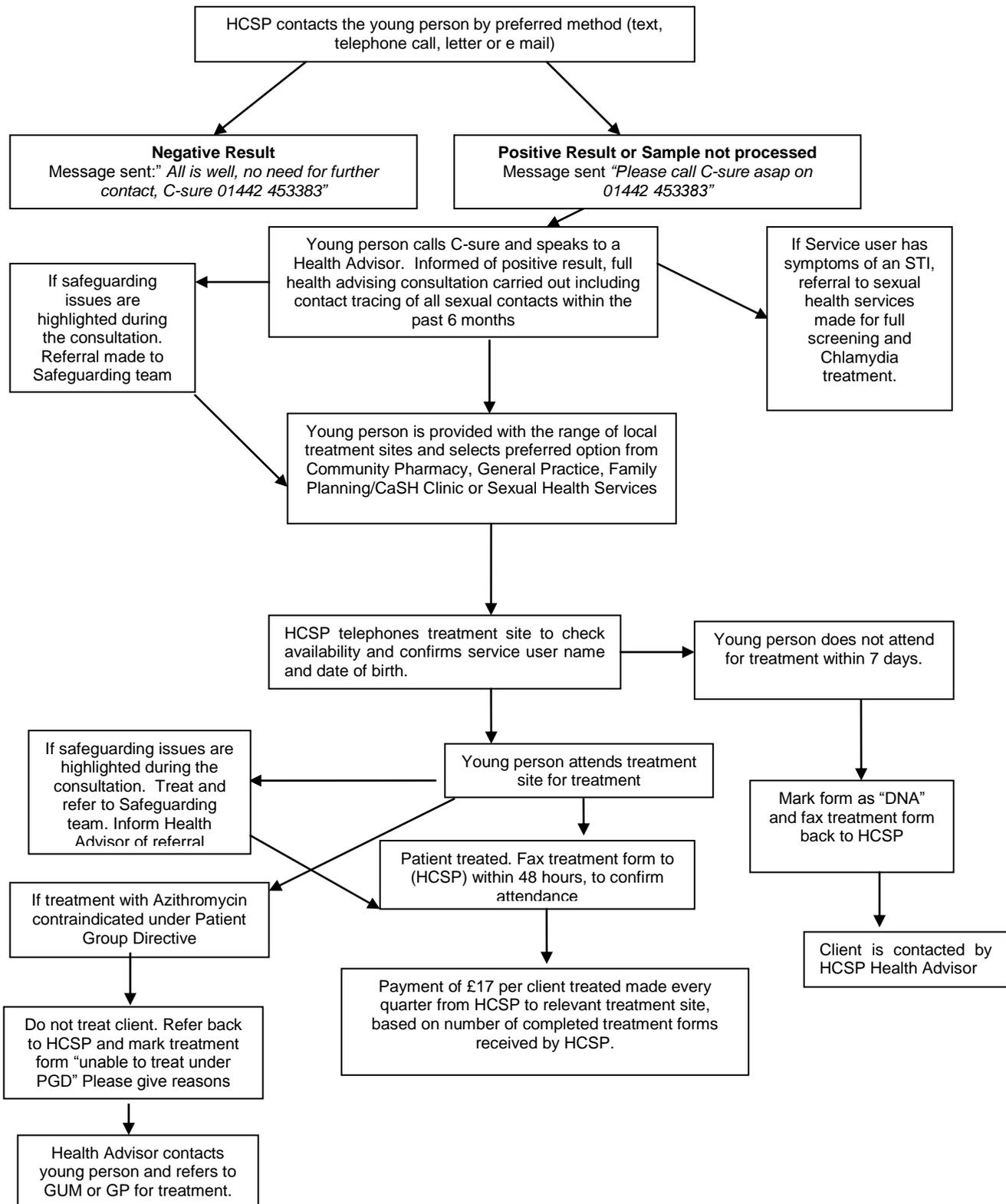
7.ii - Chlamydia Screening Pharmacy Protocol (flowchart)



7.iii - Chlamydia Treatment Pharmacy Protocol (flowchart)

Hertfordshire Chlamydia Screening Programme (HCSP) Management of Chlamydia Treatment Pharmacy Protocol For young people aged 16-24

Test Results sent from laboratory to Hertfordshire Chlamydia Screening Programme (HCSP) within 2 weeks of screening



7.iv - Service User Treatment Form (Revised 2015-16)

Apsley 1 Brindley Way Hemel Hempstead HP3 9BF Tel: 01442 453383 Fax: 0300 008 3272 (safe haven)

PLEASE RETURN THE COMPLETED FORM TO ENSURE PAYMENT UNDER THE SERVICE SPECIFICATION

Site Details

Site Code: Treatment Site

Patient Details

Date		D.O.B		Lab No	
Name					
Allegries:					

Medication Given

Azithoromycin 500mg tabs (1 st Line)	2		Batch Number	
Azithoromycin 250mg tabs	4		Expiry Date	
Azithoromycin 500mg caps	4		Date Administered	

Partner Name	
Partner D.O.B	
Has Partner been treated	Yes/No
Where were they treated	

PLEASE ADVISE NO SEXUAL CONTACT FOR 7 DAYS POST TREATMENT

Pharmacist Details

Pharmacist Signature:

Pharmacist Name: Date

IF YOU HAVE ANY QUERIES, PLEASE CALL JACKIE LAMB – SCREENING SUPPORT OFFICER ON 01442 453383

7v Pharmacy Partner Contact Treatment Form

Hertfordshire Chlamydia Screening Programme
 Apsley 1
 Brindley Way
 Hemel Hempstead HP3 9BF

Tel: 01442 453383
 Fax: 0300 008 3272 (safe haven)

PLEASE RETURN THE COMPLETED FORM TO ENSURE PAYMENT UNDER THE SERVICE SPECIFICATION

Site Details

Site Code: Treatment Site

THIS PERSON IS A PARTNER/CONTACT OF A POSITIVE PATIENT PLEASE TEST AND TREAT

Patient Details

Date		D.O.B		Lab No	
Name					
Allegries:					

Medication Given

Azithoromycin 500mg tabs (1 st Line)	2		Batch Number	
Azithoromycin 250mg tabs	4		Expiry Date	
Azithoromycin 500mg caps	4		Date Administered	

Partner Name	
Partner D.O.B	
Has Partner been treated	Yes/No
Where were they treated	

PLEASE ADVISE NO SEXUAL CONTACT FOR 7 DAYS POST TREATMENT

Pharmacist Details

Pharmacist Signature:

Pharmacist Name: Date

IF YOU HAVE ANY QUERIES, PLEASE CALL JACKIE LAMB – SCREENING SUPPORT OFFICER ON 01442 453383

7.vi CHILD PROTECTION GUIDELINES FOR HERTFORDSHIRE

IN CASES OF EXTREME RISK OF HARM

Contact Children's Services or the Police immediately.

CONTACT DETAILS BELOW

IN CASES WHERE SERIOUS MEDICAL INJURIES NEED URGENT MEDICAL ATTENTION

1. Contact hospital A&E Dept. and advise sending case of possible abuse.
2. Always make your own referral to Children's Services and specify which hospital.

IN CASES OF SUSPICION OF ABUSE

1. It is advisable to discuss the case with the child protection lead for your service.
2. You may wish to discuss case with Designated Doctor or Nurse for Safeguarding Children before discussing with parent.
3. Where a professional is unsure as to whether to make a referral a conversation may take place by calling the Targeted Advice Service on 01438 737511 Monday to Thursday 09:00 – 17:30, Friday 09:00-16:30. The TAS is a consultation service to practitioners where they are unsure about safeguarding children concerns.
4. Advise parent of concern and if possible gain consent for referral.
5. If no consent given, advise parent of professional duty of care to child.
6. Refer to Children's Services.
7. If there is the possibility of pressure being put upon the child by a parent to retract an allegation, or discussion with parent could place the child at increased risk, then the case should be discussed with Children's Services prior to discussion with parent.

IN CASES OF CHILD SEXUAL ABUSE

1. If disclosure or suspicion of sexual abuse, no further interviewing or examination should take place.
2. Refer to Children's Services (advise if abuse occurred less than 72 hours previously).

IN ALL CASES

1. All referrals to Children's Services should be made by calling the Call Centre on 0300 123 4043 and then backed up in writing and faxed to the Call Centre on 01438 737402. Always include full contact details of recipient of any onward referral.
2. Make accurate contemporaneous notes of history, examination and actions taken.
3. Carefully record your conversation with the parent and any direct or telephone conversations with other professionals/agencies.

CHILDREN'S SERVICES

Call Centre takes all new referrals –

Tel: 0300 123 4043

Fax: 01438 737402

Address: Customer Service Centre, PO Box 153, Stevenage
SG1 2GH

CHILD ABUSE AND INVESTIGATION UNIT HERTFORDSHIRE CONSTABULARY

Tel: 101

7.vii - Confidentiality Statement

Pharmacy Name:

Here to listen not to tell

We provide a confidential service to all our service users, including under 16s. This means that you can tell others about this visit but we won't.

The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss it with you first.

If you have worries about confidentiality please feel free to ask a member of staff.



Chlamydia Screening and Treatment Training

MUST BE COMPLETED AND COPIES OF SIGNED ACCREDITATION AND RELEVANT PGD RETURNED WITH THE SIGNED CONTRACT

Pharmacy Name and address

F Code.....

Chlamydia site

Pharmacist (or pharmacy staff for screening) NAME	Date: Brief Intervention training	Date: PGD Accreditation	Date: PGD Training Update	Date: Other relevant training

CHARGES

Hertfordshire County Council requires all community pharmacies to submit their bank details to them at this address: supplier.manager@hertfordshire.gov.uk Details must be sent on official headed paper and have the words 'Public health' in the subject line. Please use the template below to send in your bank details and for any future changes.

F Code	
Pharmacy Name	
Name of Payee	
Bank Account No.	
Sort Code	
Bank Name	
Fax Number	
Email Address	

Chlamydia Screening - Payment Details

Payments will be made quarterly in arrears depending on the following:

- The urine sample, or self taken vaginal swab, reaches the laboratory and is correctly labelled, including the testing venue's site code.
- The index patient and/or partner attend for treatment and the Hertfordshire Chlamydia Screening Programme is notified on the patient treatment form.

Payments will be made as follows:

- **£ 5 per screen tested at the laboratory**
- **£17 per service user tested positive presenting at community pharmacy for treatment**
- **£17 per partner treated**

No payments can be made for patients screened or treated over the age of 25 unless the partner of an index patient.

Queries regarding payment should be made to: **Hertfordshire Chlamydia Screening Programme**

Telephone: 01442 453383 or 08000075206

Payments will only be made as follows:

- The service user has been provided with a kit to test for Chlamydia or has opted out of this service.
- The service user has been referred into a sexual health clinic for the provision of STI testing and/or contraceptive advice and provision when appropriate.
- Payments will be subject to post payment verification.