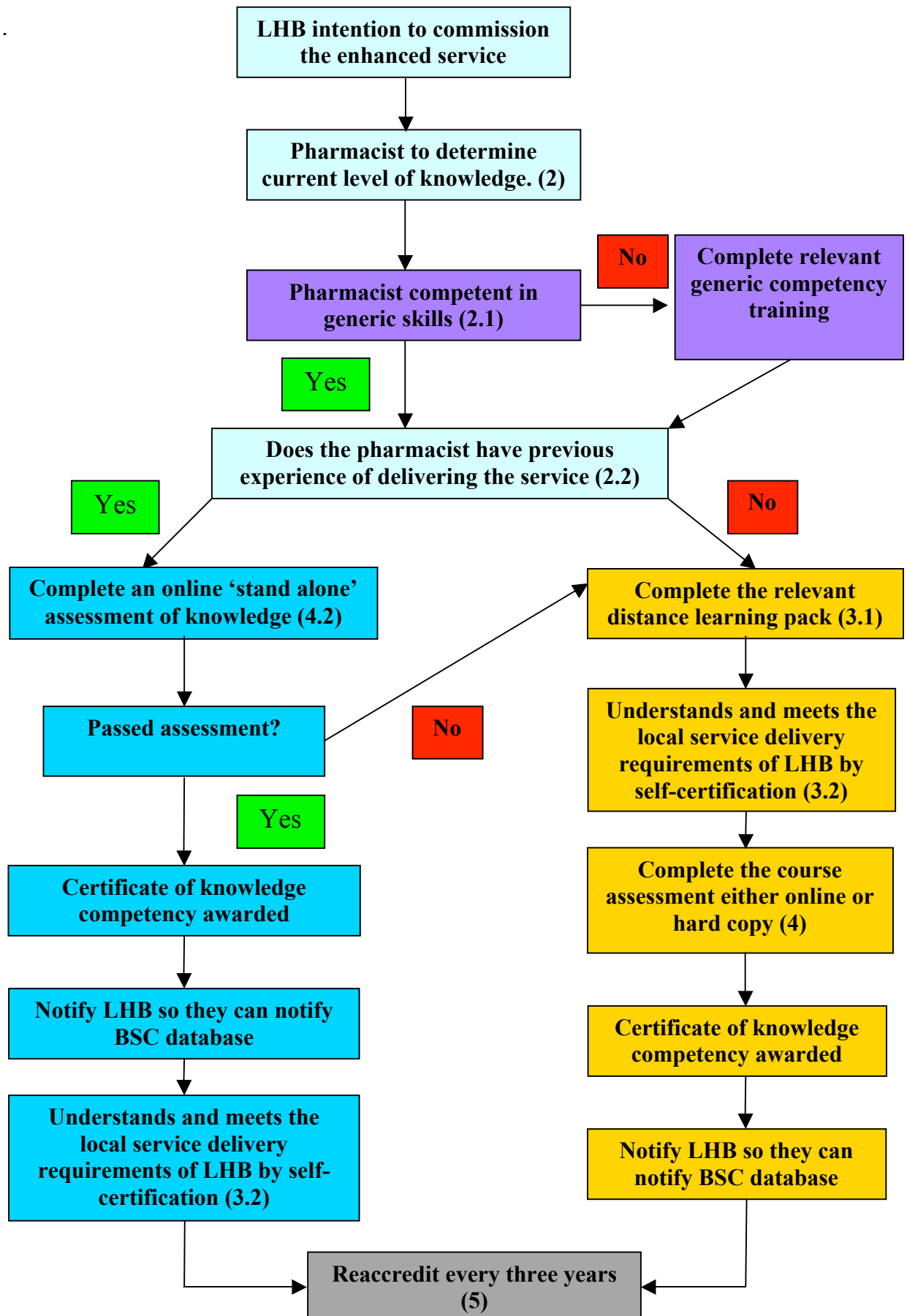


# Community Pharmacy National Enhanced Services Competency and Training Framework

## Emergency Hormonal Contraception

<b>1</b>	<p><b>Introduction</b></p> <p>Community pharmacists who wish to provide Levonorgestrel Emergency Hormonal Contraception (EHC) as a National Enhanced Service via a Patient Group Direction (PGD) must demonstrate competence prior to commencement of the service and have their names listed on an enhanced service provider list kept by the Business Service Centre on behalf of the Local Health Board (LHB).</p> <p>The PGD will specify the age range of clients eligible for the service and may facilitate supply to young persons under 16 years old, in appropriate circumstances.</p> <p>The information in this document outlines the design of training which will allow community pharmacists to be deemed competent by the LHB.</p>
<b>2</b>	<p><b>2.1 Generic competencies</b></p> <p>Pharmacists are expected to have a current working knowledge of the following areas before providing this enhanced service:</p> <ul style="list-style-type: none"> <li>• Child Protection level 1</li> <li>• Disability Discrimination Act</li> <li>• Mental Capacity Act</li> <li>• Protection of Vulnerable Adults</li> <li>• Data protection / Caldicott guidelines</li> </ul> <p><b>Pharmacists will be required to self-certify that they have these generic skills.</b> NB. Only one self-certification form is required by the LHB no matter how many enhanced services you deliver. Support in these areas is available from WCPPE</p> <p><b>2.2 Core competencies</b></p> <p>These core competencies have been linked with the general pharmacist competences of the Royal Society of Great Britain, shown in [ ].</p> <ol style="list-style-type: none"> <li>a) Able to communicate with clients appropriately and sensitively [G1,G2].</li> <li>b) Able to counsel and advise on emergency contraception and regular methods of contraception [G2, G7].</li> <li>c) Understands how and when to refer clients and when to ask for support and advice [G7].</li> <li>d) Understands confidentiality issues and is aware of their role in the process of child protection [G8].</li> <li>e) Understands the different types and methods of hormonal contraception and non-hormonal contraception; their use, advantages, failure rates and complications [G1,].</li> <li>f) Understands and able to apply the medico-legal aspects of EHC provision in accordance with a Patient Group Direction [G5].</li> <li>g) Able to counsel and advise on risks associated with STIs [G2, G7].</li> <li>h) Understands Fraser guidance, local child and vulnerable adult protection guidelines [G5].</li> </ol>

### 3 Framework of Training



### **3.1 Underpinning knowledge**

The following distance learning programme will provide pharmacists with the necessary knowledge to underpin the provision of this enhanced service:

- **Emergency Hormonal Contraception Learning Pack**

Pharmacists can also complete the following:

- **Sexually Transmitted Infections Learning Pack**
- **Contraception Learning Pack**

Pharmacists may also wish to obtain guidance on sexually transmitted infections from [www.dh.gov.uk/sexualhealth](http://www.dh.gov.uk/sexualhealth).

### **3.2 Understands and meets the local service delivery of LHB**

The pharmacist must have a knowledge and understanding of the local service delivery requirements of the LHB.

#### **Local Health Board Workshop**

Attendance at a workshop designed to increase the participant's confidence of dealing with this client group through role play and to explain how the service will run, is essential prior to a Pharmacist starting to provide this service, with no previous experience of providing EHC by a national enhanced service.

#### **Objectives**

The workshop should support the underpinning clinical knowledge required to provide a Emergency Hormonal Contraception Service and should ensure that the pharmacist:

- Understands the aims of an EHC service and its place in Family Planning Services.
- Understands confidentiality issues and has an awareness of child protection level two issues.
- Understands and is able to apply the medico-legal aspects of Emergency Hormonal Contraception provision - especially as applied to females under 16yrs (Fraser Ruling).
- Understands and is able to use the Patient Group Direction and associated paperwork.
- Is aware of when to carry out a pregnancy test, and actions to be taken following the result.
- Understands how and when to refer clients and when to ask for support and advice from the local Family Planning services.
- Is able to counsel and advise clients appropriately and sensitively, and refer for further contraceptive care.
- Experiences problematic situations through role play, and gains confidence in dealing with them.
- Knows the sources of support available for pharmacists involved in provision of this service.
- Recognises symptoms of common Sexually Transmitted Infections and sign posting for appropriate treatment.

## **4 Summary of Assessment & Accreditation**

### **4.1 No previous experience of delivering this enhanced service**

Each pharmacist must have:

- a) Successfully completed the multiple choice questions for the 'Emergency Hormonal Contraception' distance learning programme
- b) Attended an EHC workshop as previously outlined in 3.2
- c) Successfully completed one of the following:
  1. Online assessment as outlined below in 4.2
  2. Paper based assessment comprising of case scenarios around delivery of service

	<p><b>4.2 Previous experience of delivering the service</b></p> <p>The pharmacist must successfully complete an online assessment comprising:</p> <ol style="list-style-type: none"> <li>True / False questions on pharmacological knowledge</li> <li>MCQs on practical application of therapeutic knowledge</li> <li>Ethical dilemmas discussions</li> <li>Case study testing knowledge of delivery of the enhanced service</li> </ol> <p>If the pharmacist has previous experience with delivery of this service, they must contact the LHB to obtain an up-to-date service level agreement (SLA) and then complete a self-certification form stating that they have read and understood the LHBs SLA. They must then send a copy of previous training certificates and all self-certification forms to the LHB.</p> <p>Competence is proved by possession of a current, expiry dated certificate, provided by WCPPE. LHBs are recommended to maintain records of pharmacists deemed competent to provide this service for a minimum of <u>three</u> years.</p>
<p><b>5</b></p>	<p><b>Re-assessment of competence</b></p> <p>Re-assessment of competence is recommended every three years. This should include a self declaration of competency or submission of a CPD record or a relevant audit or other method of assessment, as considered appropriate by the LHB commissioning the service. Where there are concerns regarding poor performance, this should be addressed separately as a clinical governance matter by the commissioning LHB.</p>
<p><b>6</b></p>	<p><b>Service Extension Requirements</b></p> <p><b>6.1 Children Under 18</b></p> <p>When a commissioned service is available to children under 18 years, then in addition to the above Pharmacists should also complete:</p> <ol style="list-style-type: none"> <li>Child Protection Level 2 training</li> <li>Specific training for this client group if provided during the LHB workshop.</li> </ol>
<p><b>7</b></p>	<p><b>Mutual Recognition</b></p> <p>All LHBs will recognise the certificate of competence which bears the standard mark of the Welsh Competency Harmonisation Group (WCHG) or the NW Harmonisation of Accreditation Group (HAG) and they will only need to ensure that pharmacists understand any differences of operation of the service in their area (by self- certification) and sign the LHB's PGD.</p>
<p><b>8</b></p>	<p><b>Acknowledgements</b></p> <p>We would like to thank HAG(Harmonisation Accreditation Group) for allowing us to adapt their original templates to meet the needs of Wales.</p>
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