Pharmacy Contraception Service (PCS) Technical Toolkit

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Pharmacy Contraception Service (PCS) Technical Toolkit Overview

This technical toolkit is designed to provide a high-level overview of the technical components required to deliver the NHS Community Pharmacy Oral Contraception Management Service. It should be read in conjunction with the **Pharmacy Contraception Service Service Specification [LINK].**

The toolkit includes:

- a technical flow diagram for the Pharmacy Contraception Service
- details of the **essential** technical components that system suppliers must have in place to deliver the live service
- **required** future technical components
- **desirable** technical components

Scope of the Pharmacy Contraception Service (PCS)

Tier 1 of the Pharmacy Contraception Service enables community pharmacists to provide ongoing management, via a Patient Group Direction, of routine oral contraception that was initiated in general practice or a sexual health clinic.

Referrals into the service can be made via the following routes:

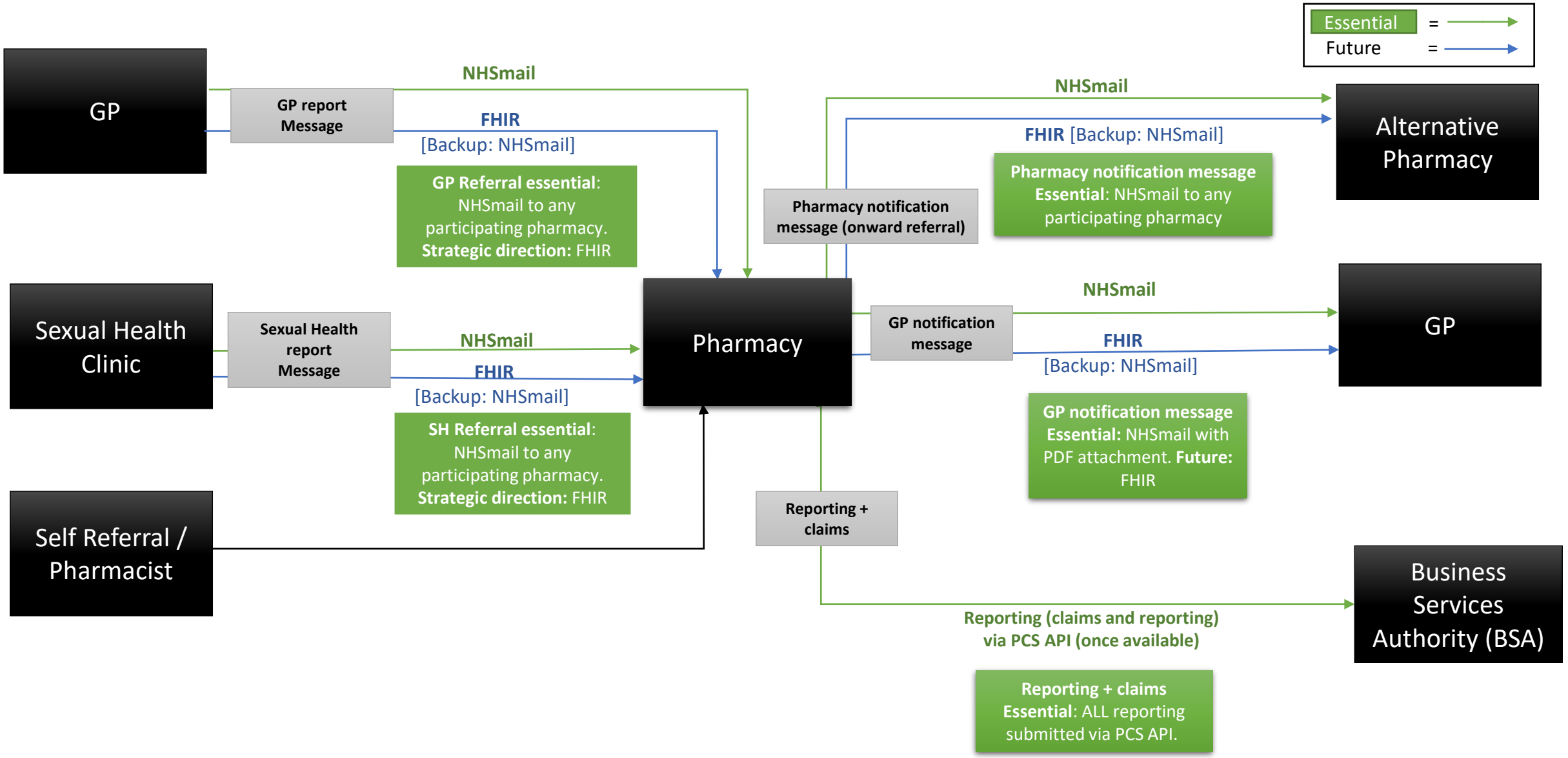
- Pharmacy initiated
- Patient self-referral
- GP referral
- Sexual Health Clinic referral

Scope of the Pharmacy Contraception Service (PCS)

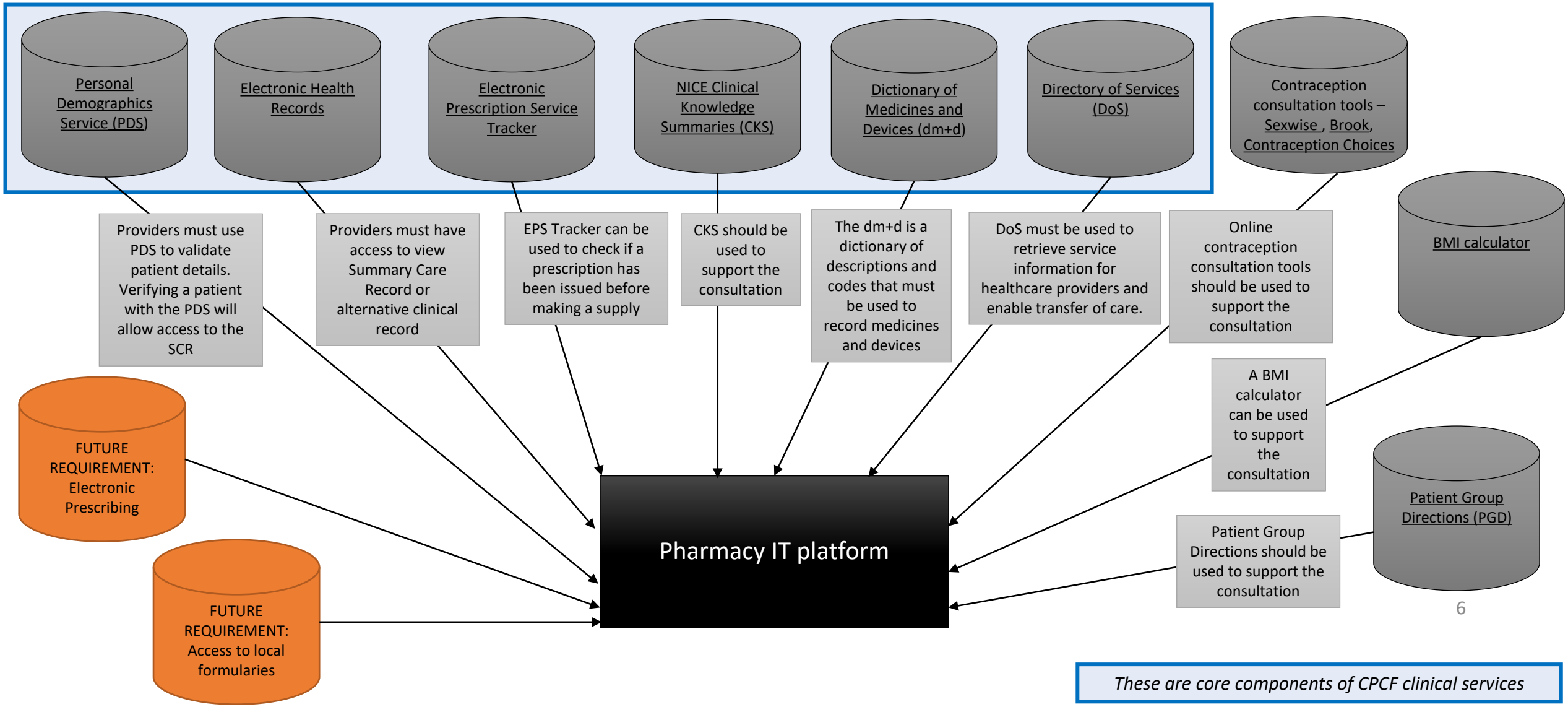
Note: the service may expand to the following subsequent tiers:

- Tier 2, which is initiation of oral contraception via a community pharmacist;
- Tier 3, which is ongoing management of Long-Acting Reversible Contraceptives (LARCs, such as implants, vaginal rings, injections, patches);
- Tier 4, which is initiation of LARCs via a community pharmacist.

Pharmacy Contraception Service pathway flow diagram



Contraception Management Service technical components



These are core components of CPCF clinical services

Pharmacy Contraception Service essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
GP report message (inbound)	NHSmail via NHS.net shared email address. The referral must be able to be sent to any participating pharmacy irrespective of IT system (see Directory of Services for more information)	Structured - FHIR (Fast Healthcare Interoperability Resources) Backup: NHSmail	
Sexual Health report message (inbound)	NHSmail via NHS.net shared email address. The referral must be able to be sent to any participating pharmacy irrespective of IT system (see Directory of Services for more information)	Structured - FHIR (Fast Healthcare Interoperability Resources) Backup: NHSmail	
GP notification message (outbound)	NHSmail (see Directory of Services for more information) **OR** FHIR / MESH / ITK3 Backup: NHSmail	Structured - FHIR (Fast Healthcare Interoperability Resources) Backup: NHSmail	

Pharmacy Contraception Service essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
Pharmacy notification (outbound)	NHSmail via NHS.net shared email address. The notification must be able to be sent to any participating pharmacy irrespective of IT system (see Directory of Services for more information)	FHIR Backup: NHSmail	
Personal Demographics Service (PDS)	Personal Demographics Service - FHIR API (Application-restricted access)		Personal Demographics Service - FHIR API (Healthcare worker access)
Electronic health records	Summary Care Record application (SCRa) / SCR 1-Click Functionality / Shared Care Record Access (Tier 1)	Access to observations and recent pathology results (Tier 2)	
Electronic Prescription Service (EPS) Tracker	Embedded hyperlink	Prescription tracker API	
NICE Clinical Knowledge Summaries (CKS)	Embedded hyperlink		Full integration via NICE integration partner (Clarity Informatics)

Pharmacy Contraception Service essential / required / desirable components

* when available

Technical component	Essential requirement	Future requirement	Desirable
Contraception consultation tool	Embedded hyperlink to at least of the following online consultation tools – Sexwise, Brook, Contraception Choices		
BMI calculator	Embedded hyperlink to **NHS BMI calculator**		
Patient Group Directions (PGD)	Embedded hyperlink to PGDs		
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the **Dictionary of Medicines and Devices**	-	
BSA Claims and reporting	Reporting (claims **and** reporting) via **Contraception Service API***		
Directory of Services (DoS)	**1. GP to Pharmacy referral by NHSmail (GP report message)** Local directory of pharmacy shared email addresses held in the system (pharmacy.ODScode@nhs.net e.g., pharmacy.fc683@nhs.net)	**1. GP to Pharmacy referral (GP report message)** DoS Proof of Concept API search by clinical term and location to return NHS Contraception Management Service providers within a 37.5	

Pharmacy Contraception Service essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
Directory of Services (DoS)	**2. Sexual Health to Pharmacy referrals by NHSmail (Sexual Health report Message)** Local directory of pharmacy shared email addresses held in the system (pharmacy.ODScode@nhs.net e.g., pharmacy.fc683@nhs.net)	mile radius. Results should contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates and Endpoint information. **2. Sexual Health to Pharmacy notification (Sexual Health report Message)** DoS Proof of Concept API DoS Proof of Concept API search by clinical term and location to return NHS Contraception Management Service providers within a 37.5 mile radius. Results should contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates and Endpoint information. **Continued overleaf.**	

Pharmacy Contraception Service essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
Directory of Services (DoS)	**3. Pharmacy to GP notification by NHSmail (GP notification message)** Local directory of GP practice email addresses held in system.	**3. Pharmacy to GP notification (GP notification message)** DoS Proof of Concept API search byODSCode to return details of the matching GP Practice and retrieve the 'Endpoint' information **Continued overleaf.**	

Pharmacy Contraception Service / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
Directory of Services (DoS)	**4. Pharmacy to Pharmacy referral by NHSmail (Pharmacy notification message)** Local directory of pharmacy service information (Results should contain Service Name, Address, Postcode, Public telephone, Opening Times) and shared email address (pharmacy.ODScode@nhs.net e.g., pharmacy.fc683@nhs.net)	**4. Pharmacy to Pharmacy referral (Pharmacy notification message)** DoS Proof of Concept API search by clinical term and location to return NHS Contraception Management Service providers within a 37.5 mile radius. Results should contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates and Endpoint details.	
Local formularies		Access to information on local formularies	
Prescribing capability		Electronic prescribing capabilities	

General Pharmacy Contraception Service IT requirements

The IT platform **must** conform to the requirements defined below:

- **Referral management**
  - Referral receipt - display a notification on user's computer screen when a referral is received
  - Display a list of outstanding referrals due to be actioned
  - Referral status – Display referral status "Pending", "Closed", "Accepted", "Completed"
  - Referral sorting – Display referrals in order of date/time and by care setting e.g. GP, Sexual Health clinic
- Make available "Manual Entry" service templates to manage referrals received by NHSmail / referrals where the patient GP information is recorded incorrectly by the referrer

General Pharmacy Contraception Service IT requirements

User authentication

- Only authenticated users should access the IT platform
- Practitioners should register using their full name (as registered with GPhC) and GPhC number
- The pharmacy secure nhs.net shared mailbox address should be confirmed at first login at the pharmacy by the first practitioner to allow certain functionality (GP notification message)
- Pharmacy practitioners must be able to validate the identity of themselves and patients, including where consultations are undertaken remotely

General Pharmacy Contraception Service IT requirements

Consultation

- The pharmacist should be prompted to access the SCR or alternative clinical record to check for concurrent medication or medical conditions
- **Onward referral** - capability to forward the original referral to another pharmacy (or other suitable service) if required. The Directory of Services API should be used to obtain the receiving service information. The minimum referral requirement is a PDF attachment via NHSmail
- **Consent** – where onward referral is applied, pharmacists must ensure that patients consent to data being shared with new organisation

General Pharmacy Contraception Service IT requirements

- **Data reporting / recordkeeping** - the IT platform must capture and share a record of the consultation in accordance with the **NHSEI Data Specification, Professional Record Standards Body (PRSB) Community Pharmacy Standard,** the Records Management Code of Practice for Health and Social Care 2021 and the NHS Data Security and Protection Toolkit (IT supplier).

Helpdesk support

- IT platform suppliers are required to provide helpdesk support for the following periods:

  Monday to Friday: 8am – 6pm

  Weekends: 8am – 2pm

  Bank holidays: Response within 24 hours
- Issues affecting service provision must be acknowledged within 24 hours

General Pharmacy Contraception Service IT requirements

Claims

- Claims for payment should be made via the BSA Contraception Service API as part of general reporting
- The IT platform should create a month end collated activity report for contractors to be able to reconcile their activity

Key contacts

For more information please contact:

Service Manager, NHS Digital (technical development and assurance)
Claire Hobbs, claire.hobbs01@nhs.net, Senior Policy Manager - Digital Pharmacy, NHS England and NHS Improvement (Policy queries)
Ben Tindale, ben.tindale@nhs.net, Senior Service Delivery Manager – MYS, NHS Business Services Authority (NHSBSA)

Version history

Version	Date	Rationale
1.0	25 Apr 2022	First draft Darryl Jones NHS E/I National Commercial and Procurement Hub
1.1	11 May 2022 18 May 2022	Revised by Claire Hobbs, Senior Policy Manager - Digital Pharmacy, NHS England and NHS Improvement Reviewed by Pallavi Dawda, Senior Policy Lead, Clinical Services, NHS England and NHS Improvement
1.2	18 May 2022	Reviewed by Daniel Ah-Thion, PSNC Reviewed by Rosie Taylor, PSNC
1.3	7 Oct 2022	Review following CPITG , further review by PSNC