

Pharmacy owner checklist – implementing the Pharmacy Contraception Service

This checklist details the actions pharmacy owners need to undertake to get ready to provide the Pharmacy Contraception Service (PCS). Further information on the service and resources can be found at cpe.org.uk/pcs.

Activity	By whom?	By when?	Completed
1. Read the service specification , Patient Group Directions , Community Pharmacy England Briefing and the FAQs on the Community Pharmacy England website (cpe.org.uk/pcs), so that you understand the service requirements.			
2. Develop a Standard Operating Procedure (SOP) for the provision of the service. Make sure this includes the process for escalation of issues identified including accessing Level 3 safeguarding advice, signposting details, record keeping, equipment cleaning, maintenance and validation, and staff training.			
3. Place an order for any required equipment, such as a blood pressure monitor, height measuring scale and weight measurement scales. Clinic BP monitor devices used in the service need to be on the British and Irish Hypertension Society (BIHS) Approved Monitor List : Note: At the time of publication of this Briefing, the BIHS are reviewing how they present information on their approved devices on their website. Pharmacy owners who need to review a copy of the validated equipment list, can contact BIHS to request a list by emailing: info@bihs.org.uk . Also review the additional guidance and considerations that are available in the Medicines & Healthcare products Regulatory Agency's guidance on blood pressure measurement devices and at cpe.org.uk/hypertension .			

Activity	By whom?	By when?	Completed
<p>4. Ensure all pharmacists, pharmacy technicians and any other pharmacy staff involved in providing parts of the service are appropriately trained and competent to do so.</p> <p>Pharmacists, pharmacy technicians and pharmacy staff providing any aspect of the service must have read and understood the operational processes to provide the service as described in the service specification.</p> <p>Pharmacists and pharmacy technicians must be competent to provide the service in line with the specific skills and knowledge in paragraph 5.3 of the service specification and the relevant PGDs. This may involve completion of training.</p>			
<p>5. Pharmacy owners will need to select and contract for an NHS-assured IT system that they can use to make their clinical records for the service. Information on IT systems that can support the service is available at cpe.org.uk/pcs.</p>			
<p>6. Complete the Manage Your Service (MYS) portal declaration to sign-up to provide the service (seeking approval from head office, if that is applicable).</p>			
<p>7. Brief all staff on the service. Ensure all staff that will undertake parts of the service are familiar with and will apply relevant sections of the SOP.</p>			
<p>8. Plan how your pharmacy will offer the service. Pharmacy owners must endeavour to provide the oral emergency contraception element of the service throughout the hours the pharmacy is open.</p> <p>For provision of the oral contraception elements of the service, pharmacy owners can identify the hours and/or days they will be offering these from the pharmacy. Consideration should also be given to whether this is through a combination of walk-in and appointments or via appointment only.</p>			
<p>9. Engage with local GP practices and/or PCN colleagues and sexual health clinics to make them aware the pharmacy is participating in this service. Resources to support this, including a template letter / email and a</p>			

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	summary of the service for GP practices and sexual health clinics, are available at cpe.org.uk/pcs .			
10.	Review and document the contact details for the local safeguarding team and the location and referral process for general practices and local sexual health clinics that can accept referrals for consultations on long-acting reversible contraception.			
11.	Pharmacists and pharmacy technicians should familiarise themselves with at least one of the online shared decision-making contraception consultation tools. A list of the different recommended online tools is available at cpe.org.uk/pcs . Order/print any leaflets or other patient materials you wish to provide as part of consultations.			
12.	Decide how you will promote the availability of the service to patients. NHS posters (for you to print) and digital marketing resources are available to pharmacy owners. Resources, including a guide for the pharmacy team on how to recruit patients, are available at cpe.org.uk/pcs .			
13.	Update your pharmacy's service details on the NHS website using NHS Profile Manager. This will allow your pharmacy to be identified by the public as providers of the service. Details on how to do this are available on the NHS Profile Manager page of the Community Pharmacy England website.			
14.	Plan reminders of when validation, maintenance and recalibration of all BP monitors should be conducted according to manufacturers' instructions.			
15.	Set up your records to enable documentary evidence that all pharmacy staff involved in any aspect of provision of the service are competent with regards to the specific skills and knowledge outlined in the service specification and the relevant PGDs.			
16.	Review options for the pharmacy to provide additional care and to generate additional income by cross referrals to other locally commissioned pharmacy			



Activity		By whom?	By when?	Completed
	<p>services (such as condom supply services or chlamydia testing) that the pharmacy may offer to support with prevention of pregnancy and sexually transmitted infections (STIs).</p> <p>Where such services are not available from the pharmacy, consider how pharmacy staff can signpost to other healthcare provider services that provide LARCs and diagnosis and management of STIs.</p>			

If you have any queries or require more information, please contact: services.team@cpe.org.uk