



The Services

The Provision of Community-Based Sexual Health Services – Level 1 services [includes Emergency Hormonal Contraception (EHC)]

Reference DN108400

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The following have already been provided within Dynamic Purchasing System for Community Health Improvement Services and as such, along with the above, will form the full contract when awarded:

- Contract Terms and Conditions
- Appendix A – General Specification
- Appendix H - Dispute Resolution
- Appendix I - Definitions and Interpretation
- Appendix J - DBS Check Documents

The Contract

Provision of Community-Based Sexual Health – Level 1 Services [includes
Emergency Hormonal Contraception (ECH)]

1. Terms and Conditions

- 1.1. The terms and conditions ('Contract Terms and Conditions') are as agreed by entering into the Dynamic Purchasing System (DPS) for Community Health Improvement Services.
- 1.2. The document titled "Procurement Documents" and this document titled 'The Services' along with appendices listed below in 1.2.1 form part of the General Terms and Conditions of Contract ('General Conditions' - Section B) and the Special Terms and Conditions ('Special Conditions' – Section C) that apply to the contract awarded for the Services pursuant to the further competitive from DPS for Community Health Improvement Services.
 - 1.2.1. Appendices as follows:
 - Appendix A
 - General Specification ①
 - Contract Specific Specification ②
 - Appendix 1 – Referral form to contraception and sexual health service②
 - Appendix B Quality Outcome Indicators ②
 - Appendix C Service User, Carer and Staff Surveys ②
 - Appendix D Charges ②
 - Appendix E Incidents Requiring Reporting Procedure ②
 - Appendix F Information Provision ②
 - Appendix G Service Quality Performance Report ②
 - Appendix H Dispute Resolution①
 - Appendix I Definitions and Interpretation①
 - Appendix J DBS Check Documents①

① As provided within the Dynamic Purchasing System

② As provided in this document with the further competition

2. Commencement and Duration

- 2.1. In accordance with clause A3:
 - 2.1.1. The Contract shall take effect on 1st April 2016 (the 'Commencement Date')

- 2.1.2. The Provider shall provide the Services from 1st April 2016 (the 'Service Commencement Date')
- 2.1.3. The Contract shall expire automatically on 31st March 2017 (the 'Expiry Date', unless it is extended in accordance with clause 3 below or terminated earlier in accordance with the provisions of the Contract.

3. Extending the Duration of Contract

- 3.1. The Council may extend the term of the Contract by a further 2 years (the 'Extension Period') within 1 year increments, equating to a potential Contract term of 3 years. (1 + 1 + 1). If the Council wishes to extend this Contract, it shall give the Provider at least 3 months written notice of such intention before the Expiry Date.
- 3.2. If the Council gives such notice, the Expiry Date will be extended by the period set out in the notice.

4. Service Review

- 4.1. The Contract will may be subject to future changes in policy and/or any alteration to the activity target and/or maximum activity number of service users on an annual maximum. Reviews in accordance with clause B18 ('Service Review') and clause B19 ('Review Meetings') of the Contract Terms and Conditions.
- 4.2. The service specification will be subject to an annual review that may be updated to reflect changes in any future changes in national or local policy, for example, government guidance and legislation, industry professional standards, NICE guidance, Public Health England or Dorset County Council policy. Adequate notice will be given to the provider of any signification changes which may impact on the service provided and will ensure sufficient transition arrangements are secured to ensure service continuity

5. Managing Activity

- 5.1. In accordance with clause B6 ('Managing Activity') of the Contract Terms and Conditions, the Provider must manage Activity as agreed with the Council as part of award of Contract, and set out in the Specification and/or the Quality Performance Indicators.

6. Charges and Payment

- 6.1. In accordance with clause B8 ('Charges and Payment') the shall be as set out in Appendix D ('Charges') of the Contract Terms and Conditions.
- 6.2. The frequency of claim for Charges and method to make claim for Charges shall be as set out in Appendix D ('Charges').

Appendix A – Contract Specific Specification

Provision of Community-Based Sexual Health – Level 1 Services [includes Emergency Hormonal Contraception (EHC)]

1. Introduction

- 1.1. This service specification sets out the requirements for the provision of a Public Health Service for Sexual Health Level 1 Services which includes distributing Emergency Hormonal Contraception (EHC). The service will be provided by a provider in a community setting, covering the areas of Bournemouth, Poole and Dorset. Participation by community providers in the EHC service is voluntary and guided by localised need, highlighted by Public Health Dorset.
- 1.2. There is an integrated sexual health service which this provision is in addition to but needs to align with to provide the appropriate level of access across Bournemouth, Poole and Dorset.
- 1.3. Young people are at more risk of the impact of risk taking behaviour which includes unwanted pregnancy. Emergency contraception provides women with a means of preventing unintended pregnancy following unprotected sexual intercourse. NICE recommends identifying adults and young people who may be at risk with key groups including those who repeatedly seek emergency contraception.
- 1.4. Due to the potential risk taking behaviour women may engage in, this service will be required to assess the need to signpost the service user to an online Chlamydia testing kit and provide condoms.
- 1.5. Public Health Dorset measures two outcomes in which this service contributes to;
 - Under 18 teenage conception rates - Teenage pregnancy rates have declined in the county but there are key hotspots across Dorset within areas of deprivation where numbers are higher, namely in Bournemouth, Poole and Weymouth and Portland
 - Chlamydia rates in young people aged 15-24 - The diagnostic rate of Chlamydia has slightly increased since 2009
- 1.6. Other local priorities linked to this service includes;
 - Reducing abortion in under 18's – In 2013, the percentage of under 18's conceptions leading to abortion is 51% in Bournemouth, 52% in Dorset and 50% in Poole.
 - Repeat abortion in under 25's – In 2014, the percentage of under 25's undergoing repeat abortions is 28% in Bournemouth, 23% in Dorset and 26% in Poole.

1.7. The aims of the service is to;

- Increase the knowledge, especially among young people, of the availability of emergency contraception
- Improve access to Emergency Hormonal Contraception (EHC) and sexual health advice
- Increase the use of EHC by women who have had unprotected sex
- By effective use, help contribute to a reduction in the number of unplanned pregnancies
- To signpost service users who may have been at risk of Chlamydia to access a Chlamydia testing kit online
- To provide condoms to the service user.
- To increase awareness and refer, where appropriate, to the integrated sexual health service for service users contraceptive or STI needs
- To link with and strengthen the integrated sexual health service to help ensure easy and swift access to advice and service for the service user
- To reduce women's reliance on EHC through behaviour change interventions and effective referral for contraception

2. Scope of Service

2.1. Public Health Dorset seeks to commission community providers to provide a service whereby EHC is administered to service users with signposting to online Chlamydia testing kits and provision of condoms.

2.2. Emergency Hormonal Contraception

2.2.1. The provider shall undertake a comprehensive service user history to ensure that they have sufficient information to assess the appropriateness of the supply.

2.2.2. To provide, where clinically indicated, a free supply of Levonorgestrel or EllaOne as specified within the Patient Group Direction (PGD) and the procedure set out in the consultation form.

2.2.3. Refer service users who are excluded from the service under the terms of the PGD to other local contraceptive services for treatment and advice within the time frame for emergency contraception treatment to be effective.

2.2.4. The provider shall ensure maintenance of records for each supply and may be required to share information with appropriate parties in line with confidentiality protocols.

- 2.2.5. The provider shall give advice to the service user on the use of EHC including;
- Mode of Action
 - Side effects
 - Effects on menstrual cycle
 - Failure rate
 - Future contraception
 - Sexual Health
 - Follow up
- 2.2.6. The provider shall supply the drug and record this in the patient medication record. The provider shall ensure that the service user takes the appropriate tablet at the time of the consultation under their supervision.
- 2.2.7. The provider shall deliver a behaviour change intervention and refer where appropriate to a contraceptive service to prevent repeat visits.

2.3. **Online Chlamydia Testing Kits**

- 2.3.1. The provider must include as part of the EHC consultation a discussion about Chlamydia and where appropriate signpost individuals to an online Chlamydia test kit at <https://www.freetest.me/>
- 2.3.2. The benefits of Chlamydia screening should be described to the service user. The provider must explain the importance of completing the kit and returning it to the lab.
- 2.3.3. When a service user has been signposted to an online Chlamydia kit, the electronic data system must be updated to record this offer.
- 2.3.4. The provider, where possible, can advise the service user on how to use the kit, how to return it for testing and what to expect following completion of the test.

The provider will not receive information regarding diagnosis and are not required to contact the service user to discuss their test once the consultation is complete.

2.4. **Condom distribution**

- 2.4.1. The provider shall support and give advice on safe sex and condom use.
- 2.4.2. The provider should supply service users with a free pack of 3 condoms.

3. Service Requirements

- 3.1. The provider shall:
- 3.1.1. Ensure that the service is user friendly, non-judgemental, person-centred and confidential at all times
 - 3.1.2. Ensure the service is open access available to female service users.
 - 3.1.3. Deliver the service in person. If there is a change to staffing that will effect service delivery, inform Dorset County Council promptly and agree any contingency plans.
 - 3.1.4. Ensure, where appropriate, that the service user is counselled on other sexual health matters and related topics. Where required, provide support and advice to people accessing the service, including advice on safe sex, condom use and advice on the use of regular contraceptive methods. Appropriate written information shall also be available on these topics.
 - 3.1.5. Ensure adequate supplies so that all service users are offered the following before leaving;
 - Details of the local commissioned sexual health services that can be accessed via the Dorset Sexual Health Services Phone Line number: 0300 3031948.
 - “Your Guide to Emergency Contraception” leaflet
 - “Your Guide to Contraception” leaflet
 - The patient information leaflet from the medicine packaging.Leaflets can be downloaded online for free or ordered from the FPA at the provider’s expense.
 - 3.1.6. If the service user consents, make a referral to the locally commissioned contraceptive and sexual health service using the referral form in Appendix 1 – Referral form to contraception and sexual health service
 - 3.1.7. Use their professional judgement to consider, and where appropriate, act on any safeguarding children issues coming to their attention as a result of providing the service. This shall be in line with local safeguarding children procedures and any national or local guidance on under 16s sexual activity.
 - 3.1.8. The Sexual Offences Act 2003 states that no child under 13 years is able to consent to any sexual activity. If the service user is believed to be under 13 years of age, providing they have been assessed as ‘Fraser competent’, treatment should not be withheld, as the duty to safeguard the child from most harm, would include protecting them from an unintended pregnancy. However all the details of the consultation must be recorded and discussed at the earliest opportunity with the relevant Local Authority Safeguarding Team (or Child Care Duty Team out of hours). In an emergency, the police can be contacted.

- 3.1.9. Deliver the service according to the relevant guidance by The National Institute for Health and Care Excellence (NICE).
- 3.1.10. To ensure, on a 3 yearly basis, all staff delivering the service have either:
 - Completed the CPPE e-learning module 'Emergency Contraception' and the associated e-assessment, and the CPPE e-learning module 'Safeguarding Children & Vulnerable Adults'; or
 - Attended the CPPE EHC session being provided in March 2016 before the service commences. The course can be accessed through the following link <http://psnc.org.uk/dorset-lpc/book-online-for-public-healthcppe-training-events-2014-15>
- 3.1.11. Be responsible for identifying their own staffs learning needs and recording their Continuing Professional Development (CPD) and where relevant, cascade training on the supply of EHC to all staff to ensure everyone is aware of the key issues of supplying EHC and can respond sensitively and appropriately to enquiries.
- 3.1.12. Ensure that all staff providing the service have signed up and are using the up to date PGD.
- 3.1.13. Ensure internet access to use the electronic data system and the PGD Consultation Form, consult with the female service user, take a comprehensive service user history and establish the need, considering any possibility of current pregnancy, any contra-indications, previous use and current medication to ensure the supply is safe and appropriate. If the provider cannot enter the information on the electronic data system at the time of the consultation, the information shall be recorded on the consultation form and entered on to the electronic data system as soon as possible after the consultation.

4. Quality Standards

- 4.1. The provider shall:
 - 4.1.1. Have in place a standard operating procedure for the delivery of the service and review its standard operating procedures and the referral pathways for the service every 2 years or sooner if there are changes to the service.
 - 4.1.2. Participate in any Dorset County Council organised audit of service provision.
 - 4.1.3. Co-operate with any national or DCC led assessment of service user experience.
 - 4.1.4. Demonstrate that staff involved in the provision of the service have undertaken CPD relevant to this service.
 - 4.1.5. Demonstrate that clear and accurate records are kept at all times.
 - 4.1.6. Fully comply with the Pan-Dorset's Multi agency Safeguarding Adults Policy and the Pan Dorset LSCB Inter-Agency Procedures for Children and Young People and Child Sexual Exploitation (CSE).

- 4.1.7. Ensure that thorough recruitment and selection processes are in place which includes full tracking of previous employment history, checking of qualifications, two written references and an enhanced level Disclosure and Barring Service (DBS) check.
- 4.1.8. The Council reserves the right to undertake a visit to the Provider's premises to inspect the provision of the service and to ensure that the Provider is meeting the service specification.

Appendix B – Quality Outcome Indicators

Provision of Community-Based Sexual Health – Level 1 Services [includes
 Emergency Hormonal Contraception (ECH)]

In accordance with clause B3 (Service and Quality Outcome Indicators) of the Contract, the Provider must comply with the Quality Indicators below:

Quality Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Fit for Purpose	Providing service level in accordance with the Contract	100%
Continual Improvement / Innovation	Identify and/or work with Council in identifying opportunities to introduce / implement innovation to the Contract delivery	100%
Change Management	Respond effectively / pro-active approach to change management	100%

Cost Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Pricing Stability	Pricing in accordance with the Contract	100%
Invoice Accuracy	Invoices provide accurate cost information	100%
Cost Reduction Initiatives	Identify and/or work with Council in identifying initiatives which could result in cost reductions being achieved	100%

Social Value Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Economic, Social and Environment	Identify opportunities and/or work with Council to support social value in terms of the local economy, local communities and environment.	100%

Service Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Responsiveness	Consistently good response to Council enquiries and requests.	100%
Complaints	Complaints or disputes are minimal. Where they occur they are dealt with effectively without the need for escalate and corrective action is taken if required.	100%
Management Information	The required management information is provided in the agreed format and within the agreed timeline.	100%
Communication	Maintains effective communication channels with the Council.	100%
Service Indicators – Contract Specific		
Provision / Referral	Service users are supplied with EHC or referred to the specialist contraceptive service for treatment	100%
Behaviour Change Intervention	Service users making a contraception plans as a result of behaviour change	100%
Referral	Report the number of referrals to the contraception service	100%
Chlamydia Screening	Offer Chlamydia Screening on-line	100%
Condoms	Service users given free condoms	100%
Safeguarding Referrals	Report the number of safeguarding referrals	100%

The Parties must review and discuss performance of the Contract including Quality Outcome Indicators and consider any other matters reasonably required by either Party at Review Meetings which shall be held in the form and intervals determined by the Council; in accordance with clause B19 (Review Meetings)

The Provider shall ensure that the necessary documentation, as detailed in this service specification, is maintained and made available to the Council to enable the service to be monitored and for the purpose of post payment verification.

The Provider shall ensure that all consultations are logged on the electronic data system to enable the commissioner to monitor activity and verify payments for services provided.

Appendix C – Service User, Carer and Staff Surveys

Provision of Community-Based Sexual Health – Level 1 Services [includes
Emergency Hormonal Contraception (ECH)]

*In accordance with clauses B4 (Service User Involvement) and B7 (Staff) of the
Contract the Provider shall:*

Carry out Service User Surveys and Staff Surveys, as and when requested by the
Council.

Appendix D – Charges

Provision of Community-Based Sexual Health – Level 1 Services [includes
Emergency Hormonal Contraception (ECH)]

In accordance with clause B8 (Charges and Payment) of the Contract, the Provider shall ensure information in respect of payment (see Appendix F) is provided to the Council.

Appendix E – Incidents Requiring Reporting Procedure

Provision of Community-Based Sexual Health – Level 1 Services [includes
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No additional requirements in respect of clause B11 (Incidents Requiring Reporting).

Appendix F – Information Provision

Provision of Community-Based Sexual Health – Level 1 Services [includes Emergency Hormonal Contraception (ECH)]

In accordance with clause B14 (Information) of the Contract, the Provider must provide the Council the information specified below to measure the quality, quantity or otherwise of the Services.

The Provider shall have internet access in place at all times and shall use appropriate electronic systems to record all consultations and activity and ensure that claims for payment for provision of this service can be collected through the electronic system as stipulated by the Council below.

Pharmacies

Such organisations shall access PharmOutcomes (link below); unless otherwise stipulated by the Council.

<https://www.pharmoutcomes.org/pharmoutcomes/>

General Practice and Other Providers

Such organisations shall access Outcomes4Health (link below); unless otherwise stipulated by the Council.

<https://outcomes4health.org/o4h/>

Details of the services ('consultation') must be entered on to the electronic system by the Provider in a timely manner to meet claim deadlines.

Appendix G – Service Quality Performance Report

Provision of Community-Based Sexual Health – Level 1 Services [includes
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In accordance with clause B18 (Service Review) of the Contract the Provider provide the following:

The Provider shall ensure that the necessary documentation, as detailed in the specification, is maintained and made available to the Council to enable the service to be monitored and for the purpose of post payment verification.