1. **Introduction**

Community Pharmacists wishing to provide a Chlamydia Treatment Service as an enhanced service via a Patient Group Direction must be accredited and have their names on an enhanced service provider list kept by Hampshire County Council (HCC) on whose behalf they are providing the service. Throughout this document the abbreviation HCC is used in place of 'Hampshire County Council'.

The information in this document outlines the purpose and design of suitable local training which will allow accredited Community Pharmacists to become accredited and recognised by Hampshire County Council.

This document complies with the British Association for Sexual Health and HIV (BASHH) guidelines and standards.

2. **Core Competencies**

These core competencies relate to the provision of treatment for Chlamydia infection. The full range of competencies is not necessary where only a testing service will be provided.

These core competencies have been linked, where appropriate, to the general pharmacist competences of the Royal Pharmaceutical Society which are shown in [ ] and are mapped to the General Level Framework (www.codeg.org).

**LEVEL 2 (Pharmacy Treatment)**

a) Able to raise or respond to the issue of sexual health and/or make the offer of Chlamydia testing to men and women [G1].

b) Able to communicate with clients appropriately and sensitively [G2, C1].

c) Able to counsel and advise on testing [G1, G2, C1, C2].

d) Understands and is aware of common Sexually Transmitted Infections (STI) including signs and symptoms [G1].

e) Able to give advice on safer sex [G2, G3].

f) Understands how and when to refer clients for further testing and when to ask for support and advice [G1, C4].

g) Understands confidentiality issues relating to STI regulations [G1, G5].

h) Has an awareness of their role in the process of safeguarding children and vulnerable adults [G1, G5].

i) Able to support the Pharmacy Team in the delivery of a safe and effective service [G6].

j) Able to take a brief sexual history that includes for example questioning about unprotected sex, multiple partners and other risk behaviours [G2].

k) Able to counsel and advise on the treatment of Chlamydia Infection [G1, G2, C1, C2].
l) Able to carry out assessment and treatment of asymptomatic Chlamydia infection [G1, G2].

m) Able to instigate basic partner notification (*see below) where this service is required [G1, G2].

n) Understands the pharmacotherapy for the full range of available medication treatments and appropriate clinical guidance [G1].

o) Understands and is able to apply the medico-legal aspects of medicine provision in accordance with a Patient Group Direction [G5].

p) Able to demonstrate knowledge of the clinical content of the relevant Patient Group Direction(s) if applicable [G1].

(*“instigate basic partner notification” refers to the routine activity undertaken at the time of the consultation (i.e. counselling and documentation of partners and ex-partners details).

3. Framework of Training

3.1 Underpinning Knowledge

a) Two CPPE open learning programmes provide pharmacists with the necessary knowledge to underpin the provision of the Chlamydia treatment as an enhanced service:

- CPPE Sexual health in pharmacies: developing your service Open Learning Programme (8 hrs)
- CPPE Dealing with difficult discussions Open Learning Programme (8 hrs)

Successful completion of both open learning programmes and the e-assessment for the first programme are pre-requisites to providing Level 2 services. The “Dealing with Difficult Discussions” programme does not have a formal assessment and hence there is no record of completion.

The CPPE e-assessment provides pharmacists with a record of assessment for the first programme which must be retained by the pharmacist, together with the Patient Group Direction (if applicable) and a copy sent to HCC. Alternatively, individuals can also allow access to their online records by switching on the CPPE viewer via the My CPPE page on the CPPE website (www.cppe.ac.uk).

b) The CPPE online assessment CPPE Safeguarding child e-assessment may be used by pharmacists to confirm awareness of their role in the process of child protection as stated in the Core Competencies (Para 2h above).

(*A CPPE Learning Programme is available for those Pharmacists who are not familiar with the concept of Patient Group Directions and wish to learn more.)

3.2 Solent NHS Trust Integrated Sexual Health Service Workshop for LEVEL 2 (Pharmacy Treatment)

a) Aims

To enable community pharmacists to become competent to provide a Chlamydia treatment service in accordance with a Patient Group Direction, understanding the clinical, ethical, cultural and legal aspects of this work.

Local training must take the form of a workshop to address relevant clinical issues as the service involves the use of Patient Group Directions to supply POMs.
b) Objectives
The workshop should review the underpinning clinical knowledge required to provide a Chlamydia treatment service and should ensure that the pharmacist:

I. Understands the aims of the Chlamydia treatment service and how it is integrated within local Sexual Health Services.
II. Understands confidentiality issues and has an awareness of safeguarding children and vulnerable adults.
III. Understands how and when to refer clients and provide information for the treatment pathways available to a client.
IV. Understands and is able to apply the medico-legal aspects of Sexual Health Services provision - especially as applied to under 16 year olds (Fraser Guidelines).
V. Understands and is able to use the Patient Group Directions for the indicated Prescription Only Medicine and associated paperwork. ***
VI. Understands the process of specimen collection including how to prepare samples for laboratory testing and the actions to be taken following the result.
VII. Understands how and when to refer clients (signpost) and when to ask for support and advice from the local specialist service.
VIII. Is able to counsel and advise clients appropriately and sensitively, and refer appropriately to other services for sexual health care.
IX. Experiences problematic situations through role play, and gains confidence in dealing with them.
X. Knows what sources of support are available to the pharmacists involved in the provision of this service.

c) Features of the Workshop
• Sexual Health Clinician(s) must be present and participate in the running of the workshop.
• The Workshop should include various appropriate role-play scenarios and assessment. An assessed role-play should involve a facilitator observing and/or participating in a role-play involving each of the pharmacists being assessed. Pharmacists’ performance must be to an acceptable standard.

4. Summary of Assessment & Accreditation
Each pharmacist must self certify that they have read and understood the information pack issued to pharmacists by HCC/Solent NHS Trust and successfully completed:
• CPPE Sexual Health: testing and treating Open Learning Programme and accompanying e-assessment.
• CPPE Dealing with difficult discussions Open Learning Programme (there is no formal assessment for this programme).

At Level 2 (Pharmacy Treatment), where Patient Group Directions are part of the service, the training must include in addition to the above, attendance at a Solent NHS Trust Integrated Sexual Health Service Workshop session(s) and successful completion of role play assessment to an acceptable standard.

5. Maintenance of Accreditation Status
Where changes are introduced to the commissioned service, relevant information will be provided by HCC; pharmacists and staff will need to update themselves as part of their usual continuing professional development.

Accreditation status must be reviewed at least every three years. This should be in the form of a self-declaration of competency. Where there are concerns regarding poor
Based on the HAG COMPETENCIES & TRAINING FRAMEWORK

Provision of a Chlamydia Pharmacy Testing and Treatment Service
Draft Pharmacy Chlamydia Treatment Appendix B Competency Framework 2014-15
Datix 70791

6. **Learning Outcomes from Training Programmes quoted in Sections 3.1 & 4.1**

8.1 **CPPE Sexual health in pharmacies: developing your service, Blended Learning Programme**

On completion of all aspects of this programme you should be able to:

- Describe the presentation, diagnosis and treatment of the most common sexually transmitted infections (STIs) and access reliable sources for keeping that knowledge up to date.
- Advise clients on how to reduce the risk of contracting STIs.
- Contribute to the development and implementation of sexual health services and campaigns developed by local commissioners and the local sexual health clinical network and refer and signpost clients appropriately within that network.
- Cascade training on knowledge, skills and attitudes to pharmacy staff to ensure a seamless service.
- Take an appropriate sexual history including risk assessment for HIV and hepatitis B.
- Describe the importance of partner notification.
- Contribute to the development and implementation of sexual health services and campaigns.
- Reflect on and assess your sexual health counselling competence over time.

8.2 **CPPE Dealing with difficult discussions Open Learning Programme**

On completion of all aspects of this programme you should be able to:

- Describe what would make a difficult discussion for you.
- Describe factors that can contribute to making a discussion difficult.
- List some common traps that healthcare professionals can fall into.
- Identify your own barriers to effective communication.
- Describe the potential outcomes for a discussion.
- List at least four key communication strategies for dealing with difficult discussions.
- Describe how you could use the communication strategies to raise difficult issues.
- Describe some strategies that you could use to deal with resistance.

10. **Enquiries**

Rob Carroll, Public Health Manager
Hampshire County Council
robert.carroll@hants.gov.uk
02380 383322

**Local Service and Training Provision:**

Pharmacists requiring information about local service and training provision should contact the Integrated Sexual Health Service provided by Solent NHS Trust

[www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk)
Telephone: 01256 300436
SAMPLE LETTER TO ACCREDITED PHARMACISTS

Dear Pharmacist,

Re: Pharmacy Chlamydia Treatment Service

Please find enclosed your Certificate of Accreditation which authorises you to provide a Chlamydia Treatment Service in .................

I am pleased to advise you that our accreditation process for Pharmacy Chlamydia Treatment complies with the Competencies and Training Framework developed by the Harmonisation of Accreditation Group. This should enable you to provide a Pharmacy Chlamydia Treatment Service to other Local Authorities which recognise the HAG standards.

If you wish to provide a Pharmacy Chlamydia Treatment Service outside of this local authority area, you should first contact the relevant local authority(ies) to find out if they are commissioning this service and for details about their service specification, paperwork, sources of support and payment systems.

If you require any further assistance please do not hesitate to contact me.

Yours sincerely,
Certificate of Accreditation for Community Pharmacy Enhanced Services

This is to certify that
Insert Pharmacist’s Name and Registration Number
is accredited to provide a

“Pharmacy Chlamydia Treatment Service”

Covering the following PGDs &/or Service Extensions:

a) ............................................
b) ............................................

Insert Signature

Insert name of signatory here
Insert designation of signatory here
Insert name of Local Authority here
Insert contact details here

Issue Date: .................................. 20__
Review Date: ..................................20__

The above named person is accredited to provide this enhanced service within the issuing local authority area only. This accreditation may be recognised by other local authorities who, if the Pharmacist wishes to provide this service, should be contacted for further information.

Draft Pharmacy Chlamydia Treatment Appendix B Competency Framework 2014-15
Datix 70791
Community Pharmacy Enhanced Services  
MAINTENANCE OF ACCREDITATION  
SELF-DECLARATION FORM  

HAG recommends that accreditation status must be reviewed at least every three years. HAG also recommends that the individual pharmacist takes responsibility to ensure that they maintain their accreditation status. This self-declaration form may be used by pharmacists to reflect on standards of service delivery; new guidance and legislation; and fitness to practise in relation to the specific service.

The pharmacist should work through this form, reflect on the issues raised, comment on any actions required and sign the declaration at the end of the form. The completed and signed form may be used as evidence of maintenance of accreditation for the Local Authority.

Enhanced service being delivered: “Pharmacy Chlamydia Treatment Service”
Date of initial accreditation or last self declaration:

Complete BOTH sections in Part A and tick a minimum of THREE sections in Part B.

The information that you provide below must relate to the time period since your initial accreditation or last self-declaration of maintenance of accreditation.

<table>
<thead>
<tr>
<th>Part A (Complete both A.1 and A.2)</th>
<th>Core Statements</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.1</td>
<td>I have reviewed the most recent service documentation for the provision of this enhanced service (e.g. Patient Group Directions, handbook revisions, etc.) and I confirm that I have implemented any necessary changes in service delivery.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A.2</td>
<td>I have reviewed guidance and legislation relevant to the provision of this enhanced service. List here with approximate review dates:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part B (Tick all that apply – must be a minimum of THREE)</th>
<th>Additional Statement</th>
<th>Yes</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.1</td>
<td>I have completed at least one entry in my CPD record relating to this enhanced service within the last 12 months.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.2</td>
<td>I have undertaken a minimum of 12 relevant consultations in the last 12 months.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| B.3                                                      | I have undertaken the following training courses or programmes which are relevant to this enhanced service  
List the courses here with approximate dates: |     |          |
<p>| B.4                                                      | I have revisited the Standard Operating Procedures I have in place within the pharmacy to support the delivery of this service. |     |          |</p>
<table>
<thead>
<tr>
<th>Additional Statements</th>
<th>Yes</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B.5</strong> I have completed an audit of this enhanced service in the last 12 months and acted appropriately on the outcomes.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B.6</strong> I have undertaken training / development with the pharmacy team in the last 12 months to update them on this enhanced service.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I have reviewed the most recent version of the HAG Competencies and Training Framework* for this enhanced service & believe that I continue to demonstrate competence in these areas.

I declare that I am competent to continue the provision of this service.

Pharmacist’s signature: ........................................... Date: ...............................  

Print name: ............................................................ Registration No.....................  

Please return this form to:  
Rob Carroll, Public Health Manager  
Hampshire County Council  
robert.carroll@hants.gov.uk  
02380 383322  

(*All HAG documents, including “Competencies and Training Frameworks”, are hosted on the Primary Care Commissioning Website at [http://www.pcc.nhs.uk/200](http://www.pcc.nhs.uk/200) and the NW Pharmacy Workforce Website at: [http://www.pharmacyworkforcenw.nhs.uk](http://www.pharmacyworkforcenw.nhs.uk))