

Locally Commissioned Service for

EMERGENCY HORMONAL CONTRACEPTION (EHC)

Service Name	EMERGENCY HORMONAL CONTRACEPTION
Commissioner Lead	Monica Saiz-Miranda – Public Health Programme and Commissioning Manager
Period of Agreement	1 st April 2025 - 31 st March 2026
Date of Review	January 2026 for 2026/27 contract period

<h1>1. Executive Summary</h1>
<h2>1.1 Overview</h2> <ol style="list-style-type: none"> Salford City Council is commissioning and funding an Emergency Hormonal Contraception (EHC) service to ensure ease of access to this provision, for free, in the city. This will contribute to achieving a reduction in the number of unintended conceptions in women of all ages. The Contractor (this is the term used throughout this specification to refer to the provider signing up to provide this locally commissioned service) is required to arrange for an accredited pharmacist to offer information and advice to individuals attending for emergency hormonal contraception and, if deemed to be appropriate, to issue and supply medication in line with the relevant Patient Group Direction (PGD). The PGDs for both Levonorgestrel and Ulipristal have been reviewed by GM ICB in early 2025 and will expire on 31 March 2028.
<h1>2. National Context and Local Context</h1>
<h2>2.1 National Context</h2> <h3>2.1.1 Overview of commissioning responsibilities</h3> <ol style="list-style-type: none"> The Health and Social Care Act 2012 divided responsibilities for the commissioning and funding of sexual and reproductive health services between local authorities, Clinical Commissioning Groups (CCGs) and NHS England. The Health and Care Act (2022) abolished CCGs and established statutory integrated care systems (ICSs) to take over CCG commissioning functions. Local authorities are mandated to commission and fund comprehensive open-access sexual and reproductive health services for the benefit of all persons present in their area. Local authorities can commission and fund other services including HIV/STI prevention and support programmes. NHS England is responsible for commissioning and funding GP practices to offer routine methods of contraception for their registered patients. GPs are also required to test for HIV/STIs, as and when required, and to offer or arrange for treatment of infections. NHS England is responsible for commissioning and funding HIV treatment and care. The Greater Manchester Integrated Care Board (GM ICB) is responsible for commissioning and funding abortion services. The ICB is also responsible for arranging for patients to obtain permanent methods of contraception/sterilisation procedures including vasectomies and for the promotion of opportunistic STI testing and treatment within general practice. <h3>2.1.2 Public Health Outcomes Framework</h3> <ol style="list-style-type: none"> The Public Health Outcomes Framework sets out a vision for public health, desired outcomes and the indicators that will be used to monitor how well public health is being improved and protected. The Framework includes five indicators relating to sexual health: <ul style="list-style-type: none"> C01: Total Prescribed long-acting reversible contraception excluding injections rate C02: Under-18 conceptions D02: New STI diagnosis (excluding chlamydia in the under 25s) D02: Chlamydia detection rate (persons aged 15 to 24) D07: People presenting with HIV at a late stage of infection

- b. Unplanned pregnancy is a key public health indicator. On average, women in Britain spend around 30 years of their lives needing to avoid an unplanned pregnancy.¹ Faculty of Sexual and Reproductive Health research shows that 45% of pregnancies in England are unplanned, with 1 in 4 pregnancies ending in termination in England and Wales. Provision of emergency hormonal contraception (EHC) as described in this specification is expected to contribute to reducing the number of unintended conceptions both in women under-18 and of all ages, according to the PHOF C02 indicator.

2.2 Rationale

- a. Community pharmacies promote health and wellbeing among their local population. Increasingly, community pharmacists are taking on more clinical roles, such as the management and monitoring of long-term conditions, delivery of vaccinations, and conducting medicines reviews. They support individuals to give up smoking, offer behavioural advice, and advise on sexual health matters.
- b. Emergency contraception can be used if a woman has had sexual intercourse without using a regular method of contraception, referred to as unprotected sexual intercourse (UPSI), or if her regular method has failed to reduce her risk of having an unintended conception. Levonorgestrel 1500 micrograms can be used up to 72 hours and Ulipristal acetate 30mg up to 120 hours following UPSI. Intrauterine devices (IUDs) can also be used for the purpose of emergency contraception if fitted within 120 hours of unprotected sex.

3. Local Context

3.1 Overview of Sexual & Reproductive Health of residents in Salford

Improving the sexual health and wellbeing of Salford's population is one of the city's public health priorities. Salford has higher-than-average rates of unintended pregnancies, abortions and teenage conceptions, pointing to poor reproductive health outcomes for Salford's child-bearing population, and an unmet need for access to contraceptive options.

3.1.1 Sexually Transmitted Infections

Sexually transmitted infections (STIs) can be passed from an infected person to their partner during sexual intercourse. Rates of most STIs are highest amongst young people aged 16-24; rates of selected STIs are also high amongst gay, bisexual and men who have sex with men (GBMSM), and women and men from Black African and Black Caribbean communities living in the UK. Salford has one of the highest incidences of HIV outside of London and Manchester. Diagnoses of common STIs including chlamydia and gonorrhoea are also increasing, with rates of genital herpes and genital warts rising following a fall in diagnoses in 2020. Syphilis is also increasing more rapidly than in other areas, with Salford having the highest prevalence rate for syphilis in the North West.

3.1.2 Conceptions / Contraception

- a. The correct and consistent use of a regular method of contraception is important for the purpose of avoiding an unintended conception. In 2022, Salford ranked 14th highest out of all UTLAs/UAs in England and Wales for its [abortion rate](#) per 1,000 female population aged 15-44 years.² In the same year, the North West saw the highest number of abortions out of

¹ [Sexual and reproductive health and HIV: applying All Our Health - GOV.UK \(www.gov.uk\)](#)

² Although women aged over 44 are often still fertile and capable of childbearing, women aged 15 to 44 years represent the majority of conceptions in England.

all England regions, with Salford having the highest rate in Greater Manchester (alongside Tameside).

- b. In Salford, the [under 18s conception rate](#) in 2021 and the [under 18s birth rate](#) in 2022 were over double the England averages. These rates have been consistently higher than the national averages, with Salford's under 18 conception rate being 3rd highest out of all England's 153 local authorities based on the latest data. The under 18s birth rate is 10th highest out of all local authorities in England.
- c. In 2024, the World Health Organisation reported an "[alarming decline](#)" in condom use amongst adolescents in Europe – the proportion of sexually active adolescents who used a condom at last intercourse fell from 70% to 61% amongst boys, and 63% to 57% among girls between 2014 to 2022. Almost a third (30%) reported neither using a condom nor the contraceptive pill. Between April and September 2024, only approximately 10% of service users aged under 25 years attending Salford's pharmacies for emergency hormonal contraception (EHC) were offered free condoms.

3.2 Services

- a. In Salford, Integrated Sexual Health Services (ISHS) are provided by Manchester University NHS Foundation Trust. They operate community clinics ('spokes') for Tier 1 and 2 services and a central 'hub' providing Tier 1, 2 and 3 services. There are separate young person's pathways and access arrangements, and an outreach services. For more information, including online booking links see [section 14.1](#).
- b. Ongoing work is required to promote the use of condoms across the city, in order to control the transmission of sexually transmitted infections, and work to increase the use of all contraception, particularly long-acting reversible contraception (LARC) methods such as the subdermal implant or intrauterine coil to reduce the numbers of unintended conceptions among women of all ages.
- c. Residents can obtain routine forms and some long-acting methods of contraception from general practices and from sexual health clinics. Outreach services have been developed to engage vulnerable individuals with the ISHS provider, Manchester University NHS Foundation Trust.
- d. Postal self-testing kits are available to order for Salford residents through The Northern Sexual Health service, part of Manchester University NHS Foundation Trust. See [Home Testing Kits – The Northern Sexual Health](#). Additionally, Salford's population at higher risk of contracting HIV or syphilis can order test kits for these STIs through [SH:24](#).

4. Aims, Objectives and Outcomes

4.1 Aims

Salford City Council is commissioning and funding an emergency hormonal contraception (EHC) service to promote the use of, and maintain ease of access to, this provision to reduce the number of unintended conceptions amongst residents of all ages, to encourage safer sex, and the use of regular methods of contraception.

4.2 Objectives

In this specification, providers (pharmacies) are referred to as 'contractors'. Contractors offering emergency hormonal contraception as detailed in this specification will:

1. Provide information and advice to service users attending for EHC and offer advice on all methods of emergency contraception including the emergency intrauterine device (IUD). In addition, provide information and advice on the probability of failure with a recommended course of action in the event of this occurring.
2. If deemed to be appropriate, to issue and supply free emergency contraception in accordance with the relevant Patient Group Direction (PGD). If the service user is under 16 years of age, Fraser guidelines will be adhered to.
3. Offer advice, referral and signposting about regular methods of contraception including long-acting methods in particular and how to obtain them, for example through the service user's GP, any integrated sexual health services, or through the NHS Pharmacy Contraception Service.
4. Provide free condoms to all individuals under 25 years (see [section 5.5](#)), supplied by Salford City Council's Public Health team.
5. Offer information and advice about safer sex and the benefits of screening for sexually transmitted infections, including signposting to [Salford's Integrated Sexual Health Service \(ISHS\) at The Northern](#) for testing.

4.3 Expected Outcomes

- a. Provision of emergency hormonal contraception as described in this specification is expected to contribute to achieving the following outcomes:
 - Reducing the number and rate of unintended conceptions
 - Reducing the number and rate of abortions
 - Reducing the number and rate of under-18 conceptions.
- b. Improving patients' knowledge and understanding of:
 - Emergency contraception
 - Benefits of using a regular method of contraception
 - Importance of barrier methods, including condoms
 - Uptake of regular methods of contraception (including long-acting reversible methods)
 - Improving knowledge and uptake of screening for STIs.

5. Overview

Service Description

5.1 General Requirements

- a. Salford City Council is commissioning and funding the Contractor to provide emergency hormonal contraception free of charge in line with requirements set out in this specification.

- b. If the supply and administration of EHC is considered appropriate, the most clinically appropriate medication should be supplied in accordance with the PGDs issued by Salford City Council. In the absence of other considerations, Levonorgestrel 1500 microgram tablet should be supplied if a patient presents within 72 hours of unprotected sexual intercourse (UPSI), whereas Ulipristal acetate 30 milligram tablet should be supplied if a patient presents between 72 and 120 hours following UPSI. Please see the Faculty of Sexual and Reproductive Healthcare (FSRH) [Emergency Contraception Guideline](#) for more details, and algorithms 1 and 2 in the PharmOutcomes proforma for the service.
- c. The Contractor is required to ensure that the qualified accredited pharmacist:
1. Determines if the service user is competent to consent to treatment
 2. Discusses the full range of emergency contraception including:
 - Products containing Levonorgestrel
 - Products containing Ulipristal acetate
 - Emergency intrauterine device (IUD)and signposts / refers to other services, if required.
 3. Discusses the effectiveness of emergency contraception and the benefits, risks, and possible side effects of the chosen method
 4. Refers to the Patient Group Direction(s) to determine if it is appropriate to issue emergency hormonal contraception - including:
 - Inclusion and exclusion criteria
 - Cautions
 - Drug interactions
 5. Refers to the Patient Group Direction(s) for details of the medication – including:
 - Dose and quantity to be issued and supplied
 - Drug interactions
- d. The Contractor is also required to ensure that the pharmacist:
1. Discusses the benefits of using a regular method of contraception for protection from an unintended conception and signposts / refers the service user to their GP or a sexual and reproductive health clinic.
 2. Discusses the benefits of the consistent use of condoms for protection from STIs and, to offer the service user a supply of condoms (see [section 5.5](#)).
 3. Discusses the importance and benefits of regular screening for STIs and signposts / refers the service user to the local sexual and reproductive health clinic if symptomatic or concerned.
- e. The Contractor is required to ensure that consultations occur in a designated room or area. The designated room or area should meet the relevant guidelines and should enable the conversation between the pharmacist and the service user to remain confidential.
- f. The Contractor is required to adhere to national and local guidelines for offering sexual health advice and treatment to young people including the requirement to assess Gillick competence and adhere to Fraser guidelines.
- g. The Contractor will ensure compliance with local policies and procedures for safeguarding children and vulnerable adults (see [section 8](#)).

- h. The Contractor is required to promote the free emergency hormonal contraception service, for example using signage and visual resources, or verbally with service users.

5.2 Data collection

- a. The Contractor is required to ensure that, wherever possible, for all service users attending for emergency hormonal contraception, that a minimum of first 4 digits postcode data is collected and recorded on PharmOutcomes. Non-provision of this information should not preclude a patient from accessing emergency contraception.

5.3 Inclusion and exclusion criteria

5.3.1 Emergency hormonal contraception

- a. The Contractor is responsible for ensuring that emergency hormonal contraception is supplied in accordance with the inclusion and exclusion criteria detailed in the Patient Group Direction(s). Salford's PGDs can be accessed either via the PharmOutcomes platform, or on the Community Pharmacy Greater Manchester [website](#).

5.4 Referral sources and processes

- a. The Contractor is required to accept self-referrals and referrals from other healthcare professionals.
- b. The Contractor is required to signpost or refer service users to other relevant services, as and when required – for example, local sexual and reproductive health services, including supporting online booking if necessary.

5.5 Condoms

- a. Pharmacies must hold a supply of free condoms to offer women aged under 25 years accessing emergency hormonal contraception. Salford City Council's Public Health team will maintain a supply of condoms that can be distributed to pharmacies at no cost to the Contractor. These will be delivered biannually (twice per year) to pharmacies participating in the Locally Commissioned Service that require stock, managed by the Commissioner. Please contact PHSecretary@salford.gov.uk if you have any questions regarding this provision.
- b. The city's Youth Services at the Beacon Centre also have a supply of free condoms which can be accessed by young people coming into contact with the Centre.

5.6 Pregnancy Testing

- a. If there is a risk that the service user may be pregnant, a pregnancy test should be provided prior to administering emergency contraception. The commissioner will reimburse the contractor for this test as described in this specification (see [section 12](#)).

6. Governance and Operation

6.1 General Requirements

- a. The Contractor is required to ensure compliance with the requirements for clinical governance set out in The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013³ including to:
1. Design and implement a clinical effectiveness programme
 2. Design and implement a risk management programme – to include:
 - Production and use of standard operating procedures for – for instance:
 - Dispensing drugs and appliances
 - Procurement, storage and handling of stock
 - Maintenance of equipment
 - Processes for reporting incidents
 - Processes for disposing of clinical and confidential waste
 - Processes for responding to and reporting safeguarding concerns
 3. Design and implement a clinical audit programme
 4. Design and implement an information governance programme – to include:
 - Ensuring that data and personal information is collected and recorded in accordance with the approved particulars for information management
 5. Design and implement a staffing / staff management programme – to include:
 - Ensuring that all members of staff (and locums) involved in the operation of the emergency hormonal contraception scheme are competent and have the relevant qualifications and accreditations
 - Ensuring that members of staff (and locums, if appropriate) can obtain training and undertake continuing professional development
 6. Design and implement a patient / public involvement programme – to include:
 - Promotion of Emergency Contraception programme
 - Implementation of processes to collect and respond to feedback or complaints
 7. Design and implement a premises improvement programme – to include:
 - Ensuring the premises are maintained in accordance with the approved particulars for premises
- 6 The Contractor is required to have a clinical governance lead for the pharmacy.

6.2 Clinical skills and competencies

- a. The Contractor is required to ensure that all pharmacists involved in the provision of emergency hormonal contraception have:
1. Relevant qualifications, registrations and / or accreditations

³ See: <https://www.legislation.gov.uk/uksi/2013/349/schedule/4/made?view=plain>

2. Completed relevant learning – for example:
 - CPPE emergency contraception module⁴
 - ELearning for healthcare (NHS England) Safeguarding Adults programme⁵
 - ELearning for healthcare (NHS England) Safeguarding Children and Young People programme⁶
 - ELearning for healthcare (NHS England) Patient Group Directions (PGD) programme⁷
 3. Self-assessed their knowledge, understanding, skills and confidence, and have self-declared their competence to issue and supply emergency hormonal contraception in line with the relevant PGDs:
 - Pharmacists are required to complete the CPPE declaration of competence form for emergency contraception⁸ prior to offering this provision for the first time
 - Pharmacists are required to renew their personal declaration of competence at no more than three-year intervals.
- b. The Contractor is required to ensure that all pharmacists (including locums) have completed and signed the relevant declaration of competence statement. Copies should be kept on file and made available to the Commissioner on request.
 - c. The Contractor is required to ensure that all pharmacists have signed the PGD and that copies are kept on file.
 - d. The Contractor is required to ensure that each pharmacist has had a Disclosure and Barring Service (DBS) enhanced check. DBS checks should be renewed on a periodic basis in line with best practice guidance.
 - e. The PharmOutcomes online consultation form for the supply and administration of Emergency Contraception must be completed at each consultation and securely kept for the minimum time period as stated in this SLA.

6.3 Care Pathway and Protocols

- a. The Contractor is required to discuss the benefits of using a regular method of contraception with all service users attending for emergency contraception, and should signpost to other services as follows (see Section 15 for more information on local and national services):
 - Signposting to their GP or sexual health service for contraception.
 - Signposting to sexual health services for sexually transmitted infection advice or testing or treatment.

⁴ See: <https://www.cppe.ac.uk/programmes/l/ehc-e-03>

⁵ See: [Safeguarding Adults - elearning for healthcare](#)

⁶ See: [Safeguarding Children and Young People - elearning for healthcare](#)

⁷ See: [Patient Group Directions - elearning for healthcare](#)

⁸ See: <https://www.cppe.ac.uk/services/docs/commissioners/commissioner%20-%20emergency%20contraception.pdf>

- Referral to the NHS Pharmacy Contraception Service⁹ for initiation or continuation of oral contraception methods.
- Service users at risk of HIV should be signposted to order a self-sampling kit online at <https://freetesting.hiv/> or can receive testing at any sexual health service clinic.
- Service users at risk of or living with HIV in Greater Manchester should be signposted to PaSH ([Passionate about Sexual Health](#)) for advice and support for them and their families.

- b. The Contractor will signpost or refer service users who need or could benefit from an emergency IUD to Salford's Integrated Sexual Health Service, [The Northern Sexual Health](#).

6.4 Clinical Incidents and reporting

- a. Pharmacies have a legal obligation¹⁰ to use an approved incident reporting system. Contractors should record, report, and respond to incidents in a manner that complies with the requirements set out in the approved particulars¹¹ including but not limited to:
1. Maintaining a patient safety incident log.
 2. Reporting patient safety incidents to the Learn from Patient Safety Events (LFPSE) service¹². The National Reporting and Learning Service (NRLS) was decommissioned on 30 June 2024.
- b. The Contractor is required, as part of this contract, to inform the Commissioner at Salford (monica.saiz-miranda@salford.gov.uk) of any and all incidents relating to the provision of EHC provision.

6.5 Infection Control

The Contractor will maintain their premises to a high standard of cleanliness to minimise the risk of healthcare acquired infection for staff and customers.

6.6 Disposal of Waste

The Contractor is required to dispose of clinical and other waste in a safe and lawful manner. See: [Health Technical Memorandum 07-01](#)

⁹ See: <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/nhs-pharmacy-contraception-service/>

¹⁰ <https://www.legislation.gov.uk/uksi/2013/349/schedule/4/made?view=plain>

⁹ See: <https://www.gov.uk/government/publications/clinical-governance-approved-particulars>

¹² <https://www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-patient-safety-events/learn-from-patient-safety-events-service/>

7. Information Governance

7.1 General requirements

- c. The Contractor must be compliant with the requirements set out in the Information Governance Toolkit. The current version can be found on the website of NHS Digital¹³. The associated assessment should be completed on an annual basis.
- d. The Contractor is required to have an appropriate range of policies, procedures and processes, to secure and protect the personal information of service users in line with the requirements of the law.
- e. The Contractor must ensure that all members of staff (including locums) are aware of their responsibilities in relation to the protection of personal information.

7.2 Confidentiality

- a. The Contractor is required to have a confidentiality code of conduct (or similar).
- b. The Contractor is required to ensure that consultations occur in a designated room or area (see [section 5.1](#)). The room or area should allow for the conversation between the pharmacist and the service user to remain confidential.
- c. The Contractor is required to ensure that all members of staff (and locums) know and understand their responsibilities in relation to maintaining confidentiality and are able to explain the code of conduct (or similar) to service users.

7.3 Recording

Salford City Council requires the Contractor to use PharmOutcomes to record consultations. The Contractor is also required to use PharmOutcomes for the purposes of audit and for generating and submitting invoices to Salford City Council.

The commissioner provides a licence to access the PharmOutcomes web-based portal for free.

8. Safeguarding

8.1 General Requirements

- a. The Contractor is required to develop, adopt and implement policies and procedures for safeguarding children and vulnerable adults. These should be developed with reference to the policies and procedures of the [Salford Safeguarding Adults Board](#) and [Salford Safeguarding Children Partnership](#) which are built into the PharmOutcomes template.
- b. The Contractor is required to ensure that all members of staff (including locums) are aware of their safeguarding duties and responsibilities. Staff should receive initial and refresher training.

¹³ See: <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/data-security-and-protection-toolkit>

- c. The Contractor is required to ensure that all members of staff (including locums) know how to record concerns and refer to local safeguarding teams. Further information can be found on PharmOutcomes and through the links in [Section 14](#).

8.2 Child Sexual Exploitation

- a. The sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing, and/or others performing on them, sexual activities.
- b. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.
- c. In order to improve the effectiveness of safeguarding and protecting children and young people from this form of abuse, the Contractor is expected to follow the [Greater Manchester Safeguarding Children Procedures Manual](#) as a prompt to ensure a series of key questions are asked during the general consultation process with all under 18 and vulnerable service users if you think there is any risk / or suspect child sexual exploitation (CSE). It is vital that all staff (including non-clinical and reception staff) have access to and complete CSE training to ensure they are fully able to recognise the signs of CSE and act according to the relevant pathways and procedures.

9. Premises

9.1 General Requirements

- a. Salford City Council notes that the Contractor has a legal requirement to develop and implement a premises standards programme. NHS England requires contractors to ensure that their programme sets out how the approved particulars¹⁴ will be implemented.
- b. The Contractor is required to have a confidential consultation room (or area), and this should be used for consultations for emergency contraception. It must:
- Ensure that there is sufficient space for customers, patients and staff members
 - Be kept clean and in good repair
 - Be laid out and organised for the purpose of consulting or providing a healthcare service
 - Be laid out and organised so that, once a consultation has commenced and is in progress, other members of staff (or customers) cannot interrupt the consultation or enter the room / area without permission
 - Not be used for storage of stock (other than stock that could be used or supplied during a consultation)

¹⁴ See: <https://www.england.nhs.uk/publication/approved-particulars/>

10. Partnership Working and Relationships

10.1 Relationship with other services

The Contractor is required to develop and maintain links with other relevant services including:

- The Northern Sexual Health, provided by Manchester University NHS Foundation Trust
- Integrated Young People's Services
- GP practices
- Pharmacies

Cross-agency working will be facilitated by the Salford Sexual Health Network.

10.2 Interdependencies

The Contractor should note the following interdependencies:

1. GM ICB is responsible for authorising and issuing Patient Group Directions on behalf of Salford City Council.
2. Pinnacle Health Partnership is the operator of [PharmOutcomes](#). Salford City Council requires our contractors to use PharmOutcomes to record consultations.
3. The [Centre for Pharmacy Postgraduate Education](#) (CPPE) offers e-learning for pharmacists and technicians involved in the provision of emergency hormonal contraception and operates the Declaration of Competence scheme.
4. NHS England's [eLearning for healthcare](#) (eLFH) provides e-learning programmes and modules in collaboration with organisations including Royal Colleges, Department of Health and Social Care, UK Health Security Agency and the Office for Health Improvement and Disparities. For EHC delivery, eLFH modules on safeguarding (children and adults) and PGDs should be completed.

11. Performance and Outcomes

11.1 Outcomes Monitoring

Salford City Council aims that provision of the emergency hormonal contraception scheme will contribute to achieving the following outcomes which are regularly monitored:

	Outcome	Indicators	Source
1	Reduction in the number of unintended conceptions	Rate and number of abortions Rate and number of second or subsequent abortions	DHSC Abortion Statistics
2	Reduction in the number of under-18 conceptions	Number and rate of under-18 conceptions	ONS Conception Statistics

11.2 Service Monitoring

- Salford City Council requires the Contractor to record all consultations using PharmOutcomes and to submit invoices through PharmOutcomes.
- Salford will use the data for the purposes of monitoring provision, audit and for post-payment verification.

	Indicator	Source	Frequency
1	Number of consultations for emergency contraception	PharmOutcomes	Commissioners will extract from PharmOutcomes on a quarterly basis
2	Number of service users issued and supplied with emergency contraceptive pills	PharmOutcomes	Commissioners will extract from PharmOutcomes on a quarterly basis

- Upon signing the Public Health Services Contract for the EHC LCS, Contractors will be asked if they are registered for the NHS Pharmacy Contraception Scheme. This will enable the Commissioner to plan service delivery for sexual and reproductive health provision using this information, and gauge access to these services.

11.3 Contract monitoring and compliance

- NHS England is responsible for monitoring compliance with the NHS Community Pharmacy Contractual Framework.
- Salford City Council will monitor compliance with the terms and conditions set out in this contract and the Commissioner may make arrangements for visits to Contractors when appropriate.

11.4 Complaints, compliments and suggestions

- a. The Contractor is required to have a process for receiving, reviewing, and responding to complaints and suggestions.
- b. The Contractor will inform the Commissioner in the event that a complaint is received about the emergency hormonal contraception (EHC) service.

12. Remuneration

12.1 Fees

- a. Salford City Council has set the following fees:

	Element of services	Fee
A1	EHC Consultation	£15 per completed consultation
A2	Drug costs	<p>Current drug tariff for:</p> <ul style="list-style-type: none">• Levonorgestrel 1.5mg• Ulipristal acetate 30mg <p>To note: from 09 October 2023 to 31 March 2027, a zero rate VAT applies to medicines supplied under a PGD. See HMRC policy guidance for more details.</p>
A3	Pregnancy Test	£5 per test plus VAT @ 20%

- b. For 2025/26, Salford City Council has decided to increase the EHC consultation fee from £10 to £15 per completed consultation. As part of this £5 uplift, Contractors will participate in a strengthened condom distribution system for all service users, with a particular focus on those aged under 25 years, coming into contact with Contractors for EHC. This information will be recorded in the PharmOutcomes consultation proforma required to submit invoices.
- c. In addition to the above, the Council is asking Contractors to advise service users to choose an emergency IUD (where clinically appropriate according to UPSI) or signpost to LARC provided by the Integrated Sexual Health Service or the individual's registered General Practice. As described in [section 4](#), a central component of the EHC service is for Contractors to encourage safer sex, and the use of regular methods of contraception, ideally non-user-dependent methods such as LARC.
- d. Salford City Council reserves the right to revise fees, with 3 months' notice to providers in order that they may withdraw from the service if required.
- e. Salford City Council will collate activity data from PharmOutcomes on a quarterly basis for EHC consultation, Drug Costs and Pregnancy Tests and reimburse the provider accordingly as a block.

- f. All contractors must record activity 'live' on PharmOutcomes during the intervention with patients. If contractors try to complete interventions retrospectively on PharmOutcomes they may not have asked all the questions necessary at the time of the intervention to complete the web form correctly. Furthermore, there is a pathway within PharmOutcomes that guides the Contractor and the patient, together, through the service. This includes safeguarding assessments and clinical decision points that ensure the best service for the patient and the right signposting and dispensing of medication (if appropriate).

12.2 Volume

- a. Salford City Council is not setting a minimum or maximum number of consultations. However, the Commissioner reserves the right to limit or suspend the service on a temporary basis in the event that demand for provision exceeds the available budget.
- b. If the Contractor decides to limit volume or cease activity for any reason, they must inform the Commissioner (Monica.Saiz-Miranda@salford.gov.uk) at the earliest opportunity.

13. Guidelines and Resources

13.1 National Guidelines

- [Department of Health \(2013\) 'A Framework for Sexual Health Improvement in England'](#)
- [Public Health England \(2013\) 'Sexual health: clinical governance'](#)
- [FSRH Clinical Guideline: Emergency Contraception \(March 2017, amended July 2023\) - Faculty of Sexual and Reproductive Healthcare](#)
- [Guidelines | BASHH](#)
- [Community Pharmacy Contractual Framework: 2019 to 2024 - GOV.UK \(www.gov.uk\)](#)
- [Overview | Contraception | Quality standards | NICE](#)
- [Overview | Sexual health | Quality standards | NICE](#)
- [Emergency contraception | Treatment summaries | BNF | NICE](#)

13.2 National resources

- a. **National Sexual Health Information Line**
- Members of the public can call the National Sexual Health Helpline on 0300 123 7123 between 9am and 8pm, Monday to Friday, 11am – 4pm on Saturday and Sunday.
- b. **FSRH Contraceptive Choices**
- Providers of reproductive health services can use this website to counsel on different types of contraception: [Home | Contraception Choices](#)
- c. **Family Planning Association (FPA)**
- Providers of sexual and reproductive health services can register for a free account. Account holders can download patient information leaflets and other resources: [Resources](#)

d. **NHS guidance**

- [Sexual health](#)
- [Emergency contraception](#)
- [Contraception](#)
- [Abortion](#)
- [Find a pharmacy that offers the contraceptive pill without a prescription](#)

14. Local Guidelines and Services

14.1 Local Services

- Salford Sexual Health services: [Sexual health services in Salford•Salford City Council](#)
- The Northern Sexual Health: [Sexual health services in Salford](#) .The Northern Sexual Health booking service (through Personal Health Record): [The Northern Sexual Health – Home](#)
- PaSH - HIV prevention, care and support in Greater Manchester: [Home | PaSH](#)
- Manchester Action on Street Health (MASH): [MASH | Manchester Action on Street Health](#)

14.2 Safeguarding

- Actions to be carried out when you are worried a child is being abused can be found at [Greater Manchester Safeguarding Children Procedures Manual](#).
- [Greater Manchester Protocol on Working with Sexually Active People under the age of 18 years](#).

14.3 Point of contact

The operational contact for the agreement at Salford City Council is Monica Saiz-Miranda (monica.saiz-miranda@salford.gov.uk).