

CASEH

Contraception and Sexual Health

EHC Pharmacy Update

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**Brighton & Hove
City Council**

Learning Outcomes

By the close of the session participants will have had the opportunity to;

1. Develop a greater consideration for young people's views, feelings and potential barriers to accessing sexual health services in Pharmacy
2. Improve their understanding of the C-Card scheme requirements
3. Increase confidence in offering routine Chlamydia screening to young people accessing services
4. Improve knowledge of local services for additional support to young people including referrals and signposting

Getting in right.

Why does getting sexual health provision in pharmacies matter?



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“I didn't bother trying to get the morning after pill because I felt I was too young and I'd just be a bit embarrassed getting it.”



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Emergency
Hormonal
Contraception



Chlamydia
Screening



Condoms

Referral for full STI
screening



Support



Referral for contraception
& pregnancy testing



Sexual Health provision in Pharmacy

**What makes
a good
service...?**

**What makes a
bad service...?**



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C-Card Mystery shopping in Pharmacies

Good Services... Summer 2015

They were very **discreet** and **quick**, they did **not embarrass** me. The packs were already made up with a leaflet about contraception. There were leaflet that I felt I could take discreetly.

They were very nice and **welcoming**. I would feel **comfortable** going again if I needed to in the near future.

When I showed my C-card they were very **discreet** and I **didn't feel judged at all** when collecting the condoms. They were very **quick** and tried to make me feel as **comfortable** as possible. They were very **friendly and welcoming**. The staff were very **understanding** and a pleasure to deal with.

C-Card Mystery shopping in Pharmacies Summer 2015

Good Services...

Fairly **quick** service – product was under the desk so more **discreet**.
The staff member apologised for another customer being present [and seeing the C-Card when I showed it]. They were **clear on the process** and what C-Card meant. Was not given any lube

They put the pack in a pharmacy bag and the test pack as well, so it was **really discreet**

C-Card Mystery shopping in Pharmacies Summer 2015

Good Services...

They were very **prepared** and had the packages under the desk **ready** to give. I thought it was really good that the package had a sticker **asking/informing about Chlamydia** testing

They dealt with my request **quickly** and **discreetly**. They had the condoms pre-packaged and close to the desk so there was **very little wait**. No questions were asked and I felt very **comfortable**

C-Card Mystery shopping in Pharmacies Summer 2015

Not so good services...

I felt very **judged**, not only that but she shouted to the back of the shop asking about the C-Card which I felt was very **embarrassing**. She was very **indiscreet** when giving me the condoms. She also **took her time**.

I felt that the lady in the pharmacy was very **rude** as she commented on my C-Card and the dates I had used it. She was also very **indiscreet** when giving me the condoms and I felt very **judged**.

I was asked to go into the consultation room to talk to the pharmacist. He explained the test and chlamydia and then commented on the love bites on my neck and made me feel **awkward** and **judged**.



C-Card Mystery shopping in Pharmacies Summer 2015

Not so good services...

The service felt **rushed** as if they did not have time for me. The pharmacy was very **open** and felt as if everyone could see and hear what was happening which made me feel **uncomfortable**. She **wasn't friendly or welcoming**.

They staff were a little **slow**, and the woman had to **get someone** else to show her where the condoms were. They were a bit **confused**. There were lots of sexual health leaflets. And **chlamydia tests were offered but gendered wrong**.

C-Card Mystery shopping in Pharmacies Summer 2015

Not so good services...

They were **unsure** as to whether they delivered the service. They gave me a **Chlamydia test for males – I am female. No condoms or lube were offered** or were in the bag. Service was fairly discreet although **slow**. No relevant leaflets or posters.”

They **didn't know what they were doing**. The woman we asked had to ask several people what to do and then returned with someone who also had **little knowledge**. But they were very friendly

What do young people worry about?

Focus Group 2013

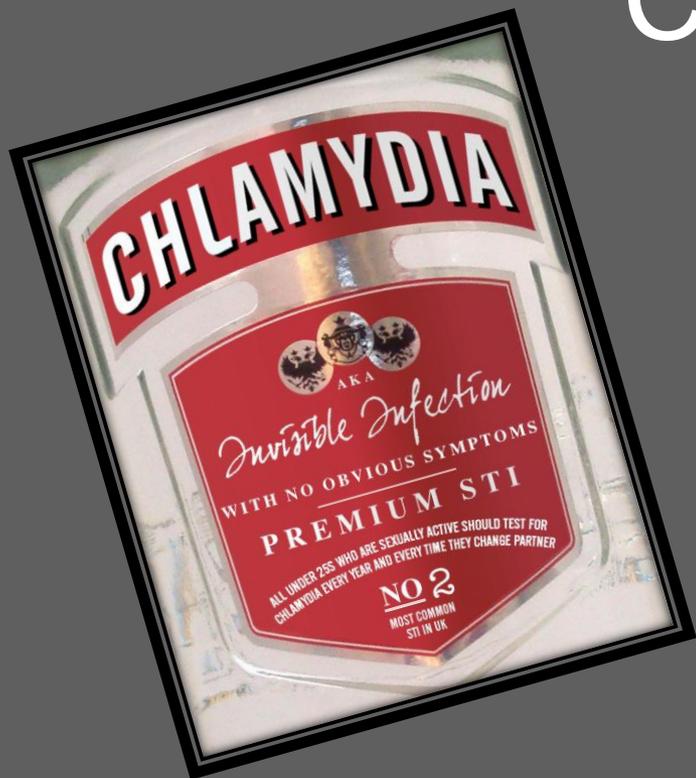
- Being too friendly/matey – not seeming professional
- No Empathy
- Too much medical information, medical terms.
- Too much information so that it's overwhelming
- Not giving you undivided attention (interruptions from other staff etc)
- Using the phone or computer while you're being seen
- No Confidentiality (leaving the door to the consultation room open)
- Being preached to (“you shouldn't have...”)
- Not letting you have a friend in with you.
- Asking uncomfortable questions or using uncomfortable language
- Being asked questions over the counter in ear shot of other customers
- No information about what to expect/what to do next
- Judgemental response (to age, sexual partners, history or sexuality)

What do young people hope for? Focus Group 2013

- Signs telling you who to ask for services
- Private – double check the door is closed – can you hear what is being said outside the consultation room/talk quietly
- Make it clear that you need to see the pharmacist for EHC
- Explain what confidentiality means – give examples of what would mean you have to share information (what does “at risk of harm mean?”)
- Don’t judge because of their age – they’ve done the right thing coming in for help
- Option of seeing a female pharmacist if you can.
- Information to take away with you like a card or booklet with the vital information and websites
- Show empathy
Let you bring a friend or partner in with you (but ask if they are happy to answer questions in front of them/they are comfortable too)
- Option of filling out your own questionnaire/paper work rather than being asked the questions
- Follow up checks/reminders about contraception and Chlamydia screening
- No judgement
- Friendly
- Not being talked at
- Anonymity

Chlamydia

What do you know about
Chlamydia?



NHS



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Prevalence

- Most common Sexually Transmitted Infection in the UK under 25 population
- Estimated that 1 in 8 sexually active young people In Brighton & Hove may have the infection

Transmission

- Chlamydia is very infectious
- Chlamydia can be transmitted through any type of sexual contact
 - Oral sex, shared sex toys, anal sex, vaginal sex, mutual masturbation, close genital contact
- Condoms greatly reduce risk but do not eliminate it altogether

Symptoms

- Chlamydia often has no symptoms
- 70% females & 50% males have no symptoms
- Symptoms in males include:
 - Pain when urinating
 - Dull ache in the testicles
 - Any unusual discharge
- Symptoms in females include:
 - Pain when urinating (peeing)
 - Painful sex
 - Bleeding in-between periods/after sex
 - Abdominal pain
 - Unusual vaginal discharge

Complications

Untreated Chlamydia can cause serious & painful complications:

- Females
 - Pelvic Inflammatory Disease
 - Reduced fertility
 - Chronic Pelvic Pain
 - Ectopic Pregnancy (can be life threatening)
- Males
 - Epididymitis (painful swelling of testicles)
 - Reduced fertility
 - Reactive Arthritis

What do you know about Gonorrhoea?



GONORRHEA

Making it burn when you pee



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Gonorrhoea

10% of men and 50% women show no symptoms

For those that do have symptoms, these can include

- **Pain when passing urine (both)**
- **Abnormal discharge (both)**
- **Bleeding between periods (female)**
- **Inflammation of the foreskin (male)**

Complications of Gonorrhoea

If treated early it is unlikely to cause any long term problems

Not everyone has complications

Female

- Pelvic Inflammatory Disease (PID) – This can lead to long term pelvic pain, blocked fallopian tubes, infertility and ectopic pregnancies
- Inflammation of the joints and tendons (This is less common)

Male

- Painful infection in the testicles and prostate gland
- Reduced fertility
- Inflammation of the joints and tendons (this is less common)

Treatment

- Both infections can be easily treated with Antibiotics
- Early diagnosis & treatment reduces risk of complications
- Routine screening is good practice – like going to the dentist!

Testing

- Complete the purple side of the form as fully as you can
- **Write your name on the test swab/pot label**
- Females – vaginal swab for 10-15 seconds
- Males – first part of urine, must not have passed urine in the last hour
- Seal test in the clear envelope
- **Return tests in postal envelope provided**

Triple site testing

Rapid HIV testing and STI screening (MSM and African community)

- THT 61 Ship Street,
- Monday – Friday, 10 am – 5pm

Rapid HIV testing and full sexual health screen (MSM)

- THT 61 Ship Street
- Mondays (Excl Bank Holidays) 6-8pm

Sauna Fastest (MSM)

- The Brighton Sauna
- 65 Grand Parade Brighton
- Wednesday 6-8pm



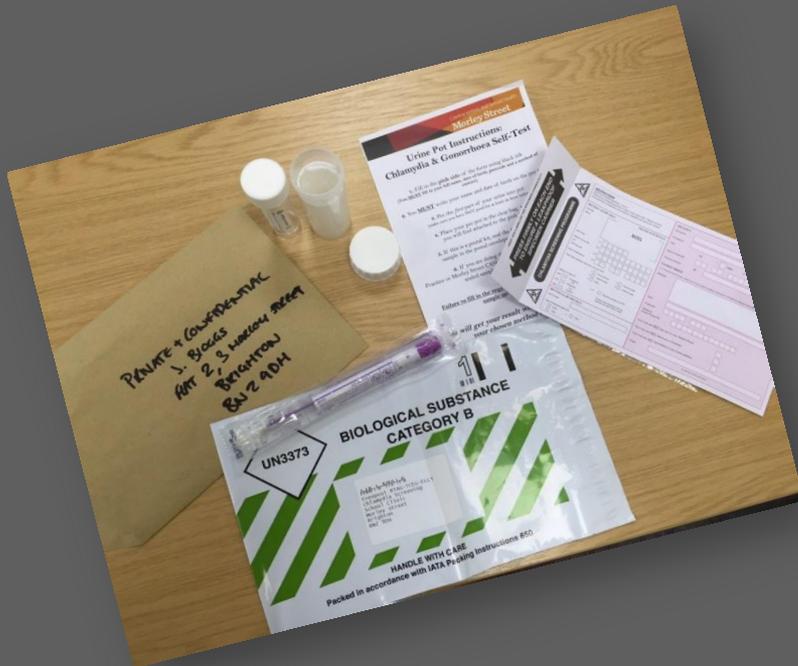
Key Messages as practitioners

- All Young People should be offered the screen as routine part of their health care
- 'opt-out' service for all under 25's (equal service for all – no discrimination)
- Chlamydia Screening offers an opportunity to address wider sexual health & open discussion
- You don't need to be an expert!! Refer to Brighton & Hove Sexual Health & Contraception service (SHAC) at Morley Street and The Claude Nicol Centre



Offering Chlamydia Screening in pharmacies

There are 31 Pharmacies in Brighton & Hove reported to be offering EHC, CSP and C-Card (Pharmaceutical Needs Assessment , 2014)



- In 2013/14 only 15 pharmacies returned a chlamydia test, averaging 9 tests per site
- So far in 2014/15 10 pharmacies have returned a test, averaging 8 tests per site

Offering Chlamydia Screening...

- The “Catch 22” (discretion vs. normalising)
- Offer to all EHC clients (and their partners)
- Encourage to test on site or bring back the test
- Ensure that it is obvious that you offer CSP – posters and notices, stickers/info on C-Card packs



If someone shows a C-Card...

- 6 condoms
- 1 lube
- How to use a condom leaflet
- Services information



If someone has no C-Card...

- 3 condoms
- 1 lube
- Tell them where to get a C-Card

Referrals & Signposting



Brighton & Hove Sexual Health & Contraception Service (SHAC)

Appointments: 01273 32 33 88



Morley Street (Contraception)

Mon, Tues, Thurs, Fri 2pm-7pm

Wednesday 11.30am-7pm

Saturday 10am-1.30pm

Claude Nicol Centre (Sexual Health)

Mon, Tues, Thurs, Fri 8.30am-10.30am

Thursday 3.30-5.30pm (under 19's)



NHS



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Other Sexual Health services for young people

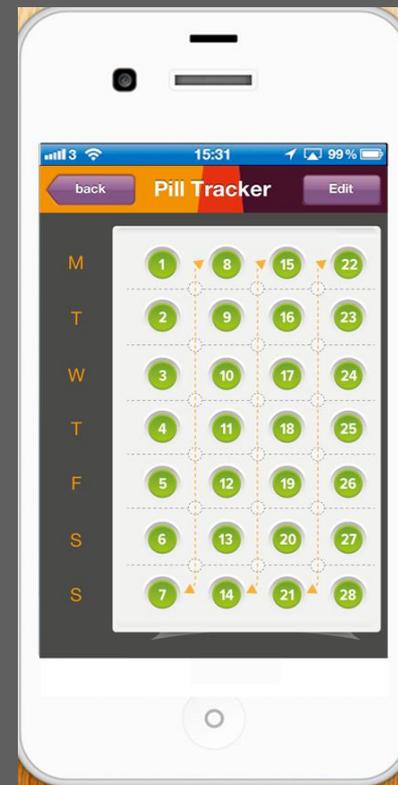
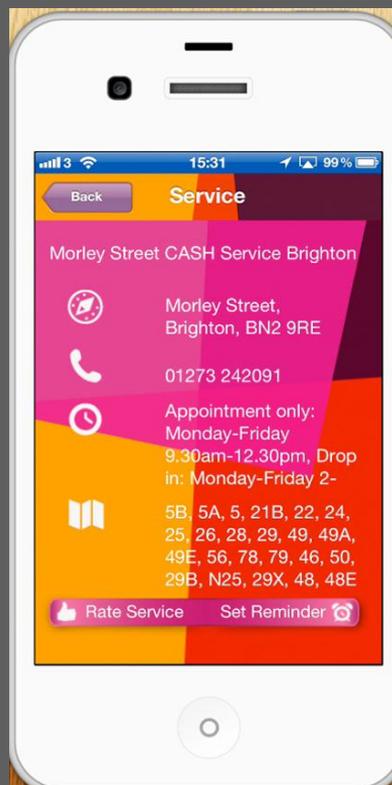
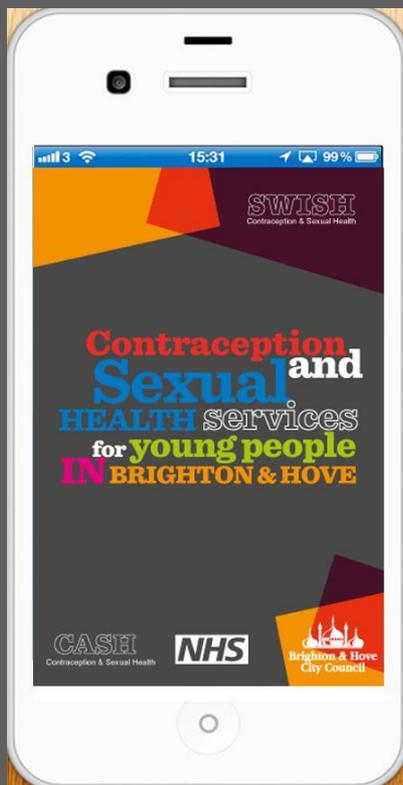
- **GPs/SWAY drop-in**

- St Peter's Medical Centre: Mon 3pm-6pm
- Park Crescent Surgery: Tues 4pm-5.30pm
- Portslade Health Centre: Wed 4pm-6.30pm
- The Avenue Surgery: Thurs 3.30pm-5.30pm
- Mile Oak Medical Centre: Thurs 4pm-5pm
- Charter medical Centre: Thurs 5pm-6pm

- **School Nurse drop-in**

- Hove Park, Longhill, Varndean, PACA, BACA, Patcham

www.swish.org.uk/app



Resources:

Email: SC-TR.BrightonCASH@nhs.net

Tel: 01273 690 985

