

**Central Health Solutions Ltd (CHS) and
Staffordshire County Council (SCC) and
Telford and Wrekin Council (TWC)
Sexual Health Services**

Service Level Agreement 2025/26

Locally Commissioned Service

Improving access to healthcare services and reducing waiting times is a key part of the NHS plan. Availability of sexual health services from community pharmacies provides patients with an increased choice and easier access.

Pharmacies across Staffordshire and Telford and Wrekin will offer a range of sexual health services, including:

1. Emergency Hormonal Contraception (EHC)
2. Chlamydia and Gonorrhoea Screening
3. Chlamydia Treatment
4. Pregnancy Testing
5. Condom Distribution Scheme (C-Card)

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This agreement is made on 1st April 2025

Between

1. **Central Health Solutions Limited (CHS)**. Registered office: 3MC Middlemarch Business Park, Siskin Drive, Coventry, CV3 4JF. **The Main Contractor**.

And

2. **Pharmacy Contractor Name and full address**
The Pharmacy Contractor

each a 'party' or together the 'parties'.

Whereas

- (1) The Main Contractor has entered into an agreement with Staffordshire County Council (SCC) and Telford and Wrekin Council (TWC) to provide sexual health services for their residents.
- (2) SCC are the Lead Commissioners for this contract
- (3) The Main Contractor has approval from SCC and WRC that services described may be sub-contracted to pharmacy contractors across both geographies, under the terms and conditions set out in the agreement.

A. Definitions and Interpretation

In this Agreement, unless the context otherwise requires, the following expressions have the following meanings:

"Business Day"	means any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business;
"Pharmacy Contractor Representative"	means [redacted] who shall be responsible for liaising with the Main Contractor's Representative or such other person who the Pharmacy Contractor may from time to time nominate;
"Pharmacy Contractor Management Representative"	Means [redacted] who shall be responsible for liaising with the Main Contractor or such other person who the Service Provider may from time to time nominate;
"Commencement Date"	means the date on which this Agreement comes into force

“Confidential Information”	means, in relation to either Party, information which is disclosed to that Party by the other Party pursuant to or in connection with this Agreement (whether orally or in writing or any other medium, and whether or not the information is expressly stated to be confidential or marked as such);
“Fees”	means the fees payable by the Main Contractor to the Pharmacy Contractor
“Intellectual Property Rights”	means any and all patents, rights in inventions, rights in designs, trademarks, trade and business names and all associated goodwill, rights to sue for passing-off or for unfair competition, copyright, moral rights and related rights, rights in databases, topography rights, domain names, rights in information (including know-how and trade secrets) and all other similar or equivalent rights (subsisting now or in the future) in any part of the world, in each case whether registered or unregistered and including all applications for, and renewals or extensions of, such rights for their full term;
“Performance Report”	means a report detailing the performance of the Pharmacy Contractor provider in relation to sexual health services data
“Main Contractor’s Representative”	means the Main Contractors Lead Director who shall be responsible for liaising with the Pharmacy Contractor Representative or such other person who the Client may from time to time nominate;
“Central Health’s Management Representative”	means the Main Contractor’s Director who shall be responsible for liaising with the Pharmacy Contractor’s Management Representative or such other person who the Main Contractor may from time to time nominate;
“Services”	All commissioned sexual health services including emergency hormonal contraception (EHC), chlamydia and gonorrhoea screening, chlamydia treatment, pregnancy testing and condom distribution
“Term”	means the term of this Agreement as set out in Clause B.
“C-card”	means a Condom Card which is a plastic, double sided, wallet sized card.
“EHC”	means Emergency Hormonal Contraception
“Fraser Guidelines”	the Guideline to be followed to determine if a child under 16 who is considered to be of sufficient age and

understanding to be competent to receive contraception without parenteral consent or knowledge.

“Integrated Sexual Health services”

provided by Midlands Partnership NHS Foundation Trust.

“PGD”

means Patient Group Direction.

B. Term of Agreement

1. This Agreement will come into force on the commencement date of 1st April 2025 and shall continue in force for an initial term of 1 year.
2. Subject to the Agreement Review provisions, the Term of this Agreement may be renewed for further periods of 1 year (which shall thereafter be defined as part of the Term).
3. This agreement is subject to there being an existing agreement for this service between Staffordshire County Council, Telford and Wrekin Council, and the Main Provider.

1. Description

- 1.1. The agreement is for the pharmacy contractor to provide at least one sexual health service as detailed in the attached service specifications.
- 1.2. Participating pharmacies can print, sign and scan this agreement to admin@1centralhealth.co.uk
- 1.3. Data for provision of each sexual health service will be recorded on Pharmoutcomes
- 1.4. Invoices will be generated, and pharmacists paid monthly, by the end of the following month.

2. Duration

- 2.1. This agreement shall commence on 1st April 2025 and shall, subject to the other provisions of this Agreement, continue until 31st March 2026 (the ‘Expiry Date’) unless:
 - 2.1.1. terminated in writing by either party
 - 2.1.2. the Main Contract is terminated for any reason, in which case this Agreement shall terminate immediately, subject to all the rights of the Parties accrued up to the date of termination
- 2.2. The parties may agree to extend this Agreement beyond the Expiry Date on terms and conditions agreed at the time

3. The Pharmacy Contractors Obligations

3.1. The Pharmacy Contractor shall:

- 3.1.1.** use reasonable endeavors to provide Services in accordance with the Service Specification
- 3.1.2.** obtain and maintain all necessary licenses and consents, and comply with applicable laws, enactments, orders, regulations and guidance
- 3.1.3.** throughout the term of this Agreement and for as long time thereafter as may be regarded as necessary and customary in the healthcare sector, maintain appropriate public liability and professional negligence insurance relating to the provision of Services with an insurance carrier of good standing against whom the Main Contractor can raise no reasonable objection.
- 3.1.4.** Provide services that are accessible and responsive to individual needs, in respect of age, gender, ethnic origin, language, culture, religion, sexuality and disability.
- 3.1.5.** Have Standard Operating Procedures (SOPs) for the service signed by all members of staff providing the service, and review the SOP annually. Keep records in the pharmacy of all staff training and SOP reviews.
- 3.1.6.** Ensure pharmacists and pharmacy staff involved in the provision of these services attend training updates provided by CHS to facilitate best practice.
- 3.1.7.** Notify CHS, in writing, of any personnel changes within the pharmacy that may affect the delivery of services as soon as they become aware of such changes.
- 3.1.8.** Display a confidentiality notice.
- 3.1.9.** Attend annual meetings with CHS to promote service development and to keep pharmacy contractors and their staff up to date with new developments, knowledge, and evidence.
- 3.1.10.** Cooperate with any locally agreed assessment of the service including service user experience.

4. The Main Contractors Obligations

4.1. The Main Contractor shall:

- 4.1.1.** co-operate with the Pharmacy Contractor in all matters relating to Services, and appoint a Main Contractor Director who shall have the authority contractually to bind the Main Contractor on matters relating to the Services
- 4.1.2.** if at any time during this Agreement the Pharmacy Contractor reasonably requests that a matter is raised with the Head Contractor or any document forwarded to the Head Contractor, the Main Contractor must raise such matter or forward such document on behalf of the Pharmacy Contractor and provide the Pharmacy Contractor with any response received

- 4.1.3. pay the Pharmacy Contractor in accordance with the fees shown in Schedule 2.

5. Fees, Payment and Record

- 5.1. The main Contractor shall pay the Fees to the Pharmacy Contractor in accordance with the provisions of Schedule 2 as consideration for the Services provided by the Pharmacy Contractor in accordance with the terms and conditions of this Agreement.
 - 5.2. The Client will make payments to Pharmacy Contractors within 59 days of the claim being received, providing all data is supported by accurate entries on Pharmoutcomes.
- Each Party shall:
- 5.3. Keep, or procure that there are kept, such records and books of account as are necessary to enable the amount of any sums payable pursuant to this Agreement to be accurately calculated.
 - 5.4. At the reasonable request of the other Party, allow that Party or its agent to inspect those records and books of account and, to the extent that they relate to the calculation of those sums, to take copies of them

6. Selection Criteria

- 6.1. Community pharmacy sexual health services will cover the whole of the Staffordshire and Telford and Wrekin, in both rural and suburban areas, to ensure good access
- 6.2. Pharmacies will be sub-contracted depending on their location, opening hours and past performance delivering sexual health services
- 6.3. The names of participating pharmacists will be sent to SCC and TWC Commissioners, and shared with other sexual health providers and pharmacies
- 6.4. Pharmacies will have a 'Sexual Health Champion' who is a member of staff that has completed the CHS Sexual Health Champion distance learning package
- 6.5. The lead pharmacist will have a Disclosure and Barring Service (DBS) check

7. Premises

- 7.1. Pharmacies must have a consultation room where conversations cannot be overheard. The pharmacy must be able to offer services at least 80% of their opening hours. If due to unforeseen circumstances the pharmacy is unable to provide the service, the pharmacy should signpost the participant to another pharmacy or sexual health service. The pharmacy should ensure that the pharmacy to which the participant is being signposted is able to provide the service by phoning the pharmacy to check before the participant leaves the pharmacy

- 7.2. The pharmacy contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible participant shall be excluded or experience particular difficulty in accessing and effectively using this service due to their race, gender, disability, sexual orientation, religion or belief, gender reassignment, marriage or civil partnership status, pregnancy or maternity, or age.
- 7.3. All premises must meet all relevant legislative, certification and validation inspections and requirements including health & safety. They must be accessible, clean, secure, suitable for the purpose for which they are being used, properly used, properly maintained, and appropriately located for the purpose for which they are being used.

8. Governance

- 8.1. The pharmacist will effectively manage any complaints using their own internal complaints procedures which must be consistent with the NHS and Local Authority Social Services and National Health Service Complaints (England) Regulations.
- 8.2. The pharmacist will manage any incidents in line with the requirements of the NHS Contractual Framework for community pharmacy.
- 8.3. All identified serious incidents must be notified by the Pharmacy Contractor to CHS without delay and within **two working days**.
- 8.4. The Pharmacy Contractor will designate a senior member of staff to have responsibility for reporting and follow-up of serious incidents within given timescales.
- 8.5. Following the investigation of a serious incident an action plan will be drawn up by the Pharmacy contractor.
- 8.6. CHS will give feedback within **20 working days** of receipt of the action plan and if it requires further development, will refer back to the Pharmacy Contractor requesting additional information within a specified timescale.
- 8.7. The serious incident will be deemed 'closed' with the agreement of CHS and SCC or TWC, following the receipt of evidence of implementation of actions, and dissemination of lessons learnt within the Pharmacy Contractor organisation.
- 8.8. Pharmacies should maintain appropriate records to ensure effective ongoing service delivery and audit.

9. Confidential information

- 9.1. Each Party undertakes that, except if authorized in writing by the other Party, it shall, at all times during the continuation of this Agreement and for five (5) years after its termination:
 - 9.1.1. keep confidential all confidential information relating to the provision of the services detailed in this Agreement;
 - 9.1.2. not disclose any confidential information to any other party;

- 9.1.3. not use any confidential information for any purpose other than as contemplated by and subject to the terms of this Agreement;
 - 9.1.4. not make any copies of, record in any way or part with possession of any confidential information; and
 - 9.1.5. ensure that none of its directors, officers, employees, agents, sub-contractors, or advisors does any act which, if done by that Party, would be a breach of the provision of sub-clauses above
- 9.2. Either party may disclose any confidential information to
- 9.2.1. Central Health Solutions Limited, Staffordshire County Council and Telford and Wrekin Council
 - 9.2.2. Any government or other authority or regulatory body;
 - 9.2.2.1.1. to such extent only as is necessary for the purposes contemplated by this Agreement (including, but not limited to, the provision of the Services), or as required by law. In each case that Party shall first inform the person, party or body in question that the Confidential Information is confidential and obtaining and submitting to the other Party a written confidentiality undertaking from the party in question. Such undertaking should be as nearly as practicable, to keep the Confidential Information confidential and to use it only for the purposes for which the disclosure is made;
 - 9.2.2.1.2. use any Confidential Information for any purpose, or disclose it to any other person, to the extent only that it is at the date of this Agreement, or at any time after that date becomes, public knowledge through no fault of that Party. In making such use or disclosure, that Party must not disclose any part of the Confidential Information that is not public knowledge.
- 9.3. All parties will comply with the requirements of the Data Protection Act 2018, GDPR, and the Freedom of Information Act 2000.
- 9.4. All relevant paperwork must be managed in line with 'Records Management: NHS Code of Practice'

10. Indemnity

- 10.1. The pharmacist shall maintain insurance for public liability in a minimum sum of five million pounds (£5,000,000) and professional indemnity/malpractice to a minimum of five million pounds (£5,000,000) against any claims which may arise out of the terms and conditions of this agreement.
- 10.2. Any litigation resulting from an accident or negligence on behalf of the pharmacist is the responsibility of the pharmacist who will meet the costs and any claims for compensation, at no cost to CHS.

11. Termination

- 11.1. Either party may terminate the agreement before the end date subject to providing three months' notice in writing.

- 11.2.** CHS may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence, or fraud on the part of the pharmacist.
- 11.3.** Upon the termination of this Agreement for any reason:
- 11.3.1.** any sum owing by either Party to the other Party under any of the provisions of this Agreement shall become immediately due and payable;
 - 11.3.2.** any rights or obligations to which any of the Parties to this Agreement may be entitled or be subject before its termination shall remain in full force and effect where they are expressly stated to survive such termination;
 - 11.3.3.** termination shall not affect or prejudice any right to damages or other remedy which the terminating Party may have in respect of the event giving rise to the termination or any other right to damages or other remedy which either Party may have in respect of any breach of this Agreement which existed at or before the date of termination;

Schedule 1
Service specifications

Emergency Hormonal Contraception

Aims and Objections

The aim of this service is to provide, free of charge, access to Emergency Hormonal Contraception that can prevent pregnancy after unprotected sexual intercourse or if a contraception method has failed. The sooner the emergency contraception is taken, the more effective it will be in preventing an unintended pregnancy. The service will contribute to a reduction in the number of unintended pregnancies by improving access to EHC and sexual health advice to women of all ages in community pharmacies across the whole of Staffordshire and Telford and Wrekin.

Objectives include:

- a) To reduce rate of unintended pregnancies
- b) To reduce pregnancy termination rates
- c) To make free Emergency Hormonal Contraception easily accessible to women of all ages

Service Description

The Pharmacy Contractor will:

- Provide Emergency Hormonal Contraception (EHC), under the Patient Group Direction (PGD), to females who meet the inclusion criteria.
- Provide a STI testing kit to every female aged 16 or over that presents for EHC
- Provide and maintain evidence of accreditation for each pharmacist providing the service.
- Designate authorising person for signing the PGD.
- Ensure pharmacists involved in the provision of the service attend EHC training updates provided by CHS to facilitate best practice.
- Notify CHS, in writing, of any personnel changes within the pharmacy that may affect the delivery of the service as soon as they become aware of such changes.
- Be responsible for ensuring that professional indemnity insurance arrangements are in place to cover the activity outlined in the PGD.
- Hold pharmaceutical stock in line with service requirements.
- Designate window space for a display poster giving information about emergency contraception and availability how to obtain it locally.
- Provide a consultation room that offers suitable privacy and confidentiality to the client and use this when consulting with the client for this service (unless the client does not wish to do so, or the pharmacist believes this would threaten her safety).
- Counsel clients requesting the EHC service (having had unprotected sex) about sexually transmitted infections.
- Provide all under 25-year-old with information about the condom distribution (c-card) scheme.
- All clients should be advised to see a suitably qualified healthcare professional within 3 weeks to discuss ongoing contraception.
- In the event that a person presents requesting EHC who falls under the PGD exclusion criteria, signpost them appropriately. Furthermore, if the person is

under 13 years of age, the pharmacy shall, wherever reasonably practical and with the young persons' agreement, telephone ahead to arrange an appointment for the young person with an appropriate source of support. Staffordshire or Telford and Wrekin Safeguarding Board procedures will be adhered to.

- Signpost clients to other providers if no accredited pharmacist on site and provide suitable support to clients (e.g. ring ahead to other provider).
- Ensure that appropriate records are completed via Pharmoutcomes, including a record of assessment of competence, in accordance with Fraser Guidelines where the young person is under 16 years old and a CSE Risk questionnaire if under 18 years of age.
- Report to CHS, as soon as reasonably practicable (and timely in relation to the significance of the event) all significant events associated with this enhanced service, including but not limited to, situations where the pharmacist makes a Safeguarding referral and any complaints made about the service.

Population covered

- Staffordshire or Telford and Wrekin residents or registered with a GP in Staffordshire or Telford and Wrekin aged 13 and over who think they may be at risk of pregnancy and who, if under 16, are deemed competent to consent to treatment as per Fraser guidelines and in line with PGD.
- Whilst there is no limit to the number of times a patient can access the EHC Service, pharmacists must use their discretion when faced with repeat attendees. It must be stressed to the patient that it is an emergency measure only, and they should see their GP or the main Sexual Health Service to discuss regular methods of contraception.
- Women should be encouraged to take the emergency contraception on the pharmacy premises

Training

- Pharmacists should demonstrate that they have the necessary knowledge and skills to provide the service by completing the community pharmacy Emergency Contraception Service Declaration of Competence (DoC). The DoC requires the pharmacist to satisfactorily complete:
 - CPPE Contraception Learning Pack
 - CPPE Emergency Hormonal Contraception Learning Pack
 - CPPE training on Safeguarding Children & Vulnerable Adults Level 2
 - CPPE Child Sexual Exploitation (CSE), spotting the signs
 - Attend a workshop run by CHS or the Commissioner
- The DoC should be completed every 2 years
- Pharmacists must also meet any additional training requirements as stated in the PGD.

Chlamydia and Gonorrhoea Screening

Aims and Objections

The aim of the service is to provide free of charge screening kits of otherwise asymptomatic individuals when they present at a pharmacy setting for other reasons and/or required screening kits in response to local promotion amongst professionals and advertising. The service will increase uptake of screening for Chlamydia and Gonorrhoea by young people who have had unprotected sex, and/or a new partner, and thus help facilitate early detection and treatment of asymptomatic infection, reducing onward transmission and the consequences of untreated infections.

Note: Dual self-testing kits will be provided by integrated sexual health services, which includes microbiology, management of results and partner notification.

Objectives include:

- a) Improved access to self-administered screening kits
- b) Promoting the use of screening kits and increase the number of test samples returned for analysis
- c) Referring to care pathways and signposting those that have been at risk of a STI to an appropriate service
- d) Increasing awareness of the risks of unprotected sex amongst the target local population by general promotion of the service
- e) Reducing the numbers of untreated Chlamydia and Gonorrhoea infections and help reduce complications and fertility problems.

Service Description

The Pharmacy Contractor will:

- Provide a consultation area that ensures confidentiality for the client.
- The pharmacy contractor must ensure that CHS is informed of any change of personnel such that the screening service becomes unavailable at that pharmacy.
- Pharmacies will actively promote this scheme and supply a screening test to eligible patients.
- Pharmacies will actively promote this scheme and supply a screening test to any asymptomatic sexually active patient who either requests a screening test or when dispensing contraceptive pills or purchasing condoms.
- The service will include:
 - Provision of a screening kit with an explanation of its use and how to return the completed kit
 - Provision of a patient form and an explanation of how to complete it.
- Patients who describe symptoms of a sexually transmitted infection (STI) should be referred to an appropriate sexual health clinic.
- Pharmacies will provide advice on STIs and the use of regular contraception in line with national guidelines.
- Pharmacies will display resources advertising the availability of this service.

- The pharmacy will carry out the service in line with this specification; with reference to the Fraser guidance; Working Together to Safeguard Children and the Sexual Offences Act 2003 when supplying to young people under 16 years of age. The pharmacist and pharmacy staff will have knowledge of national and local safeguarding procedures and will ensure that up to date information and safeguarding contact information readily available.
- Pharmacists and pharmacy staff may need to share relevant information with other health care professionals and agencies. This should be in line with local confidentiality, data protection arrangements and safeguarding children guidelines. Where appropriate they may need to obtain consent from the client to share the information.
- The pharmacy contractor must have a Standard Operating Procedure in place for this service.
- The pharmacy must input service information on Pharmoutcomes on the day of service provision.

Population covered

- Staffordshire or Telford and Wrekin residents over 15 years of age, both male and female.

Training

- Pharmacists and pharmacy staff providing this service will undertake training by CHS.
- Pharmacists and pharmacy staff providing this service will have completed Level 2 Safeguarding training.

Chlamydia Treatment

Aims and Objections

The aim of this service is to provide treatment of asymptomatic infection, reducing transmission and the consequences of untreated infections.

Objectives include:

- a) Increased access to treatment of asymptomatic patients with chlamydia and gonorrhoea in infection in pharmacies with coverage across all areas of Staffordshire and Telford and Wrekin
- b) Reaching sexually active young people who do not use integrated sexual health services
- c) Reducing the burden on secondary care services by diagnosing chlamydia and gonorrhoea infection and treating chlamydia infections in the community
- d) Increasing early detection of chlamydia and gonorrhoea and treatment of chlamydia, and therefore reducing transmission and complications associated with these infections.

Service Description

The Pharmacy Contractor will:

- Provide a consultation area that ensures confidentiality for the client
- Provide and maintain evidence of accreditation for each pharmacist providing the service.
- Designate authorising person for signing the PGDs.
- Provide treatment via PGD to patients that have been identified through the chlamydia and gonorrhoea screening programme as receiving a positive result
- Assess the suitability of the person to receive the locally agreed antibiotic treatment, in line with the inclusion and exclusion criteria detailed in the PGD
- Input service information on Pharmoutcomes on the day of service provision
- Refer any complicated cases back to the integrated sexual health services
- Be responsible for ensuring that professional indemnity insurance arrangements are in place to cover the activity outlined in the PGD
- Hold pharmaceutical stock in line with service requirements.

Notification of Results:

- All screening results will be notified direct to the patient by the Integrated Sexual Health Service.
- The Integrated Sexual Health Service will also advise all patients reporting a positive result of the need to obtain treatment and the options available in accessing treatment locally which shall include local community pharmacies operating under this Agreement.
- The Integrated Sexual Health Service will also initiate partner notification and follow up with the Service User to confirm treatment obtained.

Training

- Pharmacists should demonstrate that they have the necessary knowledge and skills to provide the service by completing:
 - CPPE Sexual Health in Pharmacies e-learning
 - CPPE training on Safeguarding Children & Vulnerable Adults Level 2
 - CPPE child sexual exploitation (CSE) 'Spotting the Signs of Child Sexual Exploitation'
 - Attend a workshop run by CHS or the Commissioner
- Pharmacists must also meet any additional training requirements as stated in the PGD.

Pregnancy Testing

Aims and Objections

The aim of this service is to provide free of charge pregnancy testing to vulnerable young women across Staffordshire and Telford and Wrekin.

Outcomes include:

- a) To reduce the rate of unintended pregnancies
- b) To make free pregnancy testing available to vulnerable cohorts
- c) To provide access to pregnancy tests for young people and other women who may be at a greater risk of unplanned pregnancy where financial access to testing may be a barrier to gaining support

Service Description

The Pharmacy Contractor will:

- Provide a take home pregnancy test to the woman, on receipt of a voucher
- Explain how to take the test
- Provide information on what to do if the test is positive (the patient will be contacted by the referrer)
- Record voucher details on Pharmoutcomes on day of service

Training

- Pharmacists and pharmacy staff providing this service will undertake training by CHS.
- Pharmacists and pharmacy staff providing this service will have completed Level 2 Safeguarding training.

Schedule 2

Fees to Pharmacy Contractors

Service	Fees paid
EHC	
Consultation	£12
Supply of Levonelle	£5.20
Supply of EllaOne	£14.05
Chlamydia and Gonorrhoea Screening	
Distribution of Chlamydia and Gonorrhoea Screening	£1.00 per Kit issued + VAT
Chlamydia Treatment	
Consultation	£15
Supply of Treatment	Current DT price
Pregnancy Testing	
Consultation and Test	£5 plus VAT

Schedule 3

Appendixes

Safeguarding

Responsibilities: Pharmacists, Pharmacy Technicians and all other Pharmacy Staff

- It is a requirement of all staff to follow local Safeguarding Procedures - the most up to date information is accessible on the Council websites:

Staffordshire

Children: <https://www.staffsscb.org.uk>

Adults: <https://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/report-abuse.aspx>

Referrals: 0300 1245022

Telford and Wrekin

Children: https://www.telford.gov.uk/info/20438/safeguarding_children

Adults: <https://www.telfordsafeguardingpartnership.org.uk/info/7/partner-agency-information/8/policies-procedures-pathways>

Referrals: 01952 385385

Pharmacists and Pharmacy Staff:

It is everyone's responsibility to ensure the safety and wellbeing of the young and vulnerable people in society. Pharmacists and other pharmacy staff have contact with children and their families in the course of their everyday work and as such, they may become aware of a family experiencing difficulty with caring for their child(ren) and/or where a child shows signs or symptoms of possible child abuse. They are ethically and legally bound to share their concerns about possible instances of child abuse with social services who have a statutory responsibility and power to make inquiries and to intervene where there are concerns about a child's welfare.

The Clinical Governance (CG) requirements for community pharmacy, set out in Part 4 of Schedule 1 of the National Health Service (Pharmaceutical Services) Regulations 2005, as amended, require community pharmacies to ensure that relevant staff providing pharmaceutical services to vulnerable adults and children are aware of local safeguarding guidance and reporting arrangements.

Additionally, pharmacies are required to safeguard children and vulnerable adults as part of the General Pharmaceutical Council (GPhC) standards; the GPhC has included awareness and reporting of safeguarding issues as part of the inspection process carried out at registered pharmacies. Pharmacists may also be asked, by commissioners of pharmacy services, to provide evidence of safeguarding training as a prerequisite to providing a service.

Locum staff should:

- Be made aware of the local Safeguarding Procedures by the Pharmacy Manager/Senior Pharmacist.
- Follow the Safeguarding Procedures in cases of suspected child abuse.

All other staff should:

- Follow Safeguarding Procedures and report as required.
- Inform the Pharmacist in charge of any safeguarding concerns

The Designated Nurse for Safeguarding Children or member of the Safeguarding Children Team may be contacted for further advice.

Safeguarding

Safeguarding children and vulnerable adults is everybody's business. If you have concerns about a child, young person or adult you should act on your concerns immediately.

Sharing information with the appropriate person when you have concerns overrides any data protection issues.

Agreement

Provider: Central Health Solutions Ltd of 46-48 Beacon Buildings, Leighswood Road, Aldridge, Walsall, WS9 8AA

This agreement will be in force from 1st April 2025 to 31st March 2026.

IN WITNESS WHEREOF this Agreement has been duly executed the day and year first before written

Signature on behalf of the Pharmacist Contractor:

Signature	Full Name	Date

Signature on behalf of CHS Ltd:

Signature	Name	Date
	Michelle Dyoss Operations Director CHS Ltd	

Participating Pharmacies

LPC/Council area (please tick):

Staffordshire

☐

Telford and Wrekin

☐

ODS Code	Pharmacy Full Address including Postcode	EHC with STI testing	Chlamydia and Gonorrhoea Screening	Chlamydia Treatment	Pregnancy Testing