

Protocol for the Reception of EHC requests

1. Always ensure the patient is dealt with tactfully out of earshot of other customers. If initial contact is with counter staff, immediately inform the Pharmacist of the request.
2. If the pharmacist is available or will be within five minutes, inform the patient and allow them to wait.
3. If the Pharmacist will be available within a couple of hours, suggest that they call back at a set time. If agreeable, tell the Pharmacist and the appointment must be honoured.
4. If pressures prevent this, contact all Pharmacies within the area to arrange for the patient to see a Pharmacist there - see Typical Availability overleaf.
5. If no local Pharmacies, arrange for the patient to be seen at the local surgery preferably contacting the surgery for them, ask for the Practice Family Planning Nurse or signpost to Sexual Health Clinic - see contact number below.
6. If all else fails, inform the patient of other options but ensure that the 72 hour limit is observed:
 - **Family Planning at St Mary's Hospital**
Family Planning Clinic Mondays 2:30pm – 8pm
 - **Youth Trust (for under 25's)**
1 St Johns Place, Newport Thursdays 3pm – 6pm
 - **Any GP Surgery as Temporary Resident if Outside your area.**

Sexual Health clinic	St Marys hospital Newport	534202
Youth Trust	1 St John's Place, Newport	529569
Childline (Children Counselling)		0800 1111
Gay & Lesbian Switchboard		525123
Sexual Health Adviser, Blood Bourne Virus Information		534202
IW Victim Support Scheme		530530
IW Woman's Refuge		825981
Life Pregnancy Care Service	Free Pregnancy Testing & Help	0800 9154600

Remember- Always Check the 72 Hour Limit