**Title**

Experiences and perspectives of pharmacy staff and users on the delivery and impact of pharmacy-based sexual health services: a systematic review

**Introduction**

Sexual health is a public health priority and delivering additional health services through pharmacies may offer a cost-effective approach to improve access and convenience for patients. This systematic literature review evaluated the perspectives and experiences of pharmacy users and staff on the delivery and impact of sexual health services concerned with contraception and sexually transmitted infections.

**Methods**

Qualitative, quantitative and mixed methods studies were searched across seven databases for relevant studies published after 2007 and carried out in OECD countries. A narrative synthesis was conducted and the Mixed Methods Appraisal Tool used to provide context to the synthesised results.

**Results**

Of 8965 identified studies, 19 met the inclusion criteria. Of these studies, eleven investigated only the views of pharmacy staff, four included only pharmacy users, and the remaining four assessed both users and staff. Service users reported the easy accessibility of pharmacy based sexual health services to be particularly beneficial. Likewise, pharmacy staff felt that extending their public health role was positive and benefitted their profession. However, both staff and users had concerns about limited privacy to raise sexual health issues within a pharmacy setting. Further, several factors were identified which influenced whether services were consistently delivered by pharmacy staff including logistical constraints, and personal beliefs and attitudes.

**Discussion**

The delivery of sexual health services in pharmacies was generally supported by both pharmacy users and staff. However, issues around how pharmacies can provide privacy, as well as the influence of pharmacy staff’s personal beliefs and attitudes of service delivery, can have a negative impact. New approaches are needed to address these issues and maximise the contribution of pharmacies to improving sexual health.