

Overview and Scrutiny Committee – Sexual Health Services

- 1) What sexual health services are currently available for people to access in Redditch?

Response: Sexual Health Services in Redditch include a variety of clinics across the week, which provide screening for Sexually Transmitted Infections (STI's); management and treatment of infections and associated problems. Vaccinations for Hepatitis A&B and Human Papilloma Virus for under 45 year old men having sex with men and HIV Post Exposure Prophylaxis (PEP). All methods of contraception (including specialist referrals), pregnancy advisory services, a vasectomy service, specialist HIV and Hepatitis clinics and sexual health promotion/education and advice are also available. Sexual Health support is also provided to HMP Hewell in Redditch. Online access to screening kits is available via the Worcestershire Sexual Health Service website www.knowyourstuff.nhs.uk/worcestershire. In addition to the Worcestershire Sexual Health Service, sexual health provision is also available from General Practitioners, Pharmacists and School Nurses.

- 2) Where can people access sexual health services in Redditch?

Response: Redditch and Bromsgrove (R&B) Sexual Health Services are based on a hub and spoke model, which is part of a Worcestershire County wide Integrated Sexual Health Service (WiSH).

Arrowside Unit is the main hub for Redditch and Bromsgrove (R&B), based at the Alexandra Hospital. We also have specialist spoke clinics at Smallwood House for under 21 year olds, on Thursday evenings and Saturday mornings and offer outreach services for young and vulnerable people if required. In addition, we have a spoke clinic in Bromsgrove on Wednesday evenings, for all ages, which Redditch people are welcome to access. Current opening times are shown on the Worcestershire Sexual Health Service website www.knowyourstuff.nhs.uk/worcestershire along with details of how to request an online screening kit.

People can also access sexual health provision from General Practitioners, Pharmacists and School Nurses.

- 3) How are sexual health services advertised to residents?

Response:

Via our website <http://www.knowyourstuff.nhs.uk/worcestershire>

Posters in clinics

Answerphone messages out of hours

GP surgeries are also made aware of services

School nurse T4U drop in sessions are advertised in schools

Access to Emergency Hormonal Contraception advertised via

www.knowyourstuff.nhs.uk/worcestershire/contraception

- 4) How do service hours at Smallwood House and Arrowside Unit compare to service hours two years ago?

Response: Funding for sexual health comes from the Public Health Ring Fenced Grant and this has reduced nationally. A new integrated sexual health service has been in place for the last 2 years focussed on prevention and improvement in sexual and reproductive health to tackle demand in the longer term. This has required redirecting some historical resource to increase outreach activity, on-line access and access through other services and service points. We have been required to make adjustments to services across R&B to ensure we continue to deliver services at our traditional clinic bases in the safest possible way, within the resources we have available. Therefore, resources have been centralised at Arrowside, where opening hours have increased. However, services at Smallwood have been reduced from 3 evening clinics to one per week and from being open every Saturday to 1 or 2 Saturdays per month, with a plan in place to increase this to every Saturday. We have workforce plans in place, to ensure Saturday morning clinics are prioritised to ensure they are open every week from early 2019.

- 5) What work do you do in schools to educate young people about sexual health services and safe sexual behaviour?

Response: All schools across Worcestershire (including Redditch) are offered free staff training to equip teachers and support staff to deliver high quality Relationship and Sex Education (RSE) in schools. This training helps build competence and confidence to allow school staff to deliver effective and relevant RSE, which in turn helps students navigate relationships and make informed decisions and healthy lifestyle choices. Training is delivered by skilled and experienced staff following nationally recognised best practice guidance.

WISH education team offer support to design and deliver an RSE curriculum which strengthens the PHSE elements of school programmes. Following a national consultation process, RSE is due to become statutory for schools, so we are awaiting further guidance from central government. However, schools remain free to determine their delivery of RSE content.

WISH outreach nurses also attend schools to see young people for contraception and sexual health care. The schools regularly attended in the Redditch locality are Trinity High, Arrowvale High, Tudor Grange, The Forge and children's residential homes within this locality. Referrals for young people not in education are received from partner agencies.

During the outreach nurses consultation, young people are informed of sexual health services and safe sex is always discussed, making every contact count.

The Worcestershire Sexual Health Service provides a Condom Distribution Scheme.

School nurses offer T4U drop in sessions at schools.

- 6) What number of appointments in relation to sexual health have been made in Redditch? (Please provide the latest data available).

Response: The snap shot of appointments for Redditch in our sexual health clinics in October 2018 are 481 attendances. The number of appointments actually made would be in excess of this, as all services have a percentage of patients who do not attend their appointments.

- 7) How do the number of appointments compare to five years prior to that date?

Response: An equivalent snapshot of attendances in October 2013 is 968. However, it is worth recognising many patients are now attending integrated clinics for one appointment for both their contraception and STI needs, rather than having separate appointments for each speciality. During the same period, online screening requests have increased along with outreach referrals.

- 8) To what extent is the following monitored?
- a) The number of times each person attends sexual health clinics.
 - b) The number of new patients attending sexual health services for the first time.

Response: We record data for all patient interventions (both face to face and by telephone), which is reported on monthly. We also separate data to monitor new, rebook and follow up patients. The numbers of rebook appointments are reducing as a result of prevention strategies to improve sexual health behaviours.

- 9) To what extent is there an issue in Redditch with people in their 50s or older participating in unprotected sexual activities?
- a) How is this problem being addressed?

Response: Of the 481 attendances in October 2018, 9% (49) were over 50 years old. Screening, treatment and management of infections are offered as previously described, plus contraception if required. All patients are offered 1:1 health promotion/education interventions, which include discussion about safer sex. Vaccinations are available for Hepatitis A & B. HIV Post exposure Prophylaxis (PEP) is also available for patients at risk. We are currently running a HIV Pre-Exposure Prophylaxis (PrEP) trial.

- 10) What uptake has there been of online testing in Redditch?

Response: We provide online testing from SH24 and Source Bioscience for Under 25's.

SH24 in Redditch accounts for 19.5% of the kits distributed in Worcestershire, which equates to 868 of 4,451 of the total orders since June 2017. The cumulative return rate in Redditch is 75% (CRR in Worcestershire is 77%) so typical of the wider service.

Source bioscience data reflects an increase with online testing in the Redditch locality:

2016: 229

2017: 343

2018:413

Total of 985

Source bioscience testing kits and SH24 kits equate to a total of 1211 for 2017 in the Redditch area.

- 11) To what extent do you think that the information that is provided on emergency contraception on the NHS webpage for Smallwood House could be improved? (This information was accessed via the following link:

<http://www.knowyourstuff.nhs.uk/worcestershire/clinics/small-wood-house/>)

Response: Free access to emergency hormonal contraception under a patient group direction from pharmacies and that the list of pharmacies providing this service is available on the website. This service is supported by a consultant led on call service if pharmacists have any queries or need to signpost complex cases into the WiSH service.

We are currently working on the website following feedback received from patients, The working group have also been supported by the youth board, patient panel, visually impaired and special needs patient group to understand the needs of all service users. We recognised the website could be more informative with easier signposting to service users

- 12) With reference to the same page on the internet please could you clarify the opening times of services for all age groups (the opening times for those aged under 21 are clear).

Response: Anyone over 21 is signposted to either the Arrowside or Bromsgrove section for the opening times of sexual health clinics.

'These walk-in clinic are for under 21's only, anyone over 21 can access an appointment or advice at Arrowside Unit so please refer to the Arrowside section for clinic times or ring: 01527 516398.'

- 13) How long is the waiting list for long-acting contraceptives such as implants?

Response: The waiting time for long acting contraceptives such as implants or IUD's is 2 weeks within the Worcestershire Sexual Health Service. Although the Service facilitates the management of LARC payments to GP Practices, it does not have any responsibility for GP waiting times.

- 14) The webpage dedicated to Arrowside Unit records that patients should call for an appointment after 9.30am. To what extent is this meeting the needs of residents? (E.g. those working night shifts, young people at school etc.)

Response: Patients are now asked to contact Arrowside from 08:45 onwards, for an appointment the following day. We have clinics running all day Monday to Friday, which includes two evenings per week at Arrowside, one evening at Smallwood and one at Bromsgrove per week. We also have some Saturday morning clinics for young people, but the uptake is very low. We have workforce plans in place, to ensure Saturday morning clinics are prioritised to ensure they are open every week from early 2019.

Any patient having difficulty making a suitable appointment is offered telephone advice with a senior nurse to assess the urgency of their appointment.

Please be aware of the availability of online STI testing via SH24 and Biosure for HIV home testing, for those finding access difficult.

- 15) To what extent is it possible to book appointments online with Small Wood House, the Arrowside Unit, Doctors' surgeries in Redditch and any other facilities that provide sexual health services?
- a) If online appointments are not available please could you advise whether there are any plans to introduce online booking in the future?

Response: We are currently working towards the implementation of online booking, which we are hoping will go live early in the New Year. This will allow patients to book appointments 24 hours in advance. Doctors' surgeries each have their own appointment systems.

- 16) Is there anything else that you would like to add for our consideration?

Response: Nationally Sexual Health Services have experienced reductions to their budget, and moved to integrated sexual health provision. In Worcestershire there has been a reduction of experienced specialist staff, who chose to leave the service during these changes. Consequently, to ensure we were able to continue to provide safe, effective services, we had to centralise services in Redditch and Bromsgrove, which has impacted on access to our previous sexual health clinics. We are working towards extending and improving the access within Redditch.

Over the past few years, we have also seen an increase in complex cases accessing sexual health, which impacts on our appointment times. We have also introduced an electronic patient record system to support the integration of genitourinary medicine and contraceptive care, which has also impacted on the patient journey time through our clinics.

However, we are hopeful once we have filled our vacancies and developed new and existing staff, we will be better placed to extend the appointments on offer to improve access to sexual health services in Redditch.