healthwatch Cheshire West

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Experiences of Sexual Health Services in Cheshire

March 2019

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Introduction

Between September 2018 and February 2019, Healthwatch Cheshire East and Healthwatch Cheshire West undertook research regarding people's experiences of using Sexual Health services. This was timed to coincide with the recommissioning process of Sexual Health Services in Cheshire East and Cheshire West and Chester.

Healthwatch Cheshire East and Healthwatch Cheshire West conducted a survey of people's experiences of using services, desk-based research, Enter and View and Mystery Shopper reports of services in order to provide a detailed picture of the Sexual Health provision across Cheshire. This work follows on from our previous report in January 2017 which looked into Sexual Health services in Cheshire West and Chester.

What is Healthwatch?

Healthwatch Cheshire, consisting of Healthwatch Cheshire East and Healthwatch Cheshire West, is an independent consumer champion for health and care across Cheshire East and Cheshire West and Chester, forming part of the national network of local Healthwatch across England. Our role is to make sure that those who run health and care services understand and act on what really matters to local people.

Healthwatch Cheshire East and Healthwatch Cheshire West undertake continuous engagement activities with the public to hear about concerns and compliments regarding health and care services. The information we gather is then analysed so that we can identify and act upon trends and common themes by presenting our findings to decision makers in order to improve the services people use.

Sexual Health Service

Sexual Health has been commissioned by Public Health within each local authority since April 2013, ensuring that the population has access to quality Sexual Health services that support improvement in their health and wellbeing.

In January 2015, following a tendering procedure, the contract for the delivery of Sexual Health services in the former boroughs of Ellesmere Port and Chester was awarded to East Cheshire NHS Trust. Prior to the contract change, East Cheshire NHS Trust were already delivering the service in the parts of Cheshire covered by Vale Royal Clinical Commissioning Group and changes meant that they would now deliver the service across the whole of the borough of Cheshire West and Chester. In February 2015, East Cheshire NHS Trust were also commissioned within Cheshire East to deliver Sexual Health services. These contracts introduced outreach clinics and Sexual Health hubs in each local authority area.

There are 14 sites throughout Cheshire where people can access a range of Sexual Health services, all branded as 'Go Sexual Health' (GOSH). There are three Integrated Sexual Health Hubs, these are located in Chester, Crewe and Macclesfield. The other clinics are held throughout Cheshire that operate 'drop-in' and pre-bookable appointments. Currently, Body Positive – an organisation which supports people who want to improve their sexual health across Cheshire - provides a range of outreach services to both the general public and targeted groups, including Youth, Homeless, LGBTQ+ and Sex Workers, which offer contraception and advice, and testing for certain sexually transmitted infections (STIs). There are 54 and 62 Community Pharmacies in Cheshire East and Cheshire West and Chester

respectively that can provide the Emergency Contraception pill, commonly known as the 'morning after pill'.

During 2018, Sexual Health services in Cheshire East and Cheshire West and Chester were in the process of being recommissioned, albeit both were operating to different timescales. After a tendering process, it was announced that Sexual Health services in Cheshire West and Chester will now be provided by Virgin Care from 1st April 2019, while Royal Liverpool and Broadgreen Hospitals NHS Trust will provide the services in Cheshire East from 1st October 2019.

Previous Report

In January 2017, Healthwatch Cheshire West published a report discussing the provision of Sexual Health services in Cheshire West and Chester. At the time of the research undertaken for this report, the contract to deliver the service in Cheshire West and Chester had been held by East Cheshire NHS Trust for around two years. The report used methods of desk-based research to assess what services were available, Enter and View activity, and Mystery Shopper visits.

The report found that services at Fountains Health in Chester and outreach services at West Cheshire College were accessible and offered a welcoming environment. It noted some inconsistent, and at times contradictory, information online about services. The report also noted that information in GP Practices about services was at best "patchy". The full report can be accessed on the Healthwatch Cheshire West website.

Summary of Findings

The main findings from our survey, Enter and View, Mystery Shopper and desk-based research were:

- A number of people told us they regularly use Sexual Health services but often encounter difficulties in getting appointments/accessing services due to a lack of available staff and large queues.

- The majority of respondents to the survey stated that they had used the service for contraception i.e. the Pill, Condoms, IUS/IUD or Implanon. Of note, a number of women told us that they had difficulty in getting a GP appointment, therefore would attend Go Sexual Health clinics for repeat prescriptions of the contraceptive pill or that their GP did not offer coil fittings.

- Those people who had used the service for 'testing and diagnosis' told us they felt Go Sexual Health clinics offered a non-judgmental and supportive service.

- People across Cheshire expressed concern about the lack of services available in rural communities. They stated that this is further complicated due to the lack of transport available and the limited number of clinics in the evening and at weekends.

- During visits to various clinics there was clear evidence that staff delivering services have a detailed understanding of the needs of communities and work hard to overcome any challenges to provide a quality service. For example, in the Congleton area there is work to increase engagement with males and reduce the number of unplanned pregnancies in young women. Also, in Winsford staff told us how they work closely with School Nurses to deliver services to young people.

- The clinics and drop-ins advertised on the Go Sexual Health website are a true reflection of what is available, providing patients with confidence in the services.

- GP Practice websites differ widely on the services they offer. These include those that offer a full range of services available at the surgery or local clinics to generic links to Sexual Health information leaflets. Furthermore, there is inconsistency in advice and signposting. For example, our research showed one GP Practice is displaying incorrect information on their website by listing their local Sexual Health clinic as being at Leighton Hospital despite the clinic's closure in 2015.

- Body Positive deliver a wide number of outreach services across Cheshire that are aimed at both the general public and some targeted groups, such as Youth, LGBTQ+, the Homeless, and Sex Workers. However, the conversations we have had would suggest that the knowledge of these services amongst the general public is poor, particularly in areas that do not have a Go Sexual Health Hub, and that any additional services and outreach would be welcomed and utilised.

- The outreach that Body Positive undertakes within colleges is very well received by students who told us they regularly go for advice.

What we did

Why did we do this project?

Projects undertaken by Healthwatch Cheshire East and Healthwatch Cheshire West need to be relevant, timely and representative of the views of local people. Healthwatch Cheshire West previously published a report on Sexual Health services in Cheshire West and Chester in January 2017 when East Cheshire NHS Trust were around a year into the delivery of services. Therefore, this report can build on the findings of the January 2017 report by demonstrating how these services have developed in the past two years, and also by extending our research into Cheshire East.

Sexual Health has been highlighted as an area of focus by Public Health in both local authority areas. We were aware that Sexual Health Services in both Cheshire East and Cheshire West and Chester were going through recommissioning processes, albeit with slightly differing timescales. Cheshire East Council and Body Positive have recently conducted their own surveys, which Healthwatch Cheshire East and Healthwatch Cheshire West have been credited for helping to promote. There was scope for our work to complement the findings of these surveys. This project was an opportunity to engage more with young people whom previous surveys had found difficult to reach.

What did we want to learn?

The aims of Healthwatch Cheshire East and Healthwatch Cheshire West's project on Sexual Health services were:

- To determine the public's experience, knowledge and accessibility of Sexual Health services across Cheshire East and Cheshire West and Chester.
- To ensure that services advertised were a true reflection of what is delivered within the various locations.
- To find out about any barriers people felt may exist in accessing Sexual Health services.
- To understand how people would like to access Sexual Health services in the future.
- To inform Local Authorities, Clinic Commissioning Groups and GPs how to support the Sexual Health and wellbeing of the population of Cheshire.
- To feed into the considerations of commissioners during the process of recommissioning services and delivering of new contracts.

What did we do?

This project used the skills of our Community Engagement and Project Officers in order to engage with the public and complete the surveys, as well as conducting Mystery Shopper visits. Our Communications and Research Officer helped to disseminate and advertise the survey using online formats. Healthwatch Cheshire East and Healthwatch Cheshire West's team of volunteers also provided valuable help in the planning and implementation of the project. Authorised Representatives also conducted Enter and View activity. The survey design also included input from one of our board members who has experience working for the LGBT Foundation.

The nature of Sexual Health often means there can be a reluctance for people to share their experiences, they often talk about 'a friend'. With this in mind, Healthwatch staff

encompassed a range of methods to collate information in addition to carrying out a number of engagements reflecting all people who may access such services within both local authority areas. These methods included:

- Two Enter and View visits to Go Sexual Health Hubs in Macclesfield and Chester.
- Desktop research of the Go Sexual Health website and sampling 10 GP Practice websites in each of Cheshire East and Cheshire West and Chester.
- Two Mystery Shopper visits to Sexual Health clinics in Crewe and Winsford.
- 199 responses to a survey of people's experiences of Sexual Health services, available in paper or online format.
- Targeted and general engagement events to obtain people's views.

This meant that we could experience services from the point of view of service users, as well as speaking to people who do have experience of using Sexual Health services. This was designed to complement the work of Cheshire East Council who had previously conducted a survey on Sexual Health services to inform their commissioning process. The research was undertaken between September 2018 and January 2019 to coincide with the period of recommissioning services. During this period, we undertook research using the following methods:

Enter and View

Healthwatch Cheshire East and Healthwatch Cheshire West and Chester regularly undertake Enter and View visits within NHS and care settings. Our Enter and View visits provide a snapshot in time of the services being provided and allow us to see, hear and feel what it is like for the people who use services, their families and staff.

For the purpose of this project, we carried out two Enter and View visits; one to the Go Sexual Health clinic in New Alderley Building, Macclesfield, and one to The Fountains Health Centre, Chester. These locations were chosen as they are two of the main Hubs with a sole purpose of delivering Sexual Health services. The purpose of these visits was to observe the Sexual Health service within a bespoke setting, i.e. fully equipped clinical rooms and dedicated waiting areas displaying a range of information concerning Sexual Health. These visits were carried out by both Healthwatch staff and volunteers to ensure a range of opinions and expertise. Reports are then produced and made available publicly on our websites and sent to the service providers themselves for their feedback on the recommendations made within the report. Copies of the Enter and View reports for the Go Sexual Health clinics in New Alderley Building, Macclesfield and The Fountains Health Centre, Chester, are included as appendices at the end of this report, and on our websites following the hyperlinks above.

Desktop research

It was important to understand the range of information available to the public who were trying to obtain information on Sexual Health services. In order to do this, we carried out desktop research which involved scanning for information on clinics including location and times. Additionally, we randomly selected 10 GP Practice's websites in each Local Authority area to determine what, if any, information/advice was available to their patients.

Mystery Shopper visits

We undertook two mystery shopper visits, again ensuring that both Cheshire East and Chester West locations were represented. Anecdotally we were aware that there was a high demand for Sexual Health services in Crewe and Winsford, therefore we visited the GOSH

Clinic at Eagle Bridge Health and Wellbeing Centre in Crewe and GOSH Clinic Dene Drive Primary Care Centre in Winsford. These visits were undertaken by Healthwatch staff so that we could understand the experience as a service user. In order to provide differing experiences, male and female members of staff of different ages attended the clinics and requested Sexual Health screenings. Healthwatch Cheshire East and Healthwatch Cheshire West considered it to be important to determine whether there was a difference in service dependent on being at a bespoke Sexual Health clinic facility such as those subject to our Enter and View visits, and clinics which use facilities shared with other services, such as community services.

Survey

The January 2017 Healthwatch Cheshire West report did not use a survey to inform its findings, but for this report it was included to offer us a broader view of what people use Sexual Health services for and to give them an opportunity to tell us about their experiences. In order to be as relevant as possible to as wide a range of people as possible our volunteers and board members assisted in the development of the survey. For example, we asked for feedback on our survey from a board member who also works with the LGBT Foundation for their perspective on how to devise the survey to encompass issues that people from the LGBTQ+ community may face. This was also done with regard to looking at the survey questions used by Cheshire East Council and Body Positive, who were also running surveys on Sexual Health services, in order to see how our work could add value to their findings. We were aware of the recent survey undertaken by Cheshire East Local Authority regarding Sexual Health, however we wanted also to reach into Cheshire West and Chester. Conversation with staff and volunteers determined that the survey should be short and concise as it was felt more people would be inclined to participate. The survey was distributed to the general public, key organisations and targeted groups such as youth, homeless and LGBT groups to invite a broad range of views. People could access the survey via the Healthwatch Cheshire West and Healthwatch Cheshire East Facebook and Twitter accounts, online through our websites and with paper copies which we would take on engagement to various locations including colleges and leisure centres.

Engagement

Throughout this project we carried out both targeted and general engagement. There have been a number of engagement events with the general public and some key groups, including Cheshire Without Abuse, Motherwell CIC and Men's Walking Football groups. We have conducted engagement at venues such as children's centres, leisure centres, libraries, colleges and the University of Chester. This was to ensure we heard the views of diverse groups including young people and LGBTQ+. During these engagement events we used our survey to prompt semi structured interviews and conversations. It was intended that questions and discussions would be designed to focus on qualitative stories and experiences rather than statistical or quantitative data. The survey was also available online and through social media.

Survey Questions

Below is a copy of the survey format used during our research, circulated both online and as a paper copy:

Sexual Health Services in Cheshire Survey

Healthwatch Cheshire West and Healthwatch Cheshire East are the local independent consumer champions for Health and Social Care services in Cheshire West and Chester and Cheshire East.

You may have seen one of our team or volunteers out and about around Cheshire trying to gain people's views and experiences of the Health and Social Care services they receive, in order to help inform the priorities and quality of services commissioned by the NHS and local authorities.

We are currently undertaking a project concerning the Sexual Health Services delivered across Cheshire and we want to gain a better understanding of people's knowledge and experiences of the current services provided and how they would like to access them.

We would really appreciate if you could please take a few minutes to answer this brief survey. All information collected is anonymous.

We work across Cheshire West and Cheshire East and so providing us with the first part of your postcode can help us to identify if there are issues particular to certain areas.

Please can we have the first part of your postcode: _____

1. **Have you accessed any of the following services at a Sexual Health clinic? Please tick as many that apply.**

The pill	
Condoms	
IUS/IUD (Coil fittings)	
Implanon (Implants and removals)	
Smear testing	
Pregnancy Testing	
Diagnosis and Treatment of Infection	
PrEP (Pre-exposure Prophlaxis medicine for those who are HIV Negative to help prevent HIV infection)	
HIV Treatment	

2. **When did you last access the service: (Please tick one only)**

0-3 months ago	
3 -12 months ago	
Over 12 months ago	
Not accessed the service	

3. **If you needed to use Sexual Health services, how would you prefer to access them? Please tick as many that apply.**

In person	
Telephone advice	
Online, i.e. booking appointments/testing kits/ordering contraception	
Skype/FaceTime appointments	
At a GP surgery	
At a dedicated Sexual Health Clinic	

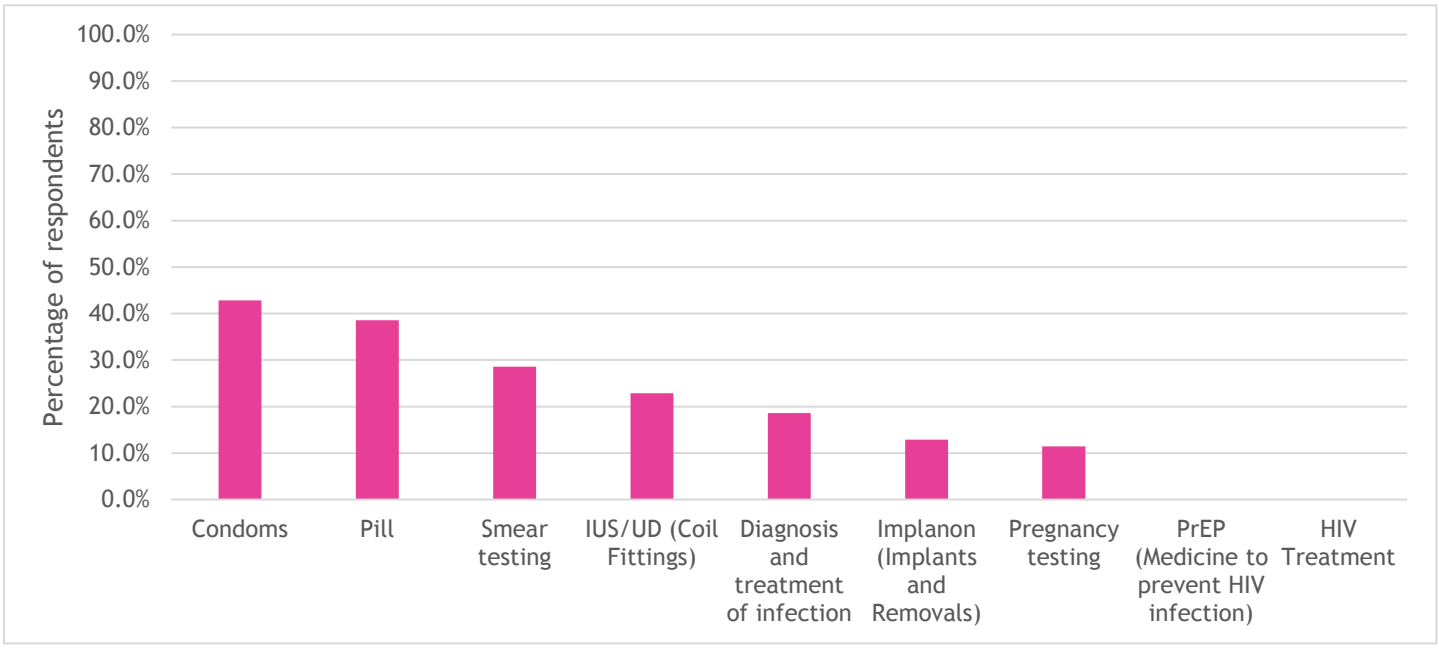
4. **Do you have any other comments about Sexual Health services in Cheshire?**

Survey Results

The survey of people's experiences of Sexual Health services that informs this report received 199 responses from people who have accessed services within Cheshire East and Cheshire West and Chester. This included 9 responses from people who whilst didn't live in the Cheshire area, have accessed services within Cheshire East and Cheshire West and Chester. The number of survey responses we received by local authority area are:

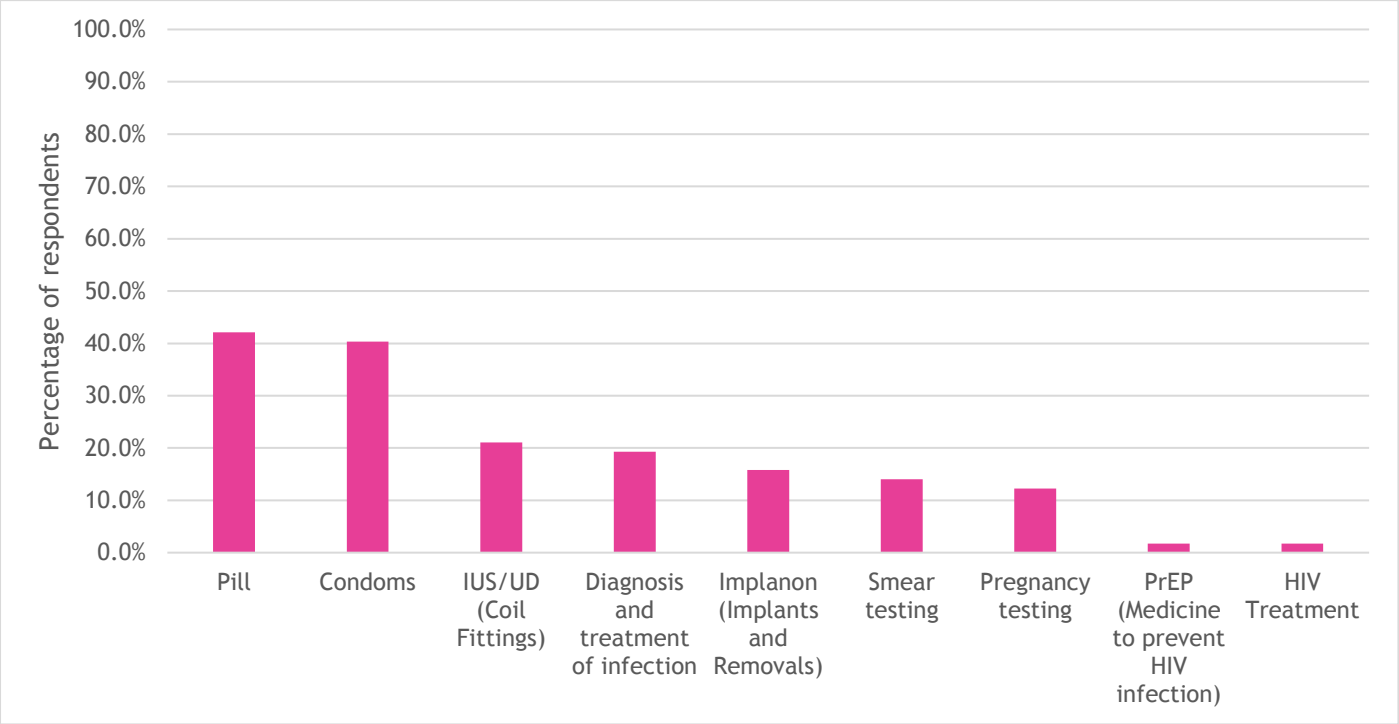
Local Authority Area	Number of responses
Cheshire East	96
Cheshire West and Chester	94
Other (neighbouring local authorities)	9

Which services have people from Cheshire East accessed at a Sexual Health Clinic?



Service	Number of people	Percent
Condoms	30	42.9%
Pill	27	38.6%
Smear testing	20	28.6%
IUS/UD (Coil Fittings)	16	22.9%
Diagnosis and treatment of infection	13	18.6%
Implanon (Implants and Removals)	9	12.9%
Pregnancy testing	8	11.4%
PrEP (Medicine to prevent HIV infection)	0	0.0%
HIV Treatment	0	0.0%

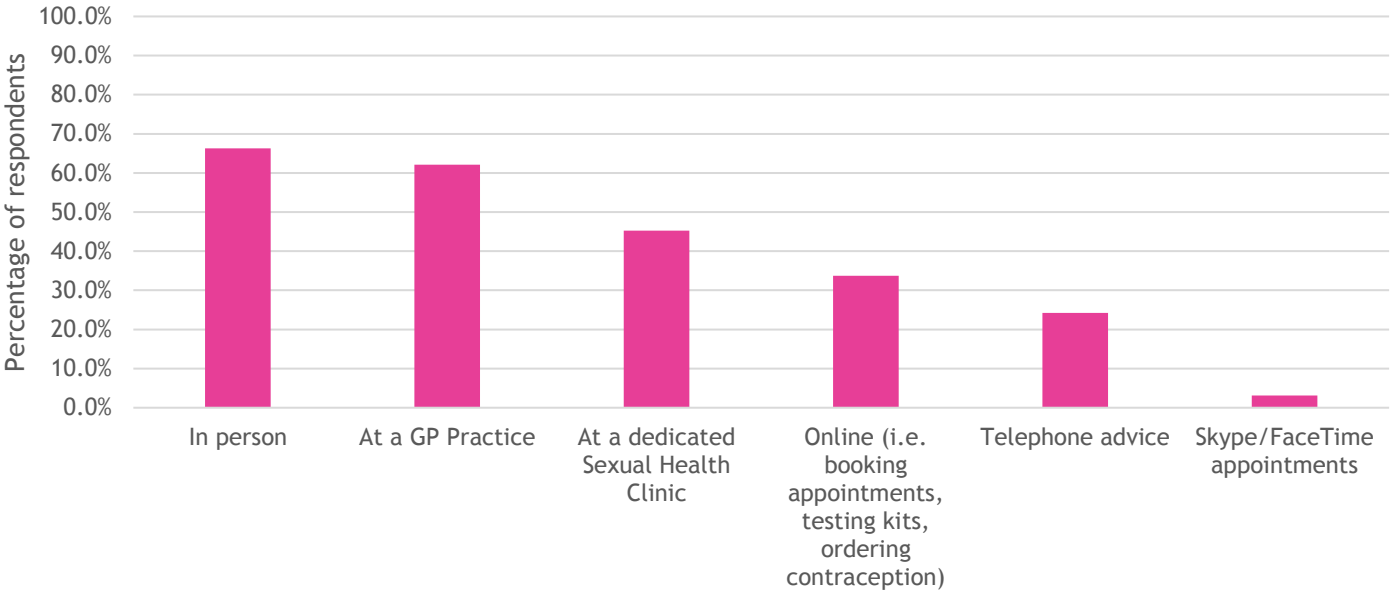
Which services have people from Cheshire West and Chester accessed at a Sexual Health Clinic?



Purpose	Number of people	Percent
Pill	24	42.1%
Condoms	23	40.4%
IUS/UD (Coil Fittings)	12	21.1%
Diagnosis and treatment of infection	11	19.3%
Implanon (Implants and Removals)	9	15.8%
Smear testing	8	14.0%
Pregnancy testing	7	12.3%
PrEP (Medicine to prevent HIV infection)	1	1.8%
HIV Treatment	1	1.8%

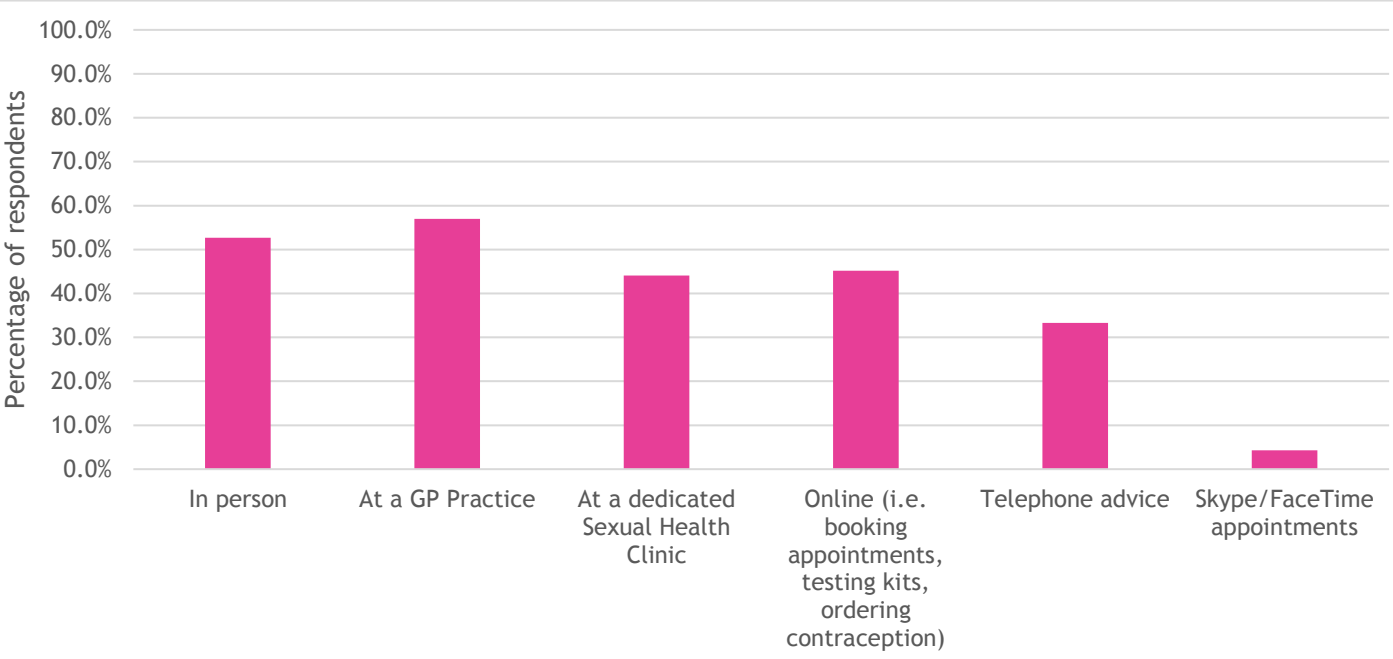
Responses to this question told us that the majority of people accessed contraception during their visit to a Sexual Health Clinic. This was often a number of different forms of contraception simultaneously. Condoms and the pill were the most used forms, which demonstrated that the message of safe sex was being heard and acted upon. Smear and pregnancy testing were services accessed frequently. Diagnosis and treatment of infection was also a common reason for people to visit a Sexual Health Clinic, and it is likely many of these respondents were also offered contraception whilst visiting the clinic.

How would people prefer to access Sexual Health services in Cheshire East?



Preferred Method of Access	Number of people	Percent
In person	63	66.3%
At a GP Practice	59	62.1%
At a dedicated Sexual Health Clinic	43	45.3%
Online (i.e. booking appointments, testing kits, ordering contraception)	32	33.7%
Telephone advice	23	24.2%
Skype/FaceTime appointments	3	3.2%

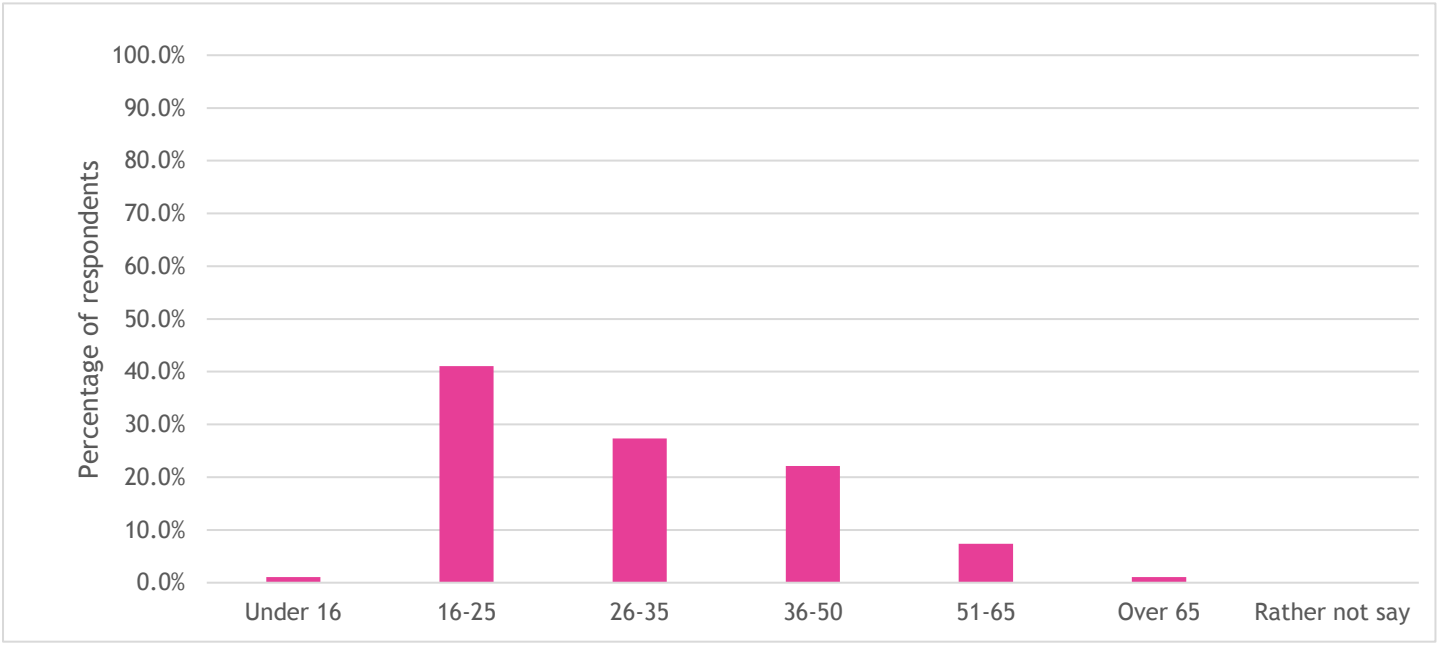
How would people prefer to access Sexual Health services in Cheshire West and Chester?



Preferred Method of Access	Number of people	Percent
In person	49	52.7%
At a GP Practice	53	57.0%
At a dedicated Sexual Health Clinic	41	44.1%
Online (i.e. booking appointments, testing kits, ordering contraception)	42	45.2%
Telephone advice	31	33.3%
Skype/FaceTime appointments	4	4.3%

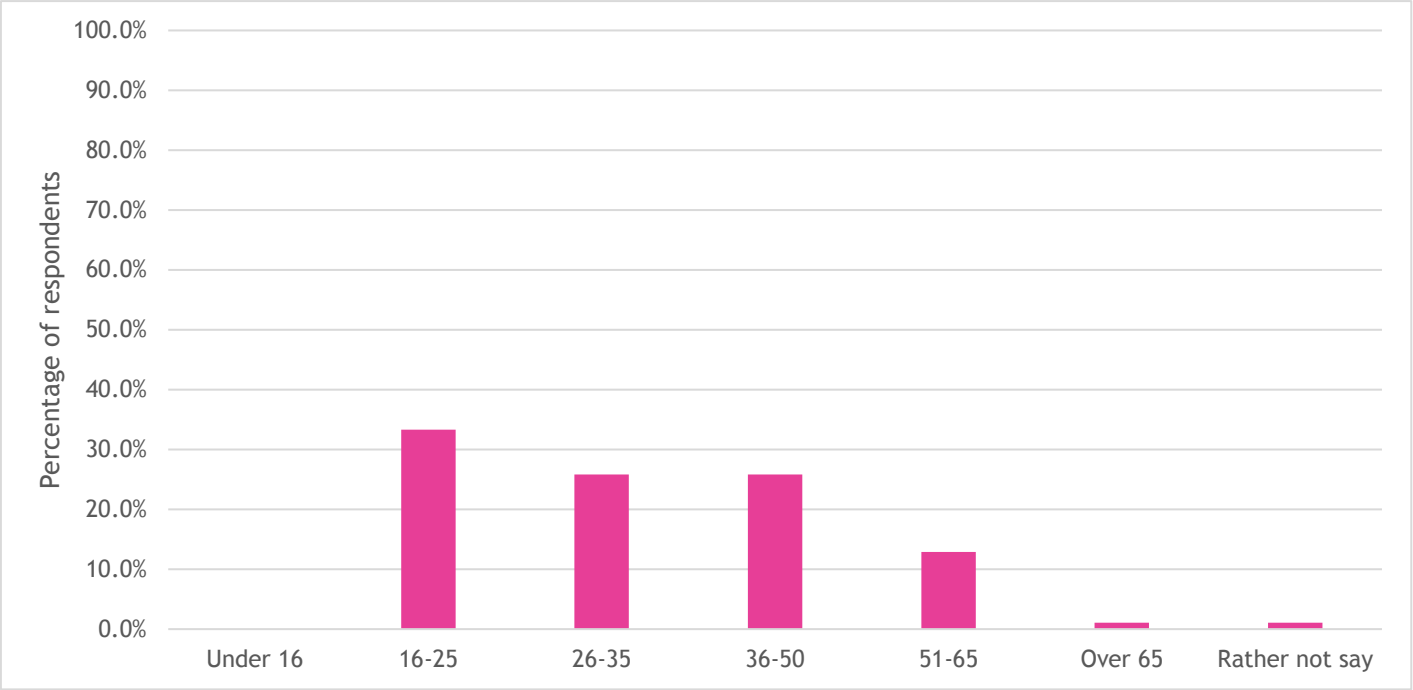
It was evident throughout that the majority of people prefer face-to-face consultation for sexual health matters. The most popular location people preferred this to take place was within a GP Practice, followed by a dedicated Sexual Health Clinic. Our survey showed there is very little appetite for Skype or Face Time consultation amongst the people who responded. A number of people told us that they would prefer to be able to use an online service for things such as booking appointments and ordering contraception, as it enabled them to do this during working hours.

How old were our Cheshire East respondents?



Age	Number of people	Percent
Under 16	1	1.1%
16-25	39	41.1%
26-35	26	27.4%
36-50	21	22.1%
51-65	7	7.4%
Over 65	1	1.1%
Rather not say	0	0.0%

How old were our Cheshire West and Chester respondents?



Age	Number of people	Percent
Under 16	0	0.0%
16-25	31	33.3%
26-35	24	25.8%
36-50	24	25.8%
51-65	12	12.9%
Over 65	1	1.1%
Rather not say	1	1.1%

Historically there have been some difficultly in engaging with certain groups regarding their knowledge and experience of sexual health, notably young people. Therefore, we ensured our engagement was carried out in locations where we were able to speak to a large amount of young people to ensure we obtained their experiences, for example at the University of Chester, South and West Cheshire Colleges, and Warrington and Vale Royal College.

What people told us

Public experience of using Sexual Health services in Cheshire East

People told us about accessibility issues, particularly for those residing in rural areas and small towns. Examples of comments around accessibility include:

"There is not enough information for young people. There is no drop-in clinic for young people in Nantwich. You have to travel and the bus services are not good. There is nothing at a weekend. It's not made easy."

"It's okay if you live in a big town but harder for people living in rural areas with no transport - particularly young people. A lot of the drop-in clinics are even harder to get to."

"The Crewe and Congleton sites are not easily accessed from towns such as Alsager. I have not been able to access the services recently as I work full time and do not drive."

"There are no Sexual Health services where I live in Alsager."

"My son is over 25 and wanted access to a Sexual Health clinic. He works so we have had difficulty in finding clinics at the weekend. We have found that there is more support for under 25s. We were appalled at the lack of access and opening times of the clinics."

"Although services are good and people can easily access them, my question would be around what services are doing to provide these services to all communities. If we have people who speak a different language, do services have the resources to access interpreters over the phone or in person. What happens if they cannot get an interpreter? Secondly, there are cultural differences on issues of Sexual Health, however, these should not be an excuse to not engage with those groups or denigrate their cultural beliefs and practices."

"They are very poor. The service at Leighton Hospital was fantastic. Staff were great and sensitive to the needs of people who went there. I am particularly concerned about how accessible the current service is for young people, as I know it is less available locally. To get an appointment can be quite complicated as there isn't the same drop-in provision as was available at the hospital. It was very disappointing to see the service move from the hospital and it would be interesting to see whether this has impacted on the Sexual Health needs of local people, particularly young people."

A number of respondents told us they felt there were not sufficient numbers of staff to deal with the demand at clinics:

"There are never enough staff at Eagle Bridge, they say you can drop in but then there are only two people working. They need more it's always busy."

"GOSH at Eagle Bridge is a good service but they really do need to invest in some more staff as you often cannot get an appointment. It's a well-used service."

In respect of Outreach provision, many people had praise for the work of Body Positive:

"Body Positive are good, you can get condoms regularly and they encourage you to get tested. Everyone gets them so there is no embarrassment."

"Body Positive are great, really useful having them at the college as I wouldn't feel comfortable going to my GP."

"Body Positive, they encourage you to get tested regularly, they are very open and you can ask them anything."

"They should make services more aware at schools and talk to more pupils."

A number of people made comments regarding their experience of the staff and the service:

"Was very anxious about going. Lovely staff. Thankfully my fears were unfounded and I was clear but got some good advice."

"Had my coil fitted at Macclesfield Hospital - good service. Parking a nightmare. Would have been easier at my GP but they don't do it. Staff were great. It was easy to book and I didn't have to wait long."

"All services should be able to offer implants/coil fittings."

"I have less reviews regarding continued prescription (the pill) as I struggle to get an appointment with GP so have had to attend the clinic to get pill."

Public experience of using Sexual Health services in Cheshire West and Chester

People told us about accessibility issues, particularly for those residing in rural areas and small towns. Examples of comments around accessibility include:

"I would not go to the GP or the clinic, nothing for young people, who prefer somewhere we can get to easy. I'm not going to travel, need drop-in's locally where I'm not going to be judged."

"Need to be more accessible to young people living in more remote areas."

"More rural services needed - it can be difficult to access services if you don't have transport."

"They need to be better advertised. I have only heard of it through word of mouth."

A number of respondents told us about waiting times and the difficulty of obtaining appointments:

"I find it hard to access clinics if you have concerns with your sexual health as you have to get a ticket and be sat waiting for hours. It's much easier to book an appointment as its more private and I feel people would access treatment more in this way. There also aren't that many postal services for people over 25. Think it's great that you can do the test in the toilet at the GP."

"Sometimes the phonelines for GOSH are busy and making an appointment can be difficult. The online booking system doesn't work properly".

"It's very difficult to get an appointment as there is only one clinic in the area. You sometimes have to wait a couple of weeks to get seen."

"Had to go to the Sexual Health Clinic as I couldn't get GP appointment for a repeat of the pill."

"Wish you could just book an appointment rather than waiting or a least a score of the quickest issues (e.g. condoms) can go first to stop the queues."

"STI tests should be easier to access and quicker waiting times."

A number of people made comments regarding their experience of the staff and the service:

"I really appreciate the efficiency and patient care. My GP is clearly too busy to provide real attention to medical concerns but the clinic at The Fountains treated me like a human being and didn't just send me elsewhere."

"Fantastic service, staff are so kind."

"Service in Fountains Chester is excellent although changes to the telephone results service not good."

"The staff are great and non-judgmental. I feel I am being judged at my doctors".

"My swab test given in Northwich Infirmary. Been over a month but have not received results. They can't find them either. Contacted Cheshire office but got no response."

"Sometimes it can be intimidating and scary to attend and talk about problems."

Conversations with providers and staff in Cheshire East

"There is a real need in this area (Knutsford), particularly amongst young people. For a considerable while there was a lack of nurses/doctors who were not trained to fit coils. This had impact on women locally as they would have to travel to Macclesfield or Congleton - which could prove difficult for the patient."

"Originally clinics were on Mondays and Thursdays, but following feedback we now run them on Mondays and Tuesdays. We have to listen to the feedback and act on it to keep people fully engaged." (Congleton)

"Mix of appointments and drop-in seems to work most of the time. Sometimes have problems with busier drop in sessions but triage system works and people are either prioritised/seen, signposted elsewhere."

Conversations with providers and staff in Cheshire West and Chester

"Winsford - high demand and some real challenges in engaging with young people. Greater need for outreach and with this safeguarding. We work closely with School Nurses."

"There is a real need to support patients with psychosexual conditions. This can range for a one-off appointment to a period of counselling sessions. We are seeing an increasing need."

"I have always worked in this field, I love my job and delivering a safe, compassionate dignified service at all times is so important to me and all of the team."

Desktop Research

Healthwatch conducted desktop research to understand the range of information available to the public who were trying to obtain information on Sexual Health services. We then visited the venues where Sexual Health services were provided in the form of engagement, mystery shopper and Enter and View activity. This enabled us to see that the services advertised are a fair reflection of what is available. During such visits staff were able to tell us how well the clinics are used and about the demand for each of them locally.

We also researched the information and advice provided in GP Practices concerning Sexual Health. From this, it is evident that there is a range of different information available with some GP Practices having easily accessible information online and others requiring more in-depth probing to find information on Sexual Health. We also discovered one GP Practice providing out of date information on a Sexual Health clinic at Leighton Hospital which closed in 2015.

Mystery Shopper – Eagle Bridge GOSH Clinic, Crewe

9.40am, Thursday 20th September 2018

By Healthwatch staff member (48-year-old female)

I arrived at Eagle Bridge Health and Wellbeing Centre, the GOSH clinic has a separate entrance to the main building. It is well signposted, there is plenty of parking – both at Eagle Bridge and at the adjoining supermarket.

There is a sign on the door which stated: 'Due to staffing, we may not be able to see you today but you will be offered an appointment.'

However, upon entering there were no other people in the waiting room. The reception desk was immediately in front of you and I spoke with the receptionist. She was very friendly and welcoming. I explained that I would like the drop-in service. I was given a form to complete. The form asked for some personal details, GP details and the reason for your attendance. The form is clearly marked that any information would only be shared if you specifically agree to this. Following completion, I handed the form back, the receptionist explained that there were clinics local to where I lived i.e. Winsford and Northwich which are ordinarily for those patients in the Vale Royal area. I explained that I have relatives that work in the clinics and I wanted to keep the matter confidential. The receptionist explained she totally understood and I could use this service if I felt more comfortable. She clearly did not want to put me off using the service.

Once the form was completed, I was directed to the lift where the waiting room and clinical rooms are. I had indicated I wanted a full sexual health screening which includes testing for Chlamydia, Gonorrhea, HIV and Syphilis.

Within five minutes I was called through to a consultation room, the nurse used my first name only. She clarified what I had come for and explained that lots of people come to reassure themselves. She then explained the process of the tests and swabs. After showing me the swabs for the Chlamydia test, I went to the toilet to complete this myself. This is performed by inserting a small swab stick (similar to a cotton bud) inside the vagina and gently swiping the area. The swab is then placed into a tube and sealed.

Following this, I then had a blood test after answering some brief questions concerning my sexual history, e.g. had I had unprotected sex in the last few weeks, had I a new partner. The nurse explained to me that I could receive my results by text, phone, email or post. They explained that usually if everything is okay it is usually text or email. However, if they need to either redo the test or there are any concerns it is most likely that I would be contacted either by phone or letter. The results usually take two weeks, although I may hear sooner. It was also explained that samples are only identifiable by a unique bar number, there are no personal details. I was also offered free condoms.

The nurse that dealt with me can only be described as 'lovely', she was non-judgmental, welcoming and helpful. Of note, I saw a female nurse, I was not aware of any male nurses and I was not offered a preference and do not know if this could be accommodated.

Having never used this service before I was slightly unsure what to expect, however all the staff were professional and helpful. From my first impression to when I left the whole

experience could only be described as excellent. The environment itself was no different to being in a normal GP Practice or health clinic. I left the clinic at 10.05am.

I received my result on the 5th October, which was slightly over the two-week waiting time expected since taking the tests. The text was discreet and stated "Your results from your last appointment at Eagle Bridge are all clear".

Mystery Shopper – Dene Drive GOSH Clinic, Winsford

1.45pm, Monday 10th December 2018

By Healthwatch staff member (26-year-old male)

I arrived at 1.45pm and there was a small sign saying 'Contraception and Sexual Health' at the desk next to Community Services. The receptionist was very nice and asked me to fill a form in. She said that there was a bit of a wait so I asked how long and she wasn't able to tell me but just asked if I could let her know if I couldn't wait any longer. She also said they run a clinic at 6-8pm if I wanted to come back.

You sit and wait in the community services waiting room with people using other services so you don't necessarily feel like other patients know why you are there which is good. I waited for 1hr15mins and wasn't seen until 3pm. When they call you, they subtly just say your first name which is good for confidentiality.

I was taken into the room and asked if there was a particular reason I wanted testing or just wanted a check-up. The lady then explained that the full testing includes a urine sample for chlamydia and gonorrhoea and a blood test for HIV and Syphilis. I chose to just have the urine sample done so she gave me a pot and directed me to the toilet. When I went back in I left the sample with her and she confirmed my mobile number and that I was happy to be texted my results. I wasn't offered any condoms or quizzed too much into why I was there - they also didn't mention anything about me putting a Northwich address. I felt she was slightly rushed probably because they were busy.

When I left, I was given an information sheet. I received my results by text as requested within five days.

Conclusion

During our research it was apparent that the Sexual Health services across Cheshire East and Cheshire West and Chester are well used and valued with people describing the service as *"non-judgmental"* and *"fantastic"*.

During this project, Healthwatch visited a number of clinics and spoke with both staff and patients. This allowed for some detailed conversations with staff who were able to provide us with information regarding what services they delivered, when and why, demonstrating an understanding of local needs. Suggestions from staff and patients included amending days and timing of clinics, and where some of the outreach services are delivered.

Many people using the service who we spoke to described positive experiences of their treatment and staff, who they described as *"kind"*, *"lovely"* and *"fantastic"*. It was most apparent to us that the staff are entirely committed to providing a quality service and we were told of some innovative work in Cheshire West and Chester. For example, between Cheshire West and Chester Council and CWP to ensure that long term inpatients at Bowmere have had the opportunity to access smear tests, adding to their overall health and wellbeing. The Fountains Go Sexual Health Hub has recently started to offer the finger prick test for HIV, this allows for the recipient to have their results in 15 minutes.

Staff in both Cheshire East and Cheshire West and Chester told us of a growing number of patients requiring Psychosexual Therapy to treat a number of related conditions and at present there are very limited opportunities to treat patients with this condition. It has recently been referenced by Cheshire's Police and Crime Commissioner David Keane that he believes that the views of survivors of sexual abuse should be taken into account when shaping future Sexual Health services.

Whilst there are three dedicated Sexual Health Hubs, staff deliver clinics throughout the county, which often means holding clinics in buildings which represent challenges such as clinic rooms where equipment such as lighting, flooring, and treatment tables are more generic as it is a shared facility. This is in contrast to the bespoke facilities of the Fountains Sexual Health Centre, Eagle Bridge Go Sexual Health Centre or the Macclesfield Integrated Sexual Health Services HUB.

There is a great deal of evidence that highlights the fact that the current provision across Cheshire East and Cheshire West and Cheshire needs extending, including the existing services providing weekend clinics and into other areas, most notably into small towns and rural areas. We consistently heard people telling us *"It's very busy, they need more staff"* and *"it needs to be more accessible to younger people living in rural areas"*. People responding to the survey also cited poor transport links from the small towns and rural areas as an obstacle to them being able to attend the existing clinics.

Whilst visiting colleges and the University of Chester, students consistently told us how much they value the outreach service provided by Body Positive, who provide Chlamydia testing and free contraception. Overwhelmingly this service was described as *"good"*, *"great"* and people saying *"you can ask them anything"*.

There was a general consensus that both outreach and signposting requires improvement across Cheshire East and Cheshire West and Chester. A number of respondents told us that they were unaware of what services were available. A desktop review of a sample of GP

practices told us that there is an inconsistent approach to signposting amongst them. For example, some GP Practices have details of local GOSH clinics whilst others only direct patients to the general NHS website. One Practice is still signposting to Leighton Sexual Health Clinic which closed in 2015.

In all, our engagement with the communities of Cheshire East and Cheshire West and Chester told us that Sexual Health Clinics are a well-used service, with much praise for the approach of staff and services offered. There were numerous comments suggesting clinics need to be more accessible in rural areas. There were also many people who told us that clinics were very busy with relatively long waiting times and that they were in need of more staff.

Based upon our report, Healthwatch Cheshire East and Healthwatch Cheshire West would make the following recommendations regarding Sexual Health services in Cheshire:

Recommendations in Cheshire East

- Undertake a review into outreach services in small towns and rural areas, giving consideration to accessibility issues, including transport and availability and frequency of clinics.
- Increase the number of GP Practices that offer long-acting reversible contraceptives such as coil fittings. This could reduce waiting times for fitting and address accessibility issues due to limited transport.
- Review clinic times in consultation with local people.
- Consider providing weekend clinics in accessible locations for both young people and those who work Monday to Friday.
- Increase capacity within local GOSH clinics such as at Eagle Bridge Health and Wellbeing Centre.
- Continue and increase the outreach programme delivered by Body Positive. Having a bespoke agenda for each area and audience taking into consideration cultural differences.
- Provide consistent and easy ways to find information and advice within GP Practices and their websites.

Recommendations in Cheshire West and Chester

- Identify challenges in promoting Sexual Health within hard to reach groups and tailor services to meet their specific needs, e.g. young people who may not attend college and are reluctant to attend GP Practices and Sexual Health clinics.
- Consider providing weekend clinics in accessible locations for both young people and those who work during Monday to Friday.
- Increase capacity within the Winsford GOSH Clinic at Dene Drive Primary Care Centre. This could take the form of a standalone Hub to meet the demand and provide a full range of Sexual Health services.
- Review clinic times in consultation with local people.
- Review the existing online and telephone booking systems to increase capacity.
- Consider online ordering of STI tests to a wider audience.
- Provide consistent and easy ways to find information and advice within GP Practices and their websites.
- Improve existing provision with CCGs to provide psychosexual treatment to patients.

Feedback from Service Commissioners

Public Health - Cheshire East Council

Cheshire East Council is pleased to receive Healthwatch Cheshire East's report into Sexual health services delivered in the area. The report draws on the experience of users of Sexual Health services in Cheshire East and Cheshire West and Chester between September 2018 and February 2019.

Community Sexual Health services in Cheshire East are currently delivered by East Cheshire NHS Trust under a contract with Cheshire East Council and are promoted under the banner of Go Sexual Health (GoSH). They provide a range of contraception and STI testing and treatment services and complement services that are available in GP practices and community pharmacies.

The Council welcomes the positive aspects of the service highlighted by the report, including:

- The non-judgemental and supportive nature of the services.
- The detailed knowledge and understanding of local communities demonstrated by staff.
- The excellent support offered in colleges by Body Positive who is subcontracted by the Trust to provide outreach services.

However, we also recognise that there is further work to be done to improve services, including:

- Increasing access to services particularly for rural communities;
- Raising awareness of the availability of services.

The existing contract for Sexual Health services comes to an end in September 2019 and the Council has recently commissioned Royal Liverpool and Broadgreen Hospitals NHS Trust to provide the service after this date. The new contract aims to improve access to services, particularly for high risk groups who may not wish to access traditional clinics, by providing a wider range of online information, advice and services such as postal testing and contraception. The Trust also plans to undertake a review of service delivery during the first year of the contract.

The Healthwatch report provides tangible and robust evidence which will be used as a starting point to help inform the service review and develop services going forward.

If you have any questions about the report or Sexual Health services in Cheshire East, please contact Joanne Sutton, Senior Commissioning Manager (joanne.sutton@cheshireeast.gov.uk)

Public Health – Cheshire West and Chester Council

Cheshire West and Chester Council welcomes this report into Sexual Health Services delivered across the borough. At the time of the review East Cheshire NHS Trust were contracted to deliver the Community Sexual Health services; since 1 April 2019 the new provider is Virgin Care.

Receiving feedback, both positive and offering recommendations, is integral to ensuring that the service meets the needs of the communities it serves.

The Council welcomes the positive aspects of the service highlighted by the report, aspects that the new provider will continue to uphold, including:

- The Sexual Health service is well used and valued with people describing the service as “non-judgmental” and “fantastic”
- People who have used the service describing positive experiences of their treatment and staff who are entirely committed to providing a quality service
- Innovative work between the Council and Cheshire & Wirral Partnership regarding in-patients at Bowmere.

Recommendations from the report will be reviewed and where necessary shared with the new provider. The service that Virgin Care are providing will deliver a range of interventions across the life course; with a focus on prevention and promoting healthy choices including specific outreach provision. Access to the service will be available through various channels, including a digital and clinic offer, in order to effectively respond to the need across the borough and take into account inequalities. Virgin Care have already engaged with key partners and services to develop joined-up working and ensure promotion and visibility of the service.

If you have any questions about Sexual Health services in Cheshire West and Chester, please contact Public Health on PublicHealth@cheshirewestandchester.gov.uk

Appendix 1 - Enter and View Report

Macclesfield Sexual Health Clinic

Contact Details:

Macclesfield Sexual Health Clinic

New Alderley Building, Macclesfield District General Hospital, Victoria Road, Macclesfield SK10 3BL

Date of Visit: **11th September 2018**

Time of Visit: **10 a.m.**

Healthwatch Cheshire Authorised Representatives:

Jem Davies and Emese Benes-Javor

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improves the service are made.

1. Description & Nature of Service

The Sexual Health Clinic at Macclesfield is part of the Integrated Sexual Health Hub Service. This covers all aspects of sexual health screening, advice and treatment, condoms and all methods of contraceptive methods including emergency contraception (commonly referred to as 'the morning after pill') are provided.

All patients are required to fill in a triage form which is gender specific and can help staff identify their needs. Staff can assist the patient to fill in the form if necessary.

The service can be accessed via the following methods:

- Drop-in clinics on Tuesdays, Wednesdays and Fridays 09.00 – 11.30. Additionally, there is an under 25's clinic on Wednesdays between the hours of 15.30 – 18.30.
- Appointment system. These can be made via the telephone or via an online booking system

2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, manager, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully

representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire Authorised Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of patients, family members/friends and staff
- To consider the practical experience of patients/family and friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Authorised Representatives to observe how the service delivers on the statements it advertises on its website.

5. Introduction/Orientation to service

The service is located in the New Alderley Building at Macclesfield District General Hospital. The building is well signposted; however, we did not see any external signage regarding the clinic itself. Therefore, any visitor looking for the Go Sexual Health (GOSH) Clinic would have to be aware of the building it is housed in.

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by Representatives:

- Observing the quality and adequacy of access, parking and other facilities for visitors
- Assessing the suitability of the environment in which the service operates in supporting the needs of the patients.
- Direct observation of interactions between staff and patients
- Talking to patients, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided.

7. Summary of Key Findings

- All staff we spoke to and observed appeared professional, compassionate and knowledgeable. There was an obvious commitment to providing a good service.
- A modern building affording comfortable surroundings and providing good accessibility for all.
- A large range of information readily available for patients.
- Car parking capacity limitations.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking.

This service is located in the New Alderley Building at Macclesfield District General Hospital. The building is well sign-posted, however, we did not see any external signage regarding the clinic itself. Therefore any visitor looking for the GOSH clinic would have to have some knowledge of the building it is housed in.

New Alderley House is a modern well presented building that provides good accessibility for all. Once inside the building itself the GOSH clinic is immediately signposted.

Parking facilities are limited at the Hospital and generally parking is difficult on the site at all times of the day; indeed Representatives had to wait some 30 minutes to find space within the hospital grounds. There is only a limited amount of off-street parking nearby.

8.2 Initial impressions (from a visitor's perspective on entering the practice).

The clinic is located on the ground floor of the building. Once through the doors, patients are immediately at reception. There is a marked line on the floor and signage requesting that patients stand back and afford others some privacy whilst speaking with staff.

Both representatives commented on how calming and comfortable the clinic appeared.

There were leaflets available for patients to take with them regarding clinic times clearly organised in a rack display amongst these there were also several information pamphlets providing signposting information to other services such as drugs and counselling.

8.3. Internal physical environment.

8.3.1 Décor, Lighting, heating, furnishing & floor coverings building.

The reception desk is open and has two areas for staff to speak with patients. The main waiting room is immediately to the left and there is a smaller private room that can be used to the right.

The main waiting room is spaceous and bright. Reading material is availible with magazines and literature for both adults and children. The furnishing and carpets are of a good standard. There is a working television in the room.

The small room has some comfortable chairs. There isn't any reading literature within this room. Staff advised us some parents who have their children with them have asked to wait in this area.

8.3.2 Freshness, cleanliness/hygiene & cross infection measures.

All seating was on comfortable chairs. Whilst in a good state of repair and clean in general, it was felt that they would benefit from a deeper clean. On the day we visited it was cold and wet outside and the waiting room was warm and comfortable.

The toilets we viewed were very clean and has all expected provisions - i.e. soap, towels and toilet rolls. There was also a wheelchair accessible toilet.

8.4 Staff support skills & interaction

8.4.1 Affording dignity and respect/ Calm and empathic approach to Patients.

Representatives were impressed with the professionalism of the staff. All staff we spoke to were welcoming and helpful.

Representatives observed staff interactions with patients; all of which were polite, friendly and courteous. It was felt that all staff went out of their way to ensure people felt relaxed.

For example:

- Reception staff members were discreet and helpful. Finding specific information and handing it to patients.
- Clinical staff call patients through by their first names only, greeting them in a friendly manner

One of the doctors made time to speak with us and explain the service in more depth - e.g. registration, triage, urgent criteria, other aspects of the service.

It was evident throughout all our interactions with staff that they were committed to providing an excellent service to patients.

8.4.2 Effective communications – alternative systems and accessible information

There is a hearing loop system provided within reception area.
The waiting room has an extensive amount of information regarding sexual health and there is also information available on Hate Crime, Rape Support and Community groups.

Staff told us that patients access the service from a number of routes:

- Self Referral
- Advice from their GP
- Via other NHS services e.g. Cheshire and Wirral Partnership (CWP)

They told us that they can provide information in large print and additional languages if required.

We were informed that staff members do help patients with their triage forms if required in the small private room within the reception area.

8.5 Ensuring comfort

Representatives were impressed with the calming comfortable environment of the waiting room. There was a television, comfortable seating and ample reading material for both adults and children. There was also a water dispenser for patients use.

8.6 Maximising Mobility

There is a hearing loop within reception to assist patients. All the areas we observed were spacious. The unit is all on one level and free from obstructions to impede those with mobility difficulties.

8.7 Feeling safe and able to raise concerns and complaints.

Within the waiting room there are prominent notices regarding how to make a complaint or raise a concern. Patient Advice and Liaison Service (PALS) information is displayed. Furthermore, there are two feedback boxes within the clinic.

The clinic operates an Urgent Criteria policy - When the clinic is fully booked or at capacity, the criteria helps to ensure that a patient is still seen on the day. ('Sexual assault' is one of the criteria).

9. Additional areas of observation

9.1 Comparisons of observation against providers website.

Representatives were assured that the services advertised on the East Cheshire Website were delivered at the clinic. Representatives views were that the staff worked well to provide a compassionate service of quality.

9.2 Comparisons with previous Healthwatch visits(s) where applicable

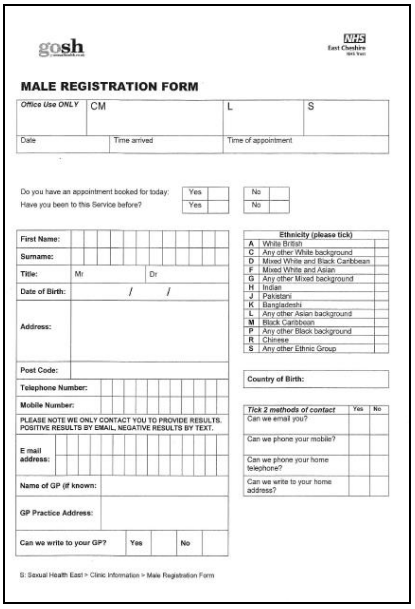
Not applicable as this was our first visit to this service.

9.3. Comparisons with the most recent CQC report.

The most recent CQC report for Macclesfield Hospital was published in April 2018 and was judged as 'Requires Improvement.' The Sexual Health Centre is within the Community Health Services and this part of the service was judged as 'Good'.

9.4. Other observations/findings of note.

Below are the Triage forms that patients are requested to complete on arrival at the clinic which will assist staff in their treatment.



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NHS East Cheshire NHS Trust

MALE REGISTRATION FORM

Office Use ONLY	CM	L	S
Date	Time arrived	Time of appointment	

Do you have an appointment booked for today: Yes / No
Have you been to this Service before? Yes / No

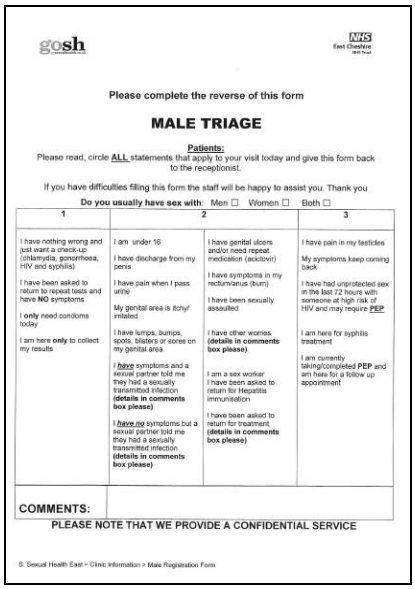
First Name:	
Surname:	
Title:	Mr / Dr
Date of Birth:	/ /
Address:	
Post Code:	
Telephone Number:	
Mobile Number:	
PLEASE NOTE WE ONLY CONTACT YOU TO PROVIDE RESULTS. POSITIVE RESULTS BY EMAIL, NEGATIVE RESULTS BY TEXT.	
E mail address:	
Name of GP (if known:	
GP Practice Address:	
Can we write to your GP?	Yes / No

Ethnicity (please tick)	
A	White British
C	Any other White background
D	Mixed White and Black Caribbean
F	Mixed White and Asian
G	Any other Mixed background
H	Indian
J	Pakistani
K	Bangladeshi
L	Any other Asian background
M	Black Caribbean
P	Any other Black background
R	Chinese
S	Any other Ethnic Group

Country of Birth:

Tick 2 methods of contact	Yes	No
Can we email you?		
Can we phone your mobile?		
Can we phone your home telephone?		
Can we write to your home address?		

S: Sexual Health East > Clinic Information > Male Registration Form



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NHS East Cheshire NHS Trust

Please complete the reverse of this form

MALE TRIAGE

Patients:
Please read, circle **ALL** statements that apply to your visit today and give this form back to the receptionist.

If you have difficulties filling this form the staff will be happy to assist you. Thank you

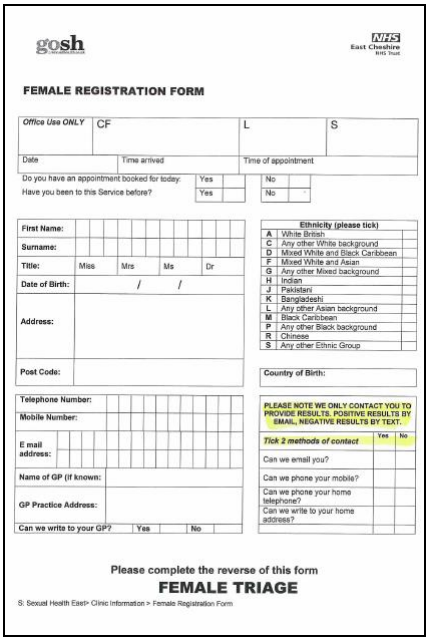
Do you usually have sex with: Men ☐ Women ☐ Both ☐

1	2		3
I have nothing wrong and just want a check-up (chlamydia, gonorrhoea, HIV and syphilis)	I am under 16	I have genital ulcers and/or need repeat medication (aciclovir)	I have pain in my testicles
I have been asked to return to repeat tests and have **NO** symptoms	I have discharge from my penis	I have symptoms in my rectum/anus (bum)	My symptoms keep coming back
I **only** need condoms today	I have pain when I pass urine	I have been sexually assaulted	I have had unprotected sex in the last 72 hours with someone at high risk of HIV and may require **PEP**
I am here **only** to collect my results	My genital area is itchy/ irritated	I have other worries **(details in comments box please)**	I am here for syphilis treatment
	I have lumps, bumps, spots, blisters or sores on my genital area	I am a sex worker	I am currently taking/completed **PEP** and am here for a follow up appointment
	I **have** symptoms and a sexual partner told me they had a sexually transmitted infection **(details in comments box please)**	I have been asked to return for Hepatitis immunisation	
	I **have no** symptoms but a sexual partner told me they had a sexually transmitted infection **(details in comments box please)**	I have been asked to return for treatment **(details in comments box please)**	

COMMENTS:

PLEASE NOTE THAT WE PROVIDE A CONFIDENTIAL SERVICE

S: Sexual Health East > Clinic Information > Male Registration Form



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NHS East Cheshire NHS Trust

FEMALE REGISTRATION FORM

Office Use ONLY	CF	L	S
Date	Time arrived	Time of appointment	

Do you have an appointment booked for today: Yes / No
Have you been to this Service before? Yes / No

First Name:	
Surname:	
Title:	Miss / Mrs / Ms / Dr
Date of Birth:	/ /
Address:	
Post Code:	
Telephone Number:	
Mobile Number:	
E mail address:	
Name of GP (if known:	
GP Practice Address:	
Can we write to your GP?	Yes / No

Ethnicity (please tick)	
A	White British
C	Any other White background
D	Mixed White and Black Caribbean
F	Mixed White and Asian
G	Any other Mixed background
H	Indian
J	Pakistani
K	Bangladeshi
L	Any other Asian background
M	Black Caribbean
P	Any other Black background
R	Chinese
S	Any other Ethnic Group

Country of Birth:

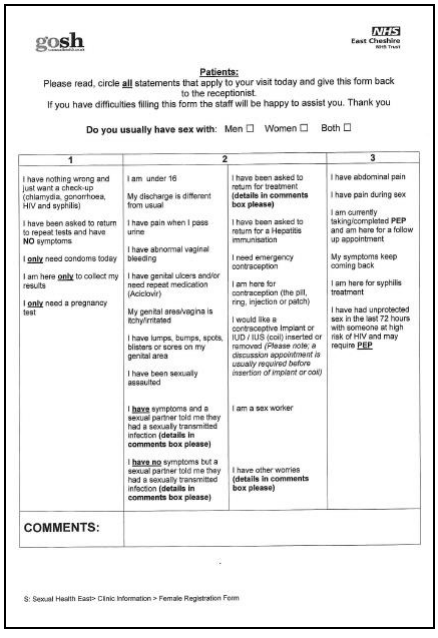
PLEASE NOTE WE ONLY CONTACT YOU TO PROVIDE RESULTS. POSITIVE RESULTS BY EMAIL, NEGATIVE RESULTS BY TEXT.

Tick 2 methods of contact	Yes	No
Can we email you?		
Can we phone your mobile?		
Can we phone your home telephone?		
Can we write to your home address?		

Please complete the reverse of this form

FEMALE TRIAGE

S: Sexual Health East> Clinic Information > Female Registration Form



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NHS East Cheshire NHS Trust

Patients:
Please read, circle **all** statements that apply to your visit today and give this form back to the receptionist.
If you have difficulties filling this form the staff will be happy to assist you. Thank you

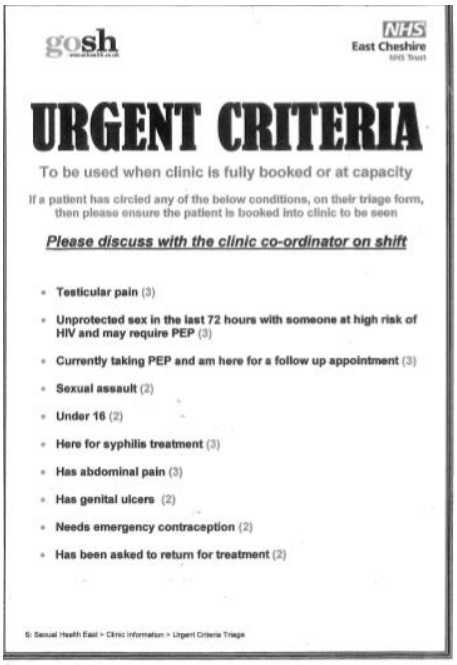
Do you usually have sex with: Men ☐ Women ☐ Both ☐

1	2		3
I have nothing wrong and just want a check-up (chlamydia, gonorrhoea, HIV and syphilis)	I am under 16	I have been asked to return for treatment **(details in comments box please)**	I have abdominal pain
I have been asked to return to repeat tests and have **NO** symptoms	My discharge is different from usual	I have been asked to return for a Hepatitis immunisation	I have pain during sex
I **only** need condoms today	I have pain when I pass urine	I need emergency contraception	I am currently taking/completed **PEP** and am here for a follow up appointment
I am here **only** to collect my results	I have abnormal vaginal bleeding	I am here for contraception (the pill, ring, injection or patch)	My symptoms keep coming back
I **only** need a pregnancy test	I have genital ulcers and/or need repeat medication (Aciclovir)	I would like a contraceptive Implant or IUD / IUS (coil) inserted or removed *(Please note: a discussion appointment is usually required before insertion of implant or coil)*	I am here for syphilis treatment
	My genital area/vagina is itchy/irritated	I am a sex worker	I have had unprotected sex in the last 72 hours with someone at high risk of HIV and may require **PEP**
	I have lumps, bumps, spots, blisters or sores on my genital area	I have other worries **(details in comments box please)**	
	I have been sexually assaulted		
	I **have** symptoms and a sexual partner told me they had a sexually transmitted infection **(details in comments box please)**		
	I **have no** symptoms but a sexual partner told me they had a sexually transmitted infection **(details in comments box please)**		

COMMENTS:

S: Sexual Health East> Clinic Information > Female Registration Form

Additionally, during times when the clinic is fully booked or at capacity operated there is an Urgent Criteria procedure. When this is implemented for those patients who are not categorised as 'urgent' they will be offered appointment within a range of one day up to two weeks.



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NHS East Cheshire

URGENT CRITERIA

To be used when clinic is fully booked or at capacity

If a patient has circled any of the below conditions, on their triage form, then please ensure the patient is booked into clinic to be seen

Please discuss with the clinic co-ordinator on shift

- **Testicular pain** (3)
- **Unprotected sex in the last 72 hours with someone at high risk of HIV and may require PEP** (3)
- **Currently taking PEP and am here for a follow up appointment** (3)
- **Sexual assault** (2)
- **Under 16** (2)
- **Here for syphilis treatment** (3)
- **Has abdominal pain** (3)
- **Has genital ulcers** (2)
- **Needs emergency contraception** (2)
- **Has been asked to return for treatment** (2)

gosh

NHS East Cheshire

Clinic Appointment List

DROP IN
Numbers decided on the day at co-ordinator meeting

48 HOUR
OPEN: 48 hours in advance
for patients turned away at Drop In

CLINICIAN 1, 2, 3, 4
OPEN: 2 weeks in advance
DO NOT book LARCs

DOCTOR
OPEN: 2 weeks in advance
Patients cannot request to see a Doctor – via triage only
Embargo – to be booked by Clinician ONLY
All other patients streamed with triage forms

LARC
OPEN: 6 weeks in advance
IUS/IUD (Coil) insertions or if the threads are missing & implant removals & insertions

10. Elements of observed/Reported Good Practice

- A friendly, professional and confidential service.
- Specialist staff with a wealth of experience and commitment to the role.
- Welcoming and comfortable environment.

11. Recommendations

- Consider a deep clean of the fabric chairs in the waiting room.
- Review car parking facilities for the GOSH clinic.
- Improved external signage.

Feedback from Provider of Service
At time of publication – no feedback received.

Appendix 2 - Enter and View Report

GOSH Sexual Health Clinic - Chester

GP Contact Details:
Fountains Health Centre
Sexual Health Clinic
Delamere Street
Chester
CH1 4DS

Date of Visit: Thursday 22nd November 2018
Time of Visit: 9.15am – 12pm

Healthwatch Cheshire Authorised Representatives:
Jem Davies
David Crosthwaite

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive

Feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

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1. **Description & Nature of Service**

This site is run by East Cheshire NHS Trust, which provides sexual health and contraception services in the Cheshire East and Cheshire West and Chester local authority areas.

In 2015, East Cheshire NHS Trust took over the provision of sexual health services in Cheshire West and Chester. It also delivers sexual health services in East Cheshire.
All services, tests, advice and treatment are entirely free and confidential.

- Free on-line chlamydia screening postal kits for 16-24 year olds.
- Free condom distribution service
- All methods of reversible contraception including implants and IUDs (coils)
- Emergency contraception
- Testing and treatment for all sexually transmitted infections including HIV , Hepatitis B and C

HIV treatment and management -
HIV treatment and monitoring clinics are available at all GO Sexual Health Hub Cl inics (Macclesfield, Crewe and Chester) for
those with a confirmed HIV positive result.
HIV treatment clinics held at Chester (Fountains Sexual Health Clinic) and Crewe (Eagle Bridge Sexual Health Clinic) are
delivered in partnership with the Royal Liverpool University Hospital.

Booking and Access:
There are 14 clinics across the Cheshire region and there are a number of ways to access services at the clinic. You can book on line, call on phone **0300 323 1300** or attend to the reception. Patients can also be referred by their GP.

The practice ensures its opening times are published in advance on its comprehensive web page Gosexualhealth.co.uk

The practice also operates an outreach service and this is provided by Body Positive. This is targeted at those groups who it is felt would benefit most from free contraception and health advice e.g. under 25's and LGBTQ community. We were told this is reviewed regularly to meet current needs.

This is a comprehensive service which is open six days a week, appointments can be pre-bookable and there is a drop-in clinic on all days of service.

OPENING TIMES:

Monday
08:30 - 11:30 Drop in
13:00 - 15:30 Bookable for IUDs, IUSs, implants & GP referrals
13:00 - 18:30 Appointments ONLY

Tuesday
08:30 - 11:30 Drop in
13:00 - 14:30 Appointments ONLY
13:00 - 15:40 Bookable for IUDs, IUSs, implants & GP referrals
15:30 - 18:30 Drop in - Under 19s

Wednesday
08:30 - 11:30 Drop in
13:00 - 15:00 Bookable for IUDs, IUSs, implants & GP referrals
13:00 - 18:30 Appointments ONLY

Thursday
08:30 - 11:30 Drop in
13:00 - 15:30 Bookable for IUDs, IUSs, implants & GP referrals
13:00 - 18:30 Appointments ONLY

Friday
08:30 - 11:30 Drop in
13:00 - 15:00 Appointments Only
13:00 - 15:40 Bookable for IUDs, IUSs, implants & GP referrals

Saturday
08:45 - 15:30 Drop in

2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, manager, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully

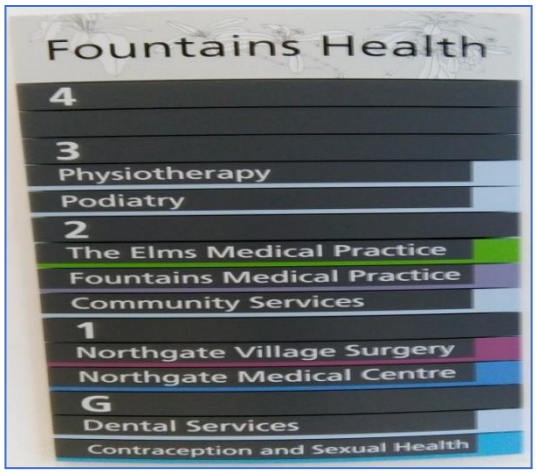
representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit

4. Purpose of the visit

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of patients, family members/friends and staff
- To consider the practical experience of patients/family and friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to service

The practice is situated within the Fountains Medical Centre in Chester. It shares the facility with four other GP practices. It is located on a busy road which also has a bus stop to assist non-drivers visiting the practice.



The premises are a major presence on the street with excellent signage displaying its services.

At the entrance to the building you are met by a ramp/steps with hand rail.

There is an electronic door for people with disability and a revolving door. There is a car park underneath the practice which is pay and display, however, a discounted service is available to patients attending the practice.

Inside the premises on the ground floor there is a reception desk.

The Representatives identified themselves and asked for directions. The staff member was welcoming and informative pointing the way to the Sexual health

clinic which is on the ground floor. The other practices are accessed by stairs or lifts. The entrance was very clean and bright and also had a refreshment dispenser for hot/cold drinks for patients and visitors. When the Representatives met with the receptionist for the Go Sexual Health Clinic they were greeted by a friendly and welcoming staff member.

Although they were unaware of ourvisit they immediately contacted their manager who attended and invited us into the officewhere all the services available were explained to us.

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the Representatives:

- Observing the quality and adequacy of access, parking and other facilities for visitors
- Assessing the suitability of the environment in which the service operates in supporting the needs of the patients.
- Direct observation of interactions between staff and patients
- Talking to patients, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided. Due to the nature of the service patients did not wish to divulge a great deal of information.

7. Summary of Key Findings:

- Specialist staff who appeared wholly committed to understanding the needs of patients and delivering treatment in a professional and compassionate manner.
- A purpose-built clinic affording both comfort for the patients and bespoke treatment rooms to deliver a quality service.
- Good provisions for accessibility and transport links.
- Excellent opening hours allowing for late night and weekend clinics.
- Evidence working closely with long term in-patients in local hospital to allow access to cervical smear testing.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking.

There is public car parking underneath the building. If attending as a patient you need to take a GREEN ticket. Patients receive up to two hours parking for £1. There are a number of car parks within 300 hundred yards all being pay and display. The Practice building has a bus stop outside and is also 400 yards from the railway station. The practice is on a very busy road and dominates Delamere Street

- it has excellent signage, clean unobstructed access and is next to a pharmacy. You enter into a large foyer where you can also access a taxi service.

Views of entrances to the building

8.2 Initial impressions (from a visitor's perspective on entering the practice).

As you enter on the ground floor there is a help desk/reception who are able to provide directions if required. There are toilets that were clean and well sign posted. The Representatives past this and headed along the corridor to a set of double doors clear marked and entered into the GOSH clinic.

There were plenty of wall based and counter based hand cleansers. There are a number of information notice boards and leaflets containing signposting information as well as health advice.

8.3 Internal physical environment

8.3.1. Décor, Lighting and furnishing - The area of the clinic is well light supported by large privacy glass windows ensuring there is a natural feeling to the waiting area. The flooring is clean and hazard free.

The furnishings are functional providing comfortable high-backed chairs with plenty of space between. There are information boards on the walls offering advice and signposting. There are rooms off the waiting and reception area for confidential treatment.

8.3.2. Freshness, cleanliness/hygiene & cross infection measures.

The practice was very clean, the flooring and seating areas where free from dust or litter. On the Representatives arrival there where about nine people in the waiting area - all had a seat and there was capacity for double that number.

Hand gel dispensers where on the wall and on the counter as well as in the bathrooms.

On the day of the visit it was a bitterly cold morning however the temperature inside of the building and the practice in particular was ideal.

8.3.3. Suitability of design.

With this being a modern build there is plenty of space for patients and access is available to all including people with disability. Stairs/lifts/ramps and space for users of wheelchairs or other mobility devices such as motorised chairs are able to access the services. Hearing loops are available and the printing of information is available in large format as well as considering visual challenges. Toilets and other facilities are again accessible and on time of visit very clean.

8.4 Staff support and interaction.

8.4.1. Affording dignity and respect.

Throughout our visit it was noticeable how friendly but professional all the staff where. All staff in fact demonstrated a welcoming attitude and afforded us time and space to carry out our visit. The Representatives observed staff advising patients on how to complete a booking/registration form in a manner that was reassuring and non-judgmental.

Staff explained to us that when a patient arrives at the clinic they will be booked in as to the gender that they identify with, once in the consultation room it is explained that any health screening undertaken will be appropriate to their biological gender. For example, Transwomen will be offered a prostrate examination.

Considering the sensitive nature of most of the services provided by the clinic, there is an air of calmness and efficiency. It is a busy clinic yet the staff were observed speaking with patients, dealing with phone calls and speaking with peers in a respectful and easy manner. One patient remarked “You are treated really well here; it makes it much easier to attend”.

8.4.2. Effective communications - alternative systems and accessible information.

The clinic is part of a modern practice and its information is contained on a number of sites such as The Fountains Practice Chester, NHS England and its own site gosexualhealth.co.uk

Within the practice there are a number of visual and hearing aids for patients such as hearing loop. There are a number of information boards highlighting initiatives and signposting for other services. There is also an option to access interpretation services as Chester is a multi-racial and diverse city and a number of differing nationalities and cultures attend.

We visited during HIV Testing Week and staff explained that they had introduced the finger prick HIV test at the clinic which provides instant results. This service,

at present is only available at the Fountain Clinic and it is hoped within time that it can be extended to other locations.
We were informed that they have embarked on a publicity campaign to promote this service both in local media and on social media.

Main notice board - showing a wide variety of information and information.

- **8.6 Support with general and specialist health needs**

The practice offers a number of services:

- Free on-line chlamydia screening postal kits for 16-24 year olds.
- Free condom distribution service
- All methods of reversible contraception including implants and IUDs
- Emergency contraception
- Testing and treatment for all sexually transmitted infections including HI V, Hepatitis B and C
- HIV treatment and management

The clinic is also available to refer patients to other health services who may attend to the clinic with what they believe to be a sexual health concern but following examination it is determined that it is not. The practice engages with mental health and all other services however it recognises that there is extremely limited provision for patients requiring psychological sexual therapy.
During our enquiries we discovered that staff are now working with colleagues within the specialist mental health services to provide sexual health treatments such a cervical smear testing to inpatients. This is an excellent example of promoting physical health alongside mental health in an environment in which the patients feels safe.

8.7 Feeling safe and able to raise concerns and complaints.

Within the clinic confidentiality is paramount, if however, patients or staff have concerns to complain then methods are in place to assist. This can be done by

speaking with reception, the practice manager or following complaints process on line. Information is displayed on the noticed boards of how to make a complaint.

9 Additional areas of observation

9.1 Elements of observed/Reported Good Practice

- A friendly, professional and confidential service.
- Specialist staff with a wealth of experience and commitment to the role.
- Welcoming and comfortable environment in a dedicated clinic which is equipped with appropriate treatment rooms and medical equipment to meet the needs of the patients it serves.
- Staff awareness of areas of the service which requires enhancing e.g. psychological sexual therapy.
- Strong links with other health providers to ensure accessibility of services.
- Strong links with local universities and colleges to promote and deliver services.

9.2 Other observations – findings of note

- All staff undergo regular training in respect of customer service, promoting respect and dignity.
- There are both of male and female staff should patients request to be seen by a member of the same gender as themselves.
- There is a non-judgemental ethic which allows the staff the opportunity to ensure all visitors are treated correctly.
- One staff member commented, *"We love our job, we go the extra mile because we care."*

10 Comparisons

10.1 Comparisons of observation against provider's website.

The Go Sexual Health website for Cheshire West and Chester and Cheshire East provides details of all clinics and services across the whole of Cheshire. The provisions we observed and the conversations we had were completely in-line with what is advertised on the website.

The service also uses social media such as Facebook and Twitter which is actively monitored by dedicated staff.

10.2 Comparisons against previous Healthwatch visit

There have been no previous Enter and View reports for the Fountains Sexual Health clinic.

Representatives did complete a 'mystery shopper' exercise - conducted in 2016 and where it was remarked that the service offered a, *"Warm and friendly welcome."*

11. Recommendations

Staff felt that services could be promoted further by having their own outreach team.
Consider the expansion of the instant HIV testing across to other locations.
Providing dedicated mental health provision concerning psychological sexual therapy.

Feedback from Provider of Service
Training is ongoing to provide on-site point of care testing for HIV in community clinics for clinics in high risk groups and patients who decline a venous sample due to needle phobia. *We are looking at adding more to our website, and using Twitter, Facebook etc. to provide more information for patients, for example on the HPV vaccination for men who have sex with men(MSM).* *In addition, we are working towards increasing the digital platform to enable patients to request full sexual health screening kits to be home-delivered, improving access for some hard to reach groups such as MSM.* JANET MATTHIAS - OPERATIONAL MANAGER -10/12/2018