

## Adults and wellbeing

### Integrated Sexual Health service for Herefordshire

#### Information

Herefordshire Council currently commissions a Sexual Health service which includes 3 different levels of sexual health care. The 3 different levels include information and advice about managing your own sexual health, testing and treatment for infection and provision of varying types of contraception. You can access some of these services at community pharmacies, but most are available from the sexual health clinic in Commercial Road, Hereford.

A public consultation ran between 2 July and 31 July 2018 to obtain the views of residents with regards to experience of the service since the current contract period began in December 2015. The consultation also sought to understand the most common reason for attending the service, whether it is easy to access, whether individuals could be seen at a time that suited them as well as obtaining feedback regarding the online STI test kits.

In addition Herefordshire Council is keen to ensure service locations are placed appropriately according to need and therefore the consultation was used to gather opinion on the location of service provision.

329 respondents completed the survey either online or in paper. The results of the consultation are detailed in the report below.

#### Section 1: Access

**186 respondents had used the service since December 2015 (the current contract period), of these 104 accessed via drop-in clinics and 56 preferred to book in advance. The majority, however, did not have a preference for either advance or drop in clinics.**

Have you used the Integrated Sexual Health Service in Commercial Road Hereford since December 2015?	
Yes	<b>186</b>
No	<b>142</b>
Not answered	<b>1</b>

Have you used the drop in clinic facilities or do you prefer to book an appointment in advance?	
Used Drop-in	<b>104</b>
Prefer to book in advance	<b>56</b>
No Preference	<b>169</b>

Thinking about the drop in clinics, would you prefer these to be available (please tick all that apply);	
Every day	<b>185</b>
2-3 times per week	<b>88</b>
Once per week	<b>5</b>
During the evening	<b>39</b>
During the weekend	<b>8</b>

**Most respondents would prefer drop in clinic availability on a daily basis however a significant proportion also felt 2-3 times per week to be sufficient. Comparing these results with the additional comments left by respondents suggests that availability whether daily of 2-3 times per week should also include evenings.**

Have you had problems accessing the service due to transport difficulties?	
Yes	<b>40</b>
No	<b>278</b>
Not answered	<b>11</b>

**The vast majority of respondents had not have any difficulties in accessing the service caused by problems with transport. This is reassuring but feedback relating to service location suggests that a significant number of individuals would like service access more locally to them.**

If you booked an appointment in advance were you able to be seen when you wanted to be?	
Yes	<b>177</b>
No	<b>84</b>
Not answered	<b>68</b>

**Most respondents were able to be seen when they requested to be, there were a small number of comments that suggested waiting times at drop in clinics had been an issue for them.**

## **Section 2: Treatment**

What was your primary reason for attending the Integrated Sexual Health Service	
Testing for STI's	<b>183</b>
Contraception	<b>144</b>
Advice and information	<b>104</b>
Treatment for STI's	<b>56</b>
Other	<b>1</b>

Have you attended the service for one to one support as well as testing or treatment?	
Yes	<b>103</b>
No	<b>253</b>

Several respondents attended the clinic for more than 1 purpose, however the most common purpose was for STI testing followed by access for contraception and thirdly to obtain advice and information.

The majority of respondents had not accessed 121 support at the service however a significant number of individuals had.

### Section 3: Location

If more sexual health services were available in community pharmacies for example; contraception pill, testing kits as well as emergency contraception Would you use these instead of attending the main clinic?	
Yes	<b>116</b>
No	<b>71</b>
In what area of the county would you like to be able to access treatment at community pharmacies?	
Hereford City	<b>253</b>
Leominster	<b>64</b>
Ross-on-Wye	<b>62</b>
Ledbury	<b>54</b>
Kington	<b>44</b>
Bromyard	<b>38</b>
Golden Valley	<b>42</b>
Weobley	<b>42</b>
Hay on Wye	<b>*data suppressed</b>
Wales	<b>*data suppressed</b>

The majority of respondents would be happy to access some service provision within community pharmacies and Hereford City was listed as the most popular location choice for most people. Both Leominster and Ross-on-Wye were preferred by a significant number of respondents followed by Ledbury and Kington.

A small number of respondents listed Hay-on-Wye as a preferred location for services although this was not included in the original survey options, similarly Wales was listed as a preferred location but was not listed in the survey options (and does not fall within the local authority area for this service).

#### Section 4: Online testing

Have you used the Online testing kits?	
Yes	64
No	141
Not answered	1
If your answer was yes would you use this method of testing again in the future?	
Yes	55
No	9
Would you recommend online testing kits to others?	
Yes	89
No	77

**Most respondents had not used the online testing kits although a significant proportion did, most of those who had used an online testing kit would use them again and the majority of people surveyed would recommend them to others.**

**Some of the additional comments left included concern about the validity of online tests, difficulty in using them or lack of availability of testing kits available from the online service.**

#### Section 5: Further Information

**Most respondents left their demographic information, analysis of this demonstrated that although responses were received from both males and females ranging in age from under 15s to 50+ years the majority were female aged between 25-34yrs.**

**The majority of respondents supplied a partial postcode for their usual place of residence, analysis of this demonstrated that most respondents resided within Herefordshire.**