

# **Consultation on changes to sexual and reproductive health services in Lambeth and Southwark:**

## **Summary of findings for patients and the general public**

Robert Cook, General Manager, Specialist Ambulatory Services

Dr Anatole Menon-Johnansson, Clinical Lead, Sexual & Reproductive Health Services

Andrea Carney, Trust Patient and Public Engagement Manager

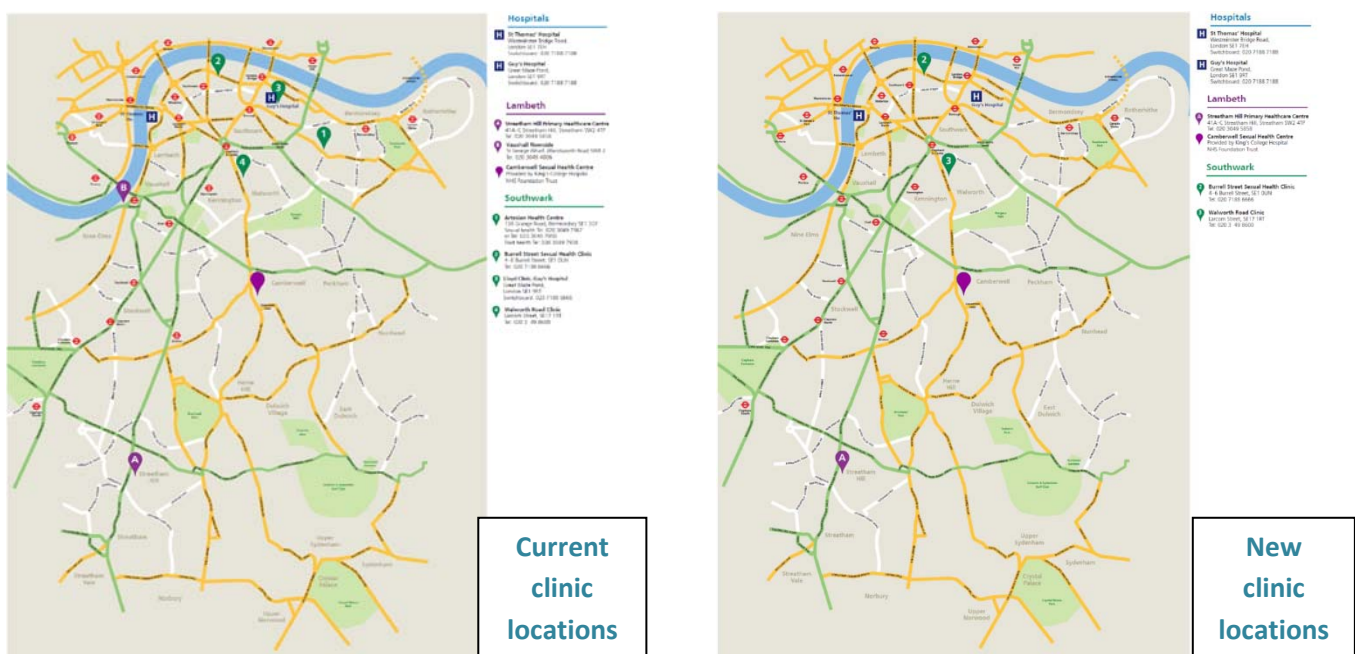
## 1. Introduction

Like other councils, Lambeth and Southwark receive a Public Health grant from the government to fund a range of services to improve the health and well-being of local residents, including sexual and reproductive health services (testing, treatment and contraception). The Government has reduced the amount of money it gives to the councils to fund public health services. Overall Lambeth and Southwark councils, with support from local NHS services, need to find ways to save around £4 million, with further funding cuts expected between now and 2020. This funding reduction has affected sexual and reproductive health services provided by Guy's and St Thomas' NHS Foundation Trust in the two boroughs. The Trust is committed to continuing to promote the sexual health and well-being of local residents but we need to ensure services are sustainable for the future with reduced funding.

## 2. What we did

Between May and September, we engaged with more than 1,200 staff and patient-public stakeholders in both developing and consulting on proposed changes to:

- Refer more patients without symptoms to 'home (self)-testing' by expanding and developing the existing online testing service SH:24
- Reduce the number of Guy's and St Thomas' sexual and reproductive health centres in Lambeth and Southwark from 6 to 3



- Increase the opening hours of the remaining 3 clinics to provide longer weekday and weekend opening hours and to continue to offer a combination of 'walk-in clinics' and 'advance booking appointments'
- Increase awareness and make much better use of sexual and reproductive health services that are already offered by other healthcare providers, including GPs and pharmacies

### 3. Who we talked to

Between June and September, Guy's and St Thomas NHS Foundation Trust, supported by both councils, completed various patient and public engagement activities including the recent consultation. During this time, the views of more than 1,200 patient-public stakeholders were collected using a variety of methods including surveys, focus groups, interviews in waiting rooms, and a public meeting.

During the public consultation (25 August to 30 September), more than **600** people participated in the following ways:

- 544 surveys (191 online and 353 paper)
- 39 semi-structured, one-to-one 20-minute interviews with service users, held in clinic consulting rooms (with patients recruited from the waiting room)
- 25 service users discussed their views through a group discussion in Burrell Street waiting room
- 16 patient-public stakeholders attended 3 specialist community focus groups
- 7 patient-public stakeholders attended a public meeting

In addition to the public consultation, staff have been consulted throughout the process from the notification of the changes.

We talked to a wide range of people as can be seen in the table below:

Consultation activity	Summary of demographics
<b>September survey</b>	<p>Lambeth residents 38%    Southwark residents 34% Other boroughs (including outer London) 28%</p> <p>The majority of respondents are; White females aged 18 – 34 years (28%) White males aged 18-34 years (11%) Black females aged 18-34 years (10.62%)</p> <p>Respondents described their sexuality as; Heterosexual / straight female 58% Heterosexual / straight male 17% Gay, male 14% Bisexual, male 2% Bisexual, female 4%</p>
<b>September semi-structured interviews in clinic waiting rooms</b>	<p>Lambeth residents 27%    Southwark residents 48% Other boroughs (including outer London) 24%</p> <p>The majority of respondents are; Female (61%) Male (39%) Aged 18-34 (74%) Described ethnicity as white (59%) or Black/Black British (30%)</p> <p>And the majority of respondents described their gender and sexuality as; Heterosexual (68%) Gay, male (18%) Bisexual (9%)</p>

We set up a consultation website, which was viewed **1,397 times**.

- The full consultation document was downloaded 303 times
- The Equality Impact Assessment document was downloaded 59 times
- The consultation questionnaire was downloaded 44 times

Within the local councils (Lambeth and Southwark), both Cabinet Members received the report and understand the intentions and subsequently, the consultation responses. Scrutiny chairs within Lambeth and Southwark councils also reviewed the document. It was also discussed at Southwark's Children and Adults Board.

#### 4. What people told us and our response

The key findings from the consultation indicated the following:

- Overall there appeared to be no strong objections to the proposals – the vast majority of respondents appeared to understand the need to change the way the services are provided
- A minority of comments referred to concern about the closure of clinics - 11 free text comments in the survey and 16 patient interview respondents noted concern about and/or objection to the closure of clinic(s)
- There was positive support for increasing the use of the online service SH:24 / home testing
- Respondents' comments requested slightly longer evening open hours than are currently proposed – this was the strongest and most recurrent theme of feedback
- From discussion groups we learnt some patients lack confidence in and awareness of the sexual and reproductive health services that are offered by primary care providers

#### Results of public stakeholder poll for opening hours

Opening time options	*Sum of responses rated 'very' or 'fairly' convenient			Weighted average score
	Patient-public stakeholders	Trust staff and primary care providers	All respondents	
<b>8.30am – 3.00pm</b>	69.79%	69.49%	69.63%	0.74
<b>9.30am – 4.00pm</b>	74.47%	82.14%	75.81%	0.97
<b>10.30am – 5.00pm</b>	81.79%*	82.26%	81.97%	1.26

\* On Sundays, Burrell Street will be open. This aims to meet the needs of patients as well as address the work/life balance of staff.

The table below details the opening hours of remaining clinics in the future:

Day	Doors open for registration at:	Clinic Start time:	Close time for registration:	Patients booked in by close of registration seen until:
<b>Monday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Tuesday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Wednesday</b>	12:30pm	<b>1.00pm</b>	<b>6.00pm</b>	7.00pm
<b>Thursday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Friday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Saturday (Burrell Street only)</b>	8.00am	<b>8.30am</b>	<b>3.00pm</b>	4.00pm
<b>Sunday (Burrell Street only)</b>	9.00am	<b>9.30am</b>	<b>4.00pm</b>	5.00pm

Below are the most frequently emerging themes from the consultation, accompanied by a response from the appropriate organisation with responsibility for that area.

You Said Views emerging during the consultation	Our Response Trust or commissioner's response or resulting recommendation for change
<b>Extend and increase online / home-testing for asymptomatic patients</b>	
Incorporate facilities that will enable patients without symptoms visiting clinics to; a) order a test in the clinic or; b) provide information that will support patients who wish to, to leave the clinic and order it using their own device.	<ul style="list-style-type: none"> <li>The Trust plans to install Ipad's in all clinics for patients to order home-testing kits for collection from clinics or delivery to patients' homes. This service is currently provided at Camberwell Sexual Health Centre (provided by King's College Hospital NHS Foundation Trust).</li> <li>The Trust will provide written information for patients who wish to leave the clinic and order the testing kit using their own device.</li> </ul>
Address the support needs of a) vulnerable or those patients whose sexual health is most at risk b) those who may not be able to use online / home testing, c) Younger people, in particular where safeguarding may be a concern	<ul style="list-style-type: none"> <li>Online services have been designed to improve access to testing for patients without symptoms and reduce pressure on the service, so staff can focus on providing care and treatment to those who need it most, in particular vulnerable patient groups.</li> <li>The reception team will continue to use a triage form that has been developed and well-tested to identify vulnerable patients and those whose sexual health is most at risk, so the most appropriate member of clinic staff sees them.</li> </ul>

<b>You Said</b> <b>Views emerging during the consultation</b>	<b>Our Response</b> <b>Trust or commissioner's response or resulting recommendation for change</b>
<b>Reducing the clinics from 6 to 3</b>	
<p>Respondents are generally understanding of the need to reduce the number of clinics, but respondents are concerned about waiting times in clinics increasing as a result.</p>	<ul style="list-style-type: none"> <li>• The remaining clinics will be better staffed over three sessions each day, so the service can see more patients than we see at present in a clinic session.</li> <li>• The service will increase the number of bookable appointments to ensure that we can target patients who need the service most and support those who cannot access the walk-in service.</li> <li>• The service will continue to monitor the patient experience of the service, including waiting times, once all changes have been implemented.</li> </ul>
<p>A small number of respondents are concerned about the need to ensure continuation / availability of 'specialist clinics' (e.g. 'young people' and 'men only' clinic sessions) in the new service model.</p>	<ul style="list-style-type: none"> <li>• Given the financial constraints, the service is unable to offer specialist clinics 'out of hours'. All three clinics will have a multi-disciplinary team that can manage all patients who present in the clinics. A senior doctor will be available at all times to support staff when there are concerns about higher risk or vulnerable patients.</li> <li>• Each session in every clinic will have a health advisor providing high quality counselling/support for high risk patients.</li> </ul>
<b>Increase the opening hours of clinics to provide longer weekday opening and weekend opening hours</b>	
<p>The Sunday opening hours most preferred by patient-public stakeholders = <u>10.30am – 5.00pm</u></p>	<ul style="list-style-type: none"> <li>• On Sundays, the clinic will open 9am – 5pm. The Trust is keen to deliver an 8-hour service on both Saturday and Sunday. Patients will be able to queue / register from 9am, with the clinic session starting at 10am.</li> </ul>
<p>Clinics should be open longer in the evening on weekdays (i.e. beyond 6pm when clinics will close to further walk-ins) to ensure young people/the working age population can access services after core working hours</p>	<ul style="list-style-type: none"> <li>• Due to the financial constraints, the Trust is unable to offer additional hours beyond those stated. Patients booked in by 6pm, will continue to be seen until 7pm.</li> <li>• The service recognises that later opening would be convenient for working patients. However, we believe that the combination of 7-day working, together with the ability to book appointments, and opening hours of 10.5 hours each weekday provides good access overall.</li> </ul>



You Said Views emerging during the consultation	Our Response Trust or commissioner's response or resulting recommendation for change
<b>Increasing awareness and making much better use of primary care</b>	
A need to increase awareness of and more information about what sexual and reproductive health services are offered by different primary care providers.	<ul style="list-style-type: none"> <li>Lambeth doesn't currently commission SXT. However, commissioning want to support patient access to SXT by encouraging all providers of sexual health services to promote it to patients. In particular we are reviewing how it may be promoted in primary care via the primary care sexual health transformation workstream.</li> <li>SXT will continue to be promoted on the home page of SH24 which is commissioned by Lambeth &amp; Southwark and easy to access.</li> </ul>
A need to address public confidence in sexual and reproductive health services offered by primary care providers, including GPs and Pharmacy.	<ul style="list-style-type: none"> <li>The Trust trains GPs and offers continuing professional development training to GPs and Pharmacists to ensure they have the necessary skills to provide sexual and reproductive health services.</li> <li>In addition Lambeth and Southwark invest in providing Sexual Health In Practice, which is the leading high quality and nationally recognised sexual health training for General Practice. Commissioners are reviewing how the course may be adapted for pharmacy.</li> <li>Commissioners are working closely with the Local Medical Committee, Local Pharmaceutical Committee and the Community Education Providers Network to develop additional training for general practice and pharmacy for 2017/18.</li> <li>Primary care (including community pharmacy) development is a key work stream within the Lambeth, Southwark and Lewisham Sexual Health Transformation Programme including skills development and improving access for patients, particularly for long-acting reversible contraception.</li> </ul>

## 5. When will the changes happen?

Before we close the service at the remaining sites (Artesian Health Centre, Vauxhall Riverside and Lloyd Clinic), facilities at Walworth Road and Streatham Hill clinics will be updated. This will enable these sites to provide a 'one stop shop' with the ability to provide the wide range of services currently available at Burrell Street clinic. The service at Artesian Health Centre will close first in January, followed by Vauxhall Riverside and finally Lloyd Clinic. Closure of clinics will be phased between January and March 2017.

Updates on all closures will be posted in clinics as well as online at:  
<http://www.guysandstthomas.nhs.uk/consultation-srh>

## 6. How to access sexual and reproductive health services in Lambeth and Southwark in the future

From 1 April 2017, opening times for walk-in clinics will be:

Day	Doors open for registration at:	Clinic Start time:	Close time for registration:	Patients booked in by close of registration seen until:
<b>Monday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Tuesday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Wednesday</b>	12:30pm	<b>1.00pm</b>	<b>6.00pm</b>	7.00pm
<b>Thursday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Friday</b>	8.00am	<b>8.30am</b>	<b>6.00pm</b>	7.00pm
<b>Saturday (Burrell Street only)</b>	8.00am	<b>8.30am</b>	<b>3.00pm</b>	4.00pm
<b>Sunday (Burrell Street only)</b>	9.00am	<b>9.30am</b>	<b>4.00pm</b>	5.00pm

**Online booking service** - you can reserve a time slot to be seen for any of the services listed below:

- Long-lasting contraception
- Emergency contraception
- Those experiencing symptoms of a possible sexually transmitted infections
- Partners of someone who has a sexually transmitted infections

**Testing** - if you do not currently have symptoms, [SH:24](#) provides free and confidential online STI testing for Lambeth and Southwark residents.



## 7. Who to contact for further information

The full consultation report and further information can be found at:

<http://www.guysandstthomas.nhs.uk/consultation-srh>

For further information, please contact:

Telephone: 020 7188 6666

### **Marielle Perraut**

Deputy Head of Nursing, Sexual and  
Reproductive Health and HIV

Email: [Marielle.Perraut@gstt.nhs.uk](mailto:Marielle.Perraut@gstt.nhs.uk)

### **Luke Ray**

Service Manager

Email: [Luke.Ray@gstt.nhs.uk](mailto:Luke.Ray@gstt.nhs.uk)

### **Tiffany Martin**

Matron, Sexual and Reproductive Health

Email: [Tiffany.Martin@gstt.nhs.uk](mailto:Tiffany.Martin@gstt.nhs.uk)

### **David Ritchie**

Matron, Sexual and Reproductive Health

Email: [David.Ritchie@gstt.nhs.uk](mailto:David.Ritchie@gstt.nhs.uk)