

**Consultation questionnaire (paper version) for patients and the public: transforming sexual and reproductive health services in Lambeth and Southwark**

**About this survey**

**Please take a few moments to read the information. Your response to the consultation is important to us.**

**In order to continue to provide excellent local sexual and reproductive health services within a decreased financial envelope and to continue to meet increasing demand, we are seeking your views. Since May this year, we have run public meetings, focus groups and questionnaires. Your views are important and will help us to develop and improve our services.**

**Our proposals are driven by the available financial envelope but we wish to seek your views on them.**

**Completing the survey**

**The survey will take about 10 to 15 minutes to complete. It is completely anonymous and confidential. The findings of the survey will not be attributed to individual service users.**

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### A summary of our proposals

**Demand for sexual and reproductive health services will continue to grow and we will not reduce the number of patients that we manage. We will continue to have an open access policy. However, a reduced financial envelope means that we must make some changes and we propose to:**

- 1. Refer more asymptomatic patients (ie without symptoms) to 'home (self)-testing' by expanding and developing the existing online testing service SH:24**
- 2. Reduce the number of sexual health centres from 6 to 3**
- 3. Increase the opening hours of clinics to provide longer weekday opening and weekend opening hours**
- 4. Continue to offer a combination of 'walk-in clinics' and 'advance booking appointments'**
- 5. 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**

**These proposals are explained in more detail in the accompanying consultation document, should you wish to read it before completing the questionnaire that follows.**

**The survey will start on the next page.**

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**A. About how you access sexual and reproductive health services provided by Guy's and St Thomas'**

**1. Please tell us a little about yourself. I am a... (please tick one box only)**

- |   |  |
|---|--|
| <input type="radio"/> Patient - have visited a sexual health centre in the last 6 months to a year                            | <input type="radio"/> Carer, friend or significant other of somebody who attends / has attended a sexual health centre |
| <input type="radio"/> Local resident (I live in Lambeth / Southwark)  | <input type="radio"/> Primary care provider (e.g. GP practice, community pharmacy)                                     |
| <input type="radio"/> Patient or Public stakeholder / representative (e.g. a local Councillor, MP, Foundation Trust Governor) | <input type="radio"/> Trust staff - administrative   |
| <input type="radio"/> Member of staff of a community voluntary organisation   | <input type="radio"/> Trust staff - clinical   |
| <input type="radio"/> Other (please specify)  |  |

**2. Have you visited a sexual health centre in Lambeth or Southwark before? (Please tick one box)**

- Yes - I have visited a sexual health centre in Lambeth or Southwark
- No- But I have visited a sexual health centre in another area **(Please go to question 5)**
- No - I have not visited a sexual health centre before **(Please go to question 5)**

**3. Please tell us which sexual health centre(s) you or your friend / relative have visited? Please tick all that apply**

- |  |  |
|--|--|
| <input type="checkbox"/> Artesian Health Centre              | <input type="checkbox"/> Streatham Hill Primary Healthcare Centre  |
| <input type="checkbox"/> Burrell Street Sexual Health Clinic | <input type="checkbox"/> Walworth Road Clinic  |
| <input type="checkbox"/> Lloyd Clinic (Guy's Hospital)       | <input type="checkbox"/> Camberwell Sexual Health Centre   |
| <input type="checkbox"/> Vauxhall Riverside                  | <input type="checkbox"/> I have not visited any of the above clinics <b><u>(Please go to question 5)</u></b> |

4. Please would you mind telling us the reason you visited the sexual health centre(s)? (Please tick all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Contraceptive advice                 | <input type="checkbox"/> Treatment of infection / symptoms       |
| <input type="checkbox"/> To receive a contraceptive           | <input type="checkbox"/> Partner of someone who has an infection |
| <input type="checkbox"/> For emergency contraception          | <input type="checkbox"/> Counselling / talking therapy           |
| <input type="checkbox"/> Long-acting reversible contraception | <input type="checkbox"/> Post-exposure prophylaxis (PEP)         |
| <input type="checkbox"/> Pregnancy testing                    | <input type="checkbox"/> Prefer not to say                       |
| <input type="checkbox"/> Sexual health screening / testing    |  |
| <input type="checkbox"/> Other (please tell us)               |  |

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### B. Referring patients to home testing for sexually transmitted infections (STI)

**We plan to expand the home-testing service and direct more patients to use home-testing, an online service provided by SH:24 <https://www.sh24.org.uk> so we can:-**

- **Reduce the amount of clinic time given to STI testing and;**
- **Spend more time in walk-in clinics and appointments seeing patients who have received a positive STI diagnosis, have symptoms or who require specialist advice and treatment.**

**This service has been operating successfully in Lambeth and Southwark for over a year.**

**At present patients who attend a sexual health centre for an STI test, who do not have symptoms (asymptomatic patients) are seen by a healthcare professional. We propose to refer the majority of asymptomatic patients to SH:24 to order and complete a home STI test. The test results will be sent by text message or email (as they are now). If the results are positive the message will ask the patient to visit a clinic and a healthcare professional may phone to provide more advice. The service has been used by some 14,000 patients and has been rated 4.93 out of 5 stars by service users.**

**The following patients who attend a clinic for a test would be seen by a clinician, instead of being referred to SH:24**

- **Patients with symptoms**
- **Young people under 16 years of age**
- **Patients who are concerned they may have been exposed to HIV and require post-exposure prophylaxis (PEP)**
- **Patients who have complex needs, need additional support or for other reasons are unable to use SH:24**

**We would like to know your views about this proposal. Please answer the following questions to help us design the best service for patients.**

5. If you had to attend a walk-in clinic and were referred to the the home testing service by staff, how likely would you be to use the following options? Please tick at least one box

	Highly likely	Likely	Neither / nor	Unlikely	Highly unlikely	N/A
Self-complete an order for a home-testing kit before leaving the clinic, using a tablet or iPad provided by the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask a member of staff to help me order a home-testing kit online, before leaving the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take the SH:24 website details and use my own device to order the home testing kit after leaving the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How would you / patients prefer to take away information about the STI home testing service, SH:24? (please tick all that apply)

- On a letter or leaflet that reminds me what to do once I have left the clinic
- On a business card
- I would make a note of the details on my smart phone or other device before leaving the clinic
- I would order the kit in clinic using the devices available

7. If you / patients had to order a home-testing kit online, please could you tell us how you / patients would prefer to receive it?

- Delivered directly to my home address in an unmarked envelope
- Collect the testing kit from an NHS community clinic (e.g. a health centre, a GP practice)
- Collect the testing kit from somewhere else (please tell us where)

8. Can you think of any reasons why you / patients might not be want to use SH:24 for STI home testing service and if so, how can we support patients to use this service?

- No, I think I / patients would be happy to use the service
- Yes

If, yes, please tell us what the reasons might be and how we can support patients to use this service

9. Overall, what do you think about the proposal to direct more patients to use the online testing, so staff can spend more time in clinics seeing patients who require specialist advice and treatment? Please use the space below to share your views and suggestions

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**C. Reconfiguring sexual health centres**

To continue to meet increasing demand within a decreased financial envelope, we will extend the provision at the following clinics which offer the best facilities to Lambeth and Southwark residents:-

- Burrell Street (Southwark)
- Streatham Hill Health Centre (Lambeth)
- Walworth Road (Southwark)

In addition, Camberwell Sexual Health Centre (Lambeth), provided by King's College Hospital NHS Foundation Trust is not affected by these changes - it will remain open.

The following Sexual and Reproductive Health clinics will be closed:

- Artesian Health Centre (Southwark)
- Lloyd Clinic at Guy's Hospital (Southwark)
- Vauxhall Riverside Health Centre (Lambeth)

10. If you use a sexual health centre, which one do you use most often?

- Artesian Health Centre ([Go to question 11](#))                       Streatham Hill Health Centre ([Go to question 13](#))
- Burrell Street ([Go to question 13](#))                       Vauxhall Riverside Health Centre ([Go to question 11](#))
- Camberwell Sexual Health Centre (provided by Kings College Hospital NHS Foundation Trust) ([Go to question 13](#))                       Walworth Road ([Go to question 13](#))
- Lloyd Clinic (at Guy's Hospital) ([Go to question 11](#))



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**C. Developing GP and pharmacy provision**

11. You chose / ticked a clinic that is likely to close in the future. We want to develop more GPs and Pharmacies near your home address. Please could you tell us where you would prefer to access the following services? (Please tick ALL that apply)

	The GP practice where I am registered	Another local GP practice	A local pharmacy	Not applicable / it is unlikely I would need to visit a service for this reason
Emergency contraception (a pill that must be taken within 72 hours)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular contraceptive prescription	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General contraceptive advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. You chose / ticked a clinic that is likely to close in the future. Please could you tell us which sexual health centre you would be most likely to visit in future instead, if you had to visit for any of the following reasons? (You can tick more than one clinic on each row if you wish).

	Burrell Street (4 - 5 Burrell Street, SE1 0UN)	Camberwell Sexual Health Centre (94 - 104 Denmark Hill, SE5 9RS)	Streatham Hill Health Centre (41 A - C Streatham Hill, SW2 4TP)	Walworth Road (157-169 Walworth Road, SE17 1RY)	Not applicable / It is unlikely I would need to visit a clinic for this reason
Contraceptive advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Testing and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health advisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. There are different ways to access the sexual and reproductive health service that you / patients may need, including using online services, visiting a local GP, pharmacy or a sexual health centre. How would you prefer to access the following services if you needed to? (Please tick all that apply)

	Order online - sent to my home	Order online - sent to a community clinic where I can collect it	Pharmacy near my home - (under 30 minutes travel)	Pharmacy further away - (30 - 60 minutes travel)	My local GP practice	Sexual health centre near my home - (under 30 minutes travel)	Sexual health centre further away - (30 to 60 minutes travel)
Emergency contraception (pill must be taken within 72 hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contraceptive advice and contraception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular contraceptive prescription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Exposure Prophylaxis following Sexual Exposure (a short course of HIV treatment - must be taken within 72 hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing and treatment of symptoms of possible STIs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual health advisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How do you think we can increase awareness about the different providers that offer sexual and reproductive health services?

- Advertise on SXT - an existing 24-hour online information service
- Display information in libraries
- Display information in GP practices
- Secondary schools, colleges and universities
- Other - please write your suggestions here.

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**D. Options for weekend opening hours**

**Although there will be fewer clinics under these proposals, we propose to extend weekday and weekend opening hours, so that all 3 clinics will be open:-**

**Monday, Tuesday, Thursday and Friday - 8.00am - 6.00pm**

**Wednesday - 12.30pm - 6.00pm**

**Burrell Street Clinic will be open on:-**

**Saturday, 8.00am - 3.00pm**

**There are 3 options for Sunday opening hours at Burrell Street and we would like to know your preference.**

15. If you needed to visit Burrell Street on a Sunday, how convenient are the following times of day?

	Very convenient	Fairly convenient	Neither / nor	Somewhat inconvenient	Not at all convenient
8.30am to 3.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.30am to 4.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.30am to 5.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please use the space below to make any comments or suggestions to help us improve our sexual health services.

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**D. About you**

**Guy's and St Thomas' is committed to diversity and equal opportunities for all. Collecting this information enables us to have a better picture of any particular needs of our diverse patient community e.g. when providing services and/or involving patients and the public in the development of services.**

**This information is used by the Trust to help us monitor the effectiveness of our equality and diversity policies and to help comply with legal requirements. Please take a few minutes to complete this section, to help us check that we are reaching all parts of the community.**

17. Which borough do you live in? (Please tick one box. If 'other' please tell us).

- Lambeth  
 Southwark  
 Other (please tell us)

18. Gender – how do you describe yourself?

- Female  
 Male  
 Transgender  
 In another way (please tell us if you want to)

19. What is your age?

- |                                |                               |
|--------------------------------|-------------------------------|
| <input type="radio"/> Under 16 | <input type="radio"/> 45 - 54 |
| <input type="radio"/> 16 - 17  | <input type="radio"/> 55 - 64 |
| <input type="radio"/> 18 - 34  | <input type="radio"/> 65 -74  |
| <input type="radio"/> 35 - 44  | <input type="radio"/> 75+     |

20. How would you describe your sexuality?

- Bisexual  Heterosexual /straight
- Gay man  Prefer not to say
- Gay woman / lesbian
- In another way (please tell us if you want to)

21. Finally, what do you consider to be your ethnic background?

- Asian / Asian British  Mixed
- Black / Black British  White
- Chinese
- Other (please specify)

22. Do you have any of the following long-standing conditions? (Please tick ALL that apply)

- Deafness or severe hearing impairment  A mental health condition
- Blindness or partially sighted  A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- A long-standing physical condition  No, I do not have a long-standing condition
- A learning disability  Prefer not to say

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Thank you for your time.

**Data protection statement**

**The information you have provided is anonymous and will be treated confidentially. The comments that we have received cannot be attributed to any individuals. This information is also used by the Trust to help us monitor the effectiveness of our equality policies and to help comply with legal requirements.**

**Thank you!**

**Thank you for taking the time to complete our consultation questionnaire - your views will help us to provide services that meet the needs of patients.**

**The consultation will close on Friday, 30 September. Lambeth and Southwark councils, together with Guy's and St Thomas' NHS Foundation Trust will publish a report on the consultation in November 2016.**