

# Sexual Health Services in Kirklees

Using people's experience to shape how sexual health services are delivered in future

Clare Costello

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For more information about this work please contact Healthwatch Kirklees 01924 450379

[clare.costello@healthwatchkirklees.co.uk](mailto:clare.costello@healthwatchkirklees.co.uk)

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# Our work at a glance...

## Why we did this work

The current contract for sexual health services is due to end March 2021 and commissioners (Public Health) are interested in engaging with the public ahead of the re-procurement process, so that people's views can help shape the service specification and influence how sexual health services are delivered in future.

## What we did

We asked people to tell us what they thought about sexual health services in Kirklees: What could be made better? What works well? What's important to people? Are there any barriers for people who want to access these services?

## What people told us

Overall satisfaction is high, with 92% of people who have used sexual health services reporting that they received the treatment, advice of support they needed.

Access to 'queue and wait' sessions does not appear to meet demand, with people facing long waits and sometimes being turned away.

Bookable appointments are not always available at times to suit people who work and/or have children.

Some students at Kirklees College do not seem to be receiving enough information, support and advice about sexual health services.

Information about sexual health services could be improved and could be made more accessible.

## How we will use people's feedback

Public Health will use the findings from this report when writing the new service specification for sexual health services in Kirklees.

Healthwatch Kirklees know that when services are being re-procured, this can present the optimum time for people's experience to influence the way services are delivered in future, where there is a willingness from commissioners and contract managers to listen to and act upon the findings from the engagement process.

## How we will keep people up-to-date with developments?

We will publish responses alongside this report on our website <https://healthwatchkirklees.co.uk/our-current-work-2019/>

## Why we spoke to people about sexual health services in Kirklees

The current contract for sexual health services is due to end March 2021 and commissioners (Public Health) are interested in engaging with the public ahead of the re-procurement process, so that people's views can help shape the service specification and influence how sexual health services are delivered in future. Healthwatch Kirklees delivered a similar engagement project in 2014 ahead of the re-procurement at that time and therefore welcomed the opportunity to be involved again. When services are being re-procured, this can present the optimum time for people's experience to influence the way services are delivered in future, where there is a willingness from commissioners and contract managers to listen to and act upon the findings from the engagement process.

Public Health will use the findings from this report when writing the new service specification for sexual health services in Kirklees, embedding people's feedback at the heart of service design and delivery.

## What do we mean by 'sexual health services'

**Sexual health services include:**

- Contraception, including implants, coils, condoms and emergency contraception.
- Testing and treatment for sexually transmitted infections (STIs), such as HIV and chlamydia.
- Sexual health help and advice.
- Assistance with unplanned pregnancies.
- Finger prick testing for HIV.
- Pre- and Post- exposure prophylaxis (PEP) - a treatment that can stop an HIV infection before or after the virus has entered a person's body.
- Support for people living with HIV/AIDS.

**Where people can access sexual health services in Kirklees:**

In Kirklees, the integrated sexual health contract is delivered by Locala. Services are provided at clinics located within Princess Royal Health Centre in Huddersfield and Dewsbury Health Centre. Locala also offer the c-card scheme which gives quick and easy access to sexual health services to those aged under 25, and they deliver outreach sessions in educational settings and with vulnerable people.

People can also access some sexual health services from their GP practice and pharmacies, or by accessing information themselves online.

The Brunswick Centre in Huddersfield provides a specialist service for HIV testing, information and support, and runs groups for the young LGBTQ+ community.

## What we did to find out more

From 4 November - 22 November 2019, Healthwatch engaged with people in the following ways:

- Attended 8 sexual health clinics at Princess Royal Health Centre and Dewsbury Health Centre, which were a mixture of 'queue and wait' sessions and appointment sessions and were at various times of the day, including one evening session specifically for those under the age of 18 and one Saturday morning session.
- Held 3 outreach sessions in educational settings at Kirklees College, Huddersfield University and New College, Huddersfield.
- Attended the clinics where various services (including sexual health) are available to vulnerable pregnant women and sex workers (SWANS/SWEET).
- Incorporated discussion around sexual health services into outreach sessions held with a mental health support group, a group supporting those who have experienced domestic abuse and a parent support group.
- A survey was used during all the outreach sessions outlined above (appendix 1), in addition to staff and volunteers making observations and noting any additional comments made through discussion.
- The survey was also shared widely with Healthwatch Kirklees contacts and via social media.
- The Brunswick Centre in Huddersfield (who provide a number of community based services including HIV prevention and support) agreed to share our survey. They also have a LGBT youth group who have recently completed mystery shopping within sexual health services and their work has been referenced in this report.
- Healthwatch reviewed feedback on their website for sexual health services [www.healthwatchkirklees.co.uk](http://www.healthwatchkirklees.co.uk) (search sexual health to see reviews).
- Focus groups were offered as part of our engagement, however there was no uptake for this option.

We aimed to reach people who had experience of using sexual health services to find out what's working well and what could be improved, but we also reached out to those who had never used sexual health services, to help us understand what's important to people who may be future service users and what may be preventing people from accessing the support they need.

## What we know about people who engaged with us

353 survey responses were obtained over a 3 week period in November 2019. The majority of these were completed through face-to-face contacts during outreach sessions.

Note: Responses are all self-reported so there may be inaccuracies for some data.

### Age

Most people who completed the survey were aged 16-18 (33%) and some of the engagement was aimed specifically at this age group. The next largest age groups to respond were those aged 26-35 (18%) and 36-45 years (16%)

### Ethnic group

We heard mostly from those who define their ethnicity as White: English, Welsh, Scottish, Northern Irish, British (63%), then from Asian or Asian British: Pakistani (7%) and then in equal numbers from both White (other) and White and Black Caribbean. (5% for both ethnicities).

### Religion

47% of people said they didn't follow any religion.

### Disability

13% of people considered themselves to have a disability and most of these people had a mental health condition (50%), learning disability (34%), long term condition (21%) or physical disability/mobility impairment (21%). Note that more than one option could be selected when answering this question.

### Gender

When defining their gender, 72% said they were female and 25% said they were male; the rest were defined in other ways. 16% of people said their gender was different to the one they had been assigned at birth.

### Sexual orientation

Most of the people who responded to this question said they were heterosexual (78%), then gay/lesbian (7%) and bisexual (6%)

## What we found out

### Contact with sexual health services

Most people had either used sexual health services in the last 12 months (35%) or never used them at all (35%). Others had used services between 1-2 years ago (10%), over 2 years ago (14%) or were not sure (6%). The majority of people had visited services either at Princess Royal Health Centre, at their own GP practice or at Dewsbury Health Centre and were mainly accessing contraception or testing for STI's.

Almost two thirds of people who had accessed sexual health services at their GP practice had also accessed services elsewhere.

Of the people who accessed sexual health services at Princess Royal Health Centre, a quarter of those had also accessed sexual health services at their GP practice.

Only a very small number of people who accessed services at Dewsbury Health Centre have also accessed sexual health services elsewhere.

### Overall satisfaction

92% of people felt they got the treatment, advice or support they needed when accessing sexual health services.

-  At every point I was given information and support as I was experiencing problems. I was treated very well and my concerns were listened to (Princess Royal and GP practice)
-  This service (Locala) seems a lot more organised and professional than other services I have attended
-  I was a bit scared to access the service as I was nervous that everything would be ok. The staff explained everything before and I was told about all the options and was told I could come back if not happy. I now attend for regular check-ups that is definitely helpful as it stops me worrying that there might be a problem (Dewsbury Health Centre)
-  Good service, I felt they listened and didn't feel judged (Princess Royal Health Centre)
-  I visited the sexual health clinic at Princess Royal. The nurse I saw was fantastic. She reassured me all the way through my procedure (coil removal and replace)
-  Really good services. Caring staff. Clear information. Could use more information about the PEP (Dewsbury Health Centre)

Those who didn't feel they received the treatment, advice or support they needed were all over 18 years old and reasons given were related to difficulty getting appointments, staff attitude and generally not getting the service they expected to receive.

 I went to see a Locala sexual health nurse for contraception after a termination. This was not my first termination. This had been a planned pregnancy. The nurse didn't ask my reasons for having a termination, but said 'we need to start you on something right away to stop this happening again, termination isn't a form of contraception'. I felt awkward seeing them after that and never made a complaint as I was too embarrassed. This was more than 2 years [ago] and I still think about that comment she made every week. It affected my trust in these professionals. That combined with the lack of availability to access Locala services has meant I have returned to my GP for sexual health services.

 I was treated without any dignity by the Locala staff at Princess Royal and made to feel dirty and depressed. I lost my confidence and could not sleep after going to Locala princess royal

 Some staff in the past have appeared to be quite judgemental especially Asian Males. I'm not sure whether this has anything to do with me being gay but at the end of the day it's their job not to be judgemental

 I wanted a smear and my coil changing and was passed around the houses

 On my last visit we discussed whether I could be considered to go on a trial for PREP [pre-exposure prophylaxis]. The nurse who I spoke to said that he would refer this to his colleague and that they would contact me to advise whether or not I would be able to go on the trial. That was over a month ago and I have had no contact - even if the answer is no I would have preferred to have been told this than have no contact at all. At the end of the day PREP is used to try and stop people catching HIV so I think not having contact about such a serious subject is quite disturbing behaviour from health professionals. (seen at Princess Royal Health Centre)

 I felt humiliated and belittled by my GP and pharmacist when I tried to get the morning after pill

 Very rude staff, difficult to access and get an appointment. Difficult to get my results and treatment Awful experience (Princess Royal Health Centre)

 GP was unable to provide the service I needed

## Accessibility

### Appointments and 'queue and wait' clinics

There were many comments about difficulties getting appointments at the sexual health clinics, as well as the lack of evening appointments for people who work at the same time as the clinics are open. People highlighted problems relating to being turned away from the 'queue and wait' clinics because they were too busy.

 Been turned away a few times as they were too busy (Princess Royal Health Centre)

 ...in the last couple of years I've found it very hard to get an appointment around work both with that service (Princess Royal) and my GP so I have stopped accessing them for contraceptive, I've started using Lloyds Pharmacy online paying about £20 every 6 months

 I was not aware that my GP no longer carried out the procedure until I phoned up to book an appointment. Then when I contacted the clinic for an appointment, there were very few at a convenient time - ended up at the sit and wait on a morning. I had child care cover for 3 hours

 .... have been turned away 5 times since and had to do a postal kit because the clinic was too busy (Princess Royal Health Centre)

 I had to try multiple times to get an appointment and couldn't get an appointment. Finally had to go to GP surgery to request treatment (Princess Royal Health Centre)

 ...I feel drop in should be open after 5pm for people working!

 Current setup is very difficult for self-employed professional women with young children. There is no 'time off' for doctor appointments. Out of hours services would be ideal

 The drop in clinics are good and on most days now which is great. Availability to book appointments could be improved by allowing to book further ahead so work days off can be planned better

 Please consider evening appointments. It's impossible to get an appointment without calling the drop in & that's unrealistic for many people who work/have children

 I think the times need to be longer for drop in I see people getting turned away. Booked appointments always seem taken (Princess Royal Health Centre)

 Even when I attended Princess Royal centre and queued up before opening of the clinic, was sent away due to no appointments, it should be better organised than this. My GP practice offered all the services why can't I get it there now, why have practices stopped offering these services?

One review on Healthwatch Kirklees' website shows how one person was very unhappy with the waiting times at the 'queue and wait' clinic. Locala responded to this review in an attempt to assist this person further as they left without being seen.

 **Truly awful**

*Rated by Anonymous*  
6th September 2019

 *Response from provider*

The waiting time at the drop in clinic is awful. Even when you're told you're on a priority list it can be more than 2 hours with no idea where you are in the queue. Parking is expensive.

The staff of you get to see them (I haven't always) are good but the service is set up badly  
Was told by the reception I couldn't make appointment with doctor so I left as no childcare. He then called me & booked me an appointment.  
They need to re-think & find a way to see people quicker, so many people booked in & waited but left.

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***Response from engagement manager, Locala Sexual Health***

Hello

Thank you for your feedback we are 100% committed to hearing patient experiences and welcome suggestions for improving our service where possible. We do acknowledge that the waiting times can be long & frustrating when attending our Queue and Wait sessions. It is difficult for us to keep everyone in the loop in terms of how long they will have to wait, as a lot of our clinicians have different skills so it does depend on which team members are working and how many of them there are in a clinic.

We do look at our service regularly to try and meet the needs of those attending, it isn't easy to make it accessible for everyone, all the time so we apologise for this. We are trying our best! Thank you for acknowledging that the staff are lovely. we will pass this on to the team and their managers.

If you have not managed to get in to the service for the support you need then please let us have a contact number for you and we will do what we can to assist.

## When people would prefer to access sexual health services

Overall, the most popular choices for when people would like to be able to access sexual health services are weekday mornings and evenings and Saturday mornings.

Amongst people who are **aged under 18**, there is a preference for weekday afternoon and evenings, and for Saturday lunchtime or afternoon. From this age group, 50% said it was very important to be able to 'drop in' to a session and 41% said it was very important to be able to book an appointment. 55% said flexible opening hours were very important to them.

In those **aged over 18** there is a strong preference for weekday morning or evening availability and a strong preference again for Saturday mornings. 69% of people from this age group said that flexible opening hours were very important to them. 42% felt it was very important to be able to attend a 'drop in' session and 66% of people felt it was very important to be able to book an appointment.

## Booking online

A couple of people feel access could be improved if there was the option to book appointments online

-  Booking on line would be ideal
-  The service needs to move with the times - I would use an online appointment booking facility if it was available

## Location of sexual health services

Some people commented on the location of the clinics and feel that access can be difficult as there are only two clinic locations in Kirklees, with parking sometimes causing a problem. Some would like to see more community based locations offering sexual health services which they feel would improve accessibility.

-  Returned to seeing my GP as Locala do not offer a satisfactory selection of venues for sexual health services. I used to see Locala sexual health at Cleckheaton health centre and now my nearest location is Dewsbury. Parking can be unpredictable there so I have chosen to see my GP instead
-  There seems to be limited locations these services are available at. This makes it a big commitment, or requires a huge amount of time from the working day. Especially if you do not live nearby.
-  More flexible drop in sessions in different locations in town centre and pop up shops in the community

-  More places offering the services which would result in less waiting times and more convenient for people reliant upon anything from public transport or children issues.
-  For pregnancy support it may be better to have greater access to contraceptive support with more locations / Health Centre's offering the service.
-  Car parking at Princess Royal had to be paid for. Yet you never know how long you have to wait. It can be expensive if kept waiting 4 hours.

## Community languages

There were some comments relating to difficulties in accessing the service and understanding information where English is not the person's first language.

-  I would prefer someone to speak my language Punjabi/Urdu
-  Client has difficulty with written English and usually has one of her children interpret at other clinics (comment from professional)
-  English is my second language. I speak Kurdish but I do not want a Kurdish person but someone who can speak my language
-  Easy to read and possibly in other languages such as Urdu and Gujarati

## Sexual health services delivered through outreach sessions

Accessibility for some groups is enhanced through outreach services. Healthwatch attended the SWANS/SWEET clinics for vulnerable pregnant women and sex workers. Unfortunately, only 1 female attended the SWEET clinic and only wanted to see the doctor and then leave so no feedback was given. However, talking to staff, it was clear how knowledgeable and empathetic they are. Staff talked about their street outreach where they engage with sex workers, offering contraception, testing and support and highlighted how many of these people are not known to any other services, so the outreach staff offer a key element of support to this very vulnerable group.

Outreach is also offered in some educational settings to varying degrees. Healthwatch staff observed a hugely popular outreach session being delivered by Locala staff at New College, where young people could get advice and information, sign up for the C-card scheme and take away condoms and testing kits.

At Kirklees College, an element of sexual health support is delivered through their Progress Coaches who have received training from Locala so that they can offer this to students. However, when Healthwatch staff were talking to students at Kirklees College (Waterfront, Huddersfield) approximately two thirds said they wouldn't know where to go to access sexual health services. Some students told

us that they just buy condoms from the shop and appeared surprised when Healthwatch told them they could get these things free. When we asked Kirklees College and Locala about this, staff at the college told us they feel well supported by Locala in training their Progress Coaches to deliver an element of sexual health to students, however they feel that staff changes at the college has impacted their ability to deliver as they would like to. Locala provided a detailed breakdown of support/training sessions they have provided to Kirklees College and there is a sense of frustration that things are not working as well as they should, for example at the Kirklees College (Dewsbury) there have been no condoms given out at all over a 3 year period and at Kirklees College (Waterfront, Huddersfield) the numbers are low considering the number of students who study there.

### What are the barriers for people?

The biggest barrier from all respondents is the opening hours not being convenient (26%) and then issues relating to confidentiality with 24% of people being concerned that people in the waiting room can hear what they say and 22% of people having concerns about confidentiality in general.

In particular, people who work at the same time the clinics are open and those with children find it difficult to make convenient appointments or attend drop in sessions

-  Long waits with a short time span to get into see anyone for e.g 8.15-12 drop in, there is a room full and I need to come here after school run. I've been told to come back several times due to it being busy
-  The drop in clinics have increased but at the time I was trying to make appointments it was very difficult as they could not book a long time ahead and twice I arrived at the drop in clinic to be told it was too busy. It took over 6 months to have my IUD changed. The service on the day was great. I work long hours and shifts so my days off are limited.
-  The drop-in waiting time. I've sat waiting for 4 hours on 2 occasions, once I had children with me & they were going mad waiting.
-  I often work away from the area all week so accessing local services between Monday-Friday, 9-5 is impossible. Saturday mornings are difficult due to lack of childcare

A lack of privacy when attending sexual health services is a concern for some and comments show that people would prefer if others couldn't overhear conversations at the reception desk and in the waiting room.

-  The nurse at the clinic asked if I wanted the information sent to the GP. I said yes but actually I would have preferred them not to know
-  I prefer to go see the nurse at my doctors surgery. It feels more private and people won't know why I am using the doctors

-  [the clinic] is close to college and people I know may see me
-  No calling out the person's name in waiting room. Can men and ladies be separate?
-  Princess Royal, I don't like the fact that everyone can hear what you are there for when you go in and talking to the receptionist
-  Wouldn't want my parents finding out
-  The reception is covered by a glass screen meaning you have to speak up to make yourself heard which is not very private as the seats in the waiting area are very close and you can be heard

A review on Healthwatch Kirklees' website illustrates how one person felt they were unable to use a different name when they attended the clinic. Locala left a response to reassure this person that it is possible to do so and that staff have been reminded of this.



Rated by **Anonymous**  
10th May 2019

 Response from provider

### **Anonymity?**

Attended Huddersfield sexual health service. Nursing staff were brilliant.

But,

I went under the impression that you could give whatever name you wanted. This is clearly stated on the NHS website. I was pulled up because my details didn't match NHS records. Speaking to other sexual health services across the country has indicated that indeed this is the NHS policy and Locala could be in breach of national policy.

I won't attend again on this basis.

less ▲

### **Response from Complaints Manager, Locala Sexual Health**

We are more than happy for you to use another name when you attend clinic, all that we would ask is that you always use the same name on every occasion so that we can ensure that the medical records we hold for you are correct and consistent. If you don't want to use your own name, you can advise the receptionist of this on arrival, or when handing your form back to them, and we can register you on our system as the name you want to be known as.

We do of course encourage everyone to use their own name, as our clinical system is private and confidential, therefore no one outside of the service can view the information that you share with us, unless we feel that you would be at risk of any harm if we didn't share with other professionals. This should have been explained to you during your visit and I would offer my apologies if this wasn't the case. Following your feedback we have reminded staff that clients can register under a different name with the service.

The barriers for people who have never accessed sexual health services highlight a gap for people who don't know where services are (35%), don't know what's available (27%) and also have concerns about confidentiality (28%). 58% of respondents who have never accessed sexual health services are age 18 or under.

### Information about sexual health services

The main source of information relating to sexual health services appears to be online, via Locala's website. People also obtain information from their GP practice and some from educational or community based settings.

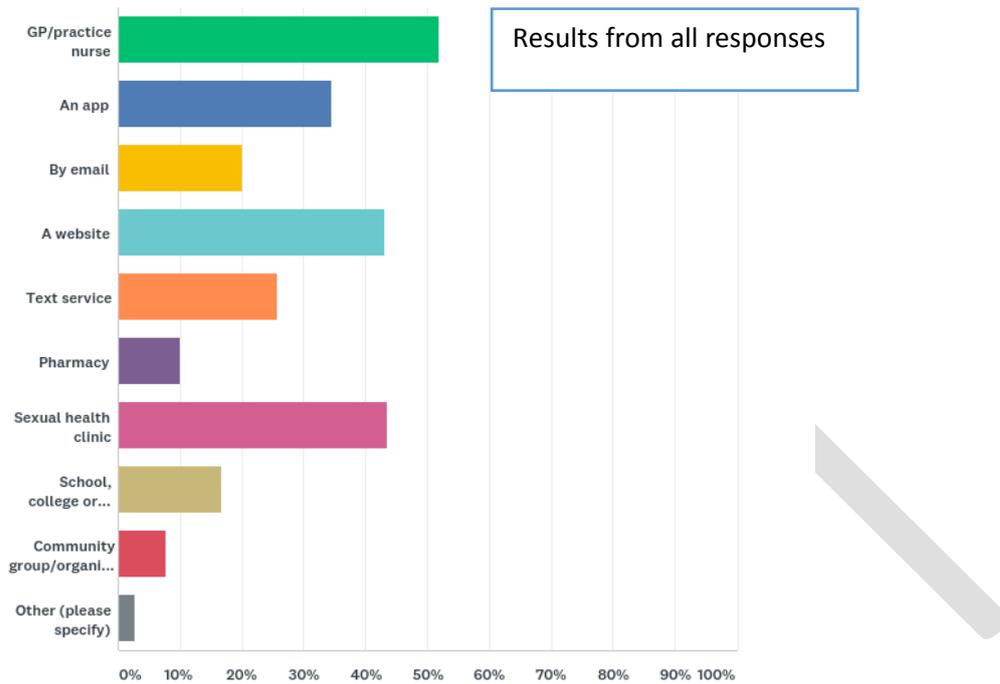
Healthwatch found that the clinic times and locations on Locala's website are kept up-to-date but some information is not accurate, for example when looking at information about C-Card, the clinic dates shown are all for 2018. Healthwatch are aware that Locala are working to improve their website.

Some people told us that they found it difficult to find information about sexual health services. Some are unsure where to go, where to get information from, and find Locala's website difficult to navigate.

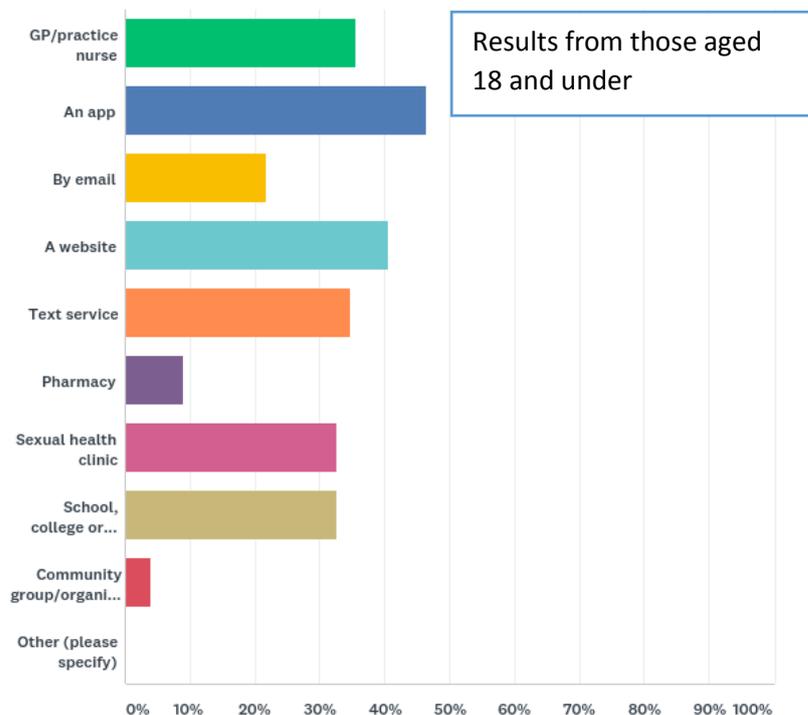
-  Alternate opening Saturday's meaning at one point I never knew where to go
-  Bad internet search for these services. Website is not very helpful
-  [information should be] in the town centre like in the packhorse or like in the indoor market
-  Website is not helpful. Very frustrating.
-  I would like to use the services at Uni but I don't know if they are available so I come home at the moment and the nurse gives me 6 months' supply.

65% of respondents said it was 'very important' to have easy to understand information about sexual health services.

When asked where they would prefer to access information about sexual health services, the results from all responses show that people would choose their GP practice, sexual health clinic or a website.



When looking at responses from those under the age of 18, they indicated that this age group would favour obtaining information from an app, a website, from their GP practice and from a text service.



## Information for and about LGBTQ+

One person commented on improvements they would like to see within sexual health services to help with awareness, understanding and inclusivity.

I would like to see services being more aware of LGBTQ+ community and understand more about pronouns, different relationships and different sexual practices. talk about same sex relationships more have leaflets posters that are LGBTQ+ friendly displayed in the clinic

The Brunswick Centre's yOUTH Service (LGBT young people) produced a mystery shopping report in April 2019 and some of those visits took place in sexual health services. The report highlights how online information about local sexual health services does not reflect and support LGBTQ+ young people. During face-to-face interactions, LGBT young people felt respected and were spoken to discretely, however a request for some advice wasn't LGBTQ+ specific. The full report can be seen here: <https://www.thebrunswickcentre.org.uk/news/lgbt-needs-research-and-evaluation-of-the-youth-project>

## Staffing and environment

The expertise of staff is 'very important' to 74% of people who responded to this question and having friendly and approachable staff is something which people value, particularly when accessing sexual health services as people may feel particularly vulnerable and embarrassed.



I think the staff being friendly and welcoming is very important. I have always found the nurses at Princess Royal are very nice. I do think it's really important for the receptionist to be welcoming too and non-judgemental.

Healthwatch staff observed reception staff at both Princess Royal Health Centre and Dewsbury Health Centre to be welcoming. It was noted that during a very busy Saturday morning clinic at Dewsbury Health Centre, the receptionist was very calm and caring when it became clear that the clinic was at capacity. She patiently explained options to patients, such as booking an appointment at a later date, calling in to the next queue and wait session or continuing to wait but with no guarantee of being seen.

The clinic environments are very different. At Dewsbury Health Centre the waiting room is a large, open plan space and patients waiting for other diagnostic tests also sit in the same area. At Princess Royal Health Centre there are 2 small, separate waiting rooms. 64% of people said that a welcoming and relaxed atmosphere was important to them.



The room where you have to wait is not appealing, warm or welcoming and it is embarrassing to sit there and wait.... (Princess Royal Health Centre)

At Princess Royal Health Centre, the main concern for Healthwatch was the lack of privacy due to the close proximity of the reception desk to the waiting room. Although reception staff are as discrete as possible, it is very difficult for

discussions not to be overheard in the waiting room. On one visit, the waiting room was very cold and staff had to wear coats to stay warm. When this was mentioned to reception staff, they rectified the situation by ensuring the radiators were turned on.

### What people think about self testing/home testing

69% of all people who responded would use a self-testing kit and 22% would possibly use this option.

 Easy to use. Private. Don't feel like I'm being judged

Some people expressed concern about the scope and validity of self-testing kits; Some will only be happy to be tested by a qualified worker and others want to be confident that they're using the kit correctly and to understand whether there's a risk of false results.

 Want it done 100% correctly by trained professional

 I would just think it would be very important that people are given information on how to do this correctly

 ...only if it was easy and straightforward to understand and someone could talk me through the process the first time

 Can't be tested for everything and may not be accurate

 ...my main concern is what if I haven't done it properly and then I have got a wrong diagnosis

 I would be unable to trust myself to complete the test properly and successful

 I like to be able to talk to someone face to face

### Conclusion

It is encouraging to see that 92% of people who have accessed sexual health services feel they received the treatment, advice or support they needed. However, there are elements of service delivery which don't appear to be working as well as they might.

'Queue and wait' clinics are routinely very busy; people often face long waits and can be turned away, particularly if they don't attend at the beginning of the clinic. Availability of queue and wait clinics does not appear to be meeting demand and this could put people off, especially young people, who prefer to access sexual health services in this way.

People **over** the age of 18 showed a strong preference for morning and evening sessions and would prefer to book an appointment, usually to make it easier to plan around work and childcare commitments. Some people appeared to struggle

to make appointments at convenient times and this can be a significant barrier to access.

Healthwatch are concerned about the number of students at Kirklees College who told us they wouldn't know where to go to access sexual health services. Despite efforts from both the college and Locala, the system of using Progress Coaches to deliver an element of sexual health support does not appear to be working effectively and this leaves some students without access to information, advice, support and easily accessible contraception and testing. Healthwatch are unable to say how well other colleges support students with sexual health needs as, due to the time constraints of this engagement, it was only possible to visit 2 colleges. It's imperative that students in all colleges and sixth form settings have the same information about, and access to, the full range of sexual health services available to them.

Privacy and confidentiality are understandably very important to people who access sexual health services. There are situations where people feel these things are compromised to some degree, particularly when 'booking in' at Princess Royal Health Centre due to the close proximity of the waiting room to the reception area. Consideration should be given to how this can be managed in future to ensure this does not present a barrier for people.

Information about sexual health services could be improved. Healthwatch are aware that Locala is working to improve its website but people told us they wanted to access information from their GP practice and from sexual health clinics too, so it's important to have a range of formats available, and consideration should be given to making information fully accessible to all, including those who have English as a second language. Younger people told us they would access information about sexual health services using an app so this may be something to develop in future.

There has been a significant shift in the last few years around gender identity and sexuality, and consideration will need to be given to 'futureproofing' sexual health services, making sure the offer is fully inclusive, supportive and responsive to different needs and identities.

## **What happens next?**

This report will be given to Public Health who commission sexual health services in Kirklees. The findings will influence the new service specification which will be written ahead of the procurement process. Healthwatch would encourage Public Health to involve service users/community representatives in making the decision about the provider going forward.

## Appendix 1 - The Survey

Tell us what you think about sexual health services in Kirklees

We want to hear what you think about sexual health services in Kirklees. We want to know what is working well and where you feel services could be improved. Your feedback will help commissioners (the people who buy these services) to decide what sexual health services should look like in future.

Even if you haven't used any sexual health services, you might want to tell us what you think would be useful or important to you if you needed this type of service in future.

**ALL RESPONSES ARE CONFIDENTIAL AND YOU CAN REMAIN ANONYMOUS.**

If you want to ask any questions or if you want to know more about this work then please leave your contact details by clicking the link at the end of the survey.

We will produce a report to show the findings and we may include quotes from the survey but they will not be personally identifiable.

What do we mean by sexual health services?

Sexual health services include:

- Contraception, including implants, coils, condoms and emergency contraception.
- Testing and treatment for sexually transmitted infections (STIs), such as HIV and chlamydia
- Sexual health help and advice
- Assistance with unplanned pregnancies
- Finger prick testing for HIV
- Post exposure prophylaxis (PEP) - a treatment that can stop an HIV infection after the virus has entered a person's body.
- Support for people living with HIV/AIDS

These services can be provided by a number of people which include:

- Pharmacist: can provide advice and emergency contraception.
- C-card access point (eg in school, youth service, sports club): provide condoms
- You: for example using the internet for advice and self test kits
- Health professional: contraception, sexually transmitted infection screening and treatment
- Specialist service: specially trained nurse, doctor or consultant who can provide specialist contraception and specialist sexually transmitted infection treatment
- Voluntary and community organisations: Prevention of HIV/AIDS and support for those living with HIV/AIDS
- Counselling services: psychosexual counselling provided by specially trained counsellor

### Section 1: Which sexual health services have you used?

1. When did you last use any sexual health services?

- Within the last 12 months
- In the last 1 to 2 years
- More than 2 years ago
- Not sure
- I have never used sexual health services

2. Where did you go to get the service(s) you required? (you can tick more than one answer)

- GP/practice nurse
- Sexual health services at Princess Royal Health Centre, Huddersfield
- Sexual health services at Dewsbury Health Centre
- Pharmacy
- Online
- Brunswick Centre
- C-Card access point
- SWANS/SWEET (support for women with complex needs)
- Other (please specify)

3. Which service(s) have you used? (you can tick more than one box)

- Sexual health information and advice
- Condoms
- Contraception (eg pill, patch, injection, intrauterine device (IUD), intrauterine system (IUS))
- Testing for a sexually transmitted infection (STI), eg chlamydia, gonorrhoea, syphilis
- Treatment for a sexually transmitted infection (STI)
- Online testing service for sexually transmitted infection (STI)
- HIV testing
- HIV support and advice
- Emergency contraception (morning after pill)
- Hepatitis B vaccination
- Post Exposure Prophylaxis (PEP)
- Pre Exposure Prophylaxis (PrEP)
- Pregnancy testing
- Pregnancy advice
- Unplanned pregnancy advice
- Referral or advice for termination of pregnancy (abortion)
- Relationship advice
- Sexuality support

Other (please specify)

4. Do you feel you got the treatment, advice or support you needed when you accessed sexual health services?

- Yes
- No

If you answered 'no', please tell us why

5. Is there anything that stops you, or puts you off, from getting advice or treatment about sexual health?

- I am concerned about confidentiality
- The setting is too formal/clinical
- I don't like the building where services are currently provided
- I don't know where services are
- I don't know what services are available
- The opening hours are not convenient for me
- I feel I will be judged by the staff
- I am too embarrassed to ask for help
- I don't want people in the waiting room to hear me say why I've come into the building
- There is no choice of a male/female nurse or doctor
- It is too far to go/too difficult to get to
- I have had a bad experience in the past

Other (please tell us)

6. Thinking about sexual health services, what are the most/least important things for you?

	Very important	Quite important	Not very important	Not important at all	Don't know
Being able to choose and book an appointment time	<input type="radio"/>				
Being able to drop in without an appointment	<input type="radio"/>				
Being able to see someone of the same ethnicity as me	<input type="radio"/>				
Being able to see someone of the same gender as me	<input type="radio"/>				
Expertise of the staff	<input type="radio"/>				
Welcoming and relaxed atmosphere	<input type="radio"/>				
Good public transport links	<input type="radio"/>				
Free car parking	<input type="radio"/>				
Support, advice and information about sexual health generally	<input type="radio"/>				
Flexible opening hours	<input type="radio"/>				
Easy to understand information	<input type="radio"/>				
Staff don't know me or my family	<input type="radio"/>				

Any other comments

7. How would you prefer to access information about sexual health and related services? Please select your top 3 preferred choices

- GP/practice nurse
- An app
- By email
- A website
- Text service
- Pharmacy
- Sexual health clinic
- School, college or university
- Community group/organisation
- Other (please specify)

8. When are you most likely to use a sexual health service? (you can tick more than one answer)

	Morning	Lunchtime	Afternoon	Evening
Weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Would you use sexual health self testing/home testing facilities if they were available?

- Yes
- No
- Possibly

If you wouldn't use self/home testing, please tell us why

10. Is there anything else you would like to tell us about sexual health services? For example your experience of current services or how services could be improved to better suit your needs?

13. What is your ethnic group?

- |   |   |
|---|---|
| <input type="checkbox"/> Asian or Asian British: Indian                             | <input type="checkbox"/> Mixed or multiple ethnic groups: White and Asian         |
| <input type="checkbox"/> Asian or Asian British: Pakistani                          | <input type="checkbox"/> White: English, Welsh, Scottish, Northern Irish, British |
| <input type="checkbox"/> Asian or Asian British: Bangladeshi                        | <input type="checkbox"/> White: Irish   |
| <input type="checkbox"/> Asian or Asian British: Chinese                            | <input type="checkbox"/> White: Gypsy or Irish traveller                          |
| <input type="checkbox"/> Black or Black British: Caribbean                          | <input type="checkbox"/> White: other   |
| <input type="checkbox"/> Black or Black British: African                            | <input type="checkbox"/> Other ethnic groups: Arab                                |
| <input type="checkbox"/> Mixed or multiple ethnic groups: White and Black Caribbean | <input type="checkbox"/> Any other ethnic group                                   |
| <input type="checkbox"/> Mixed or multiple ethnic groups: White and Black African   | <input type="checkbox"/> Prefer not to say  |

14. Do you consider yourself to belong to any religion?

- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- No religion
- Other religion
- Prefer not to say

15. Do you consider yourself to be disabled?

The Equality Act 2010 describes disability as: 'if a person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities'

- Yes
- No
- Prefer not to say

16. What type of disability do you have? (please tick all that apply)

- Physical or mobility impairment
- Sensory impairment
- Mental health condition
- Learning disability
- Long term condition
- Prefer not to say

Other (please specify)

17. What is your gender?

18. Is your gender identity different to the gender you were assumed at birth?

- Yes
- No
- Prefer not to say

19. What is your sexual orientation?

- Bisexual (both sexes)
- Gay/lesbian (same sex)
- Heterosexual (opposite sex)
- Prefer not to say
- Other (please specify)

20. If you want to know more about Healthwatch Kirklees' engagement on sexual health services, please call 01924 450379, email [info@healthwatchkirklees.co.uk](mailto:info@healthwatchkirklees.co.uk), visit [www.healthwatchkirklees.co.uk](http://www.healthwatchkirklees.co.uk), or click [here](#) to leave your contact details (select 'other' for subject).

If you want information on sexual health support and advice, please contact:

Locala's sexual health service on 030 3330 9981 or visit their website -

<https://www.locala.org.uk/services/sexual-health/>

Brunswick centre on 01484 469691 or visit their website -

<https://www.thebrunswickcentre.org.uk/>

To find your nearest pharmacy, visit <https://www.nhs.uk/service-search>

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