

Access to Sexual Health Services in Trafford

February 2025

Executive Summary

Overall demand for sexual health services is growing¹ with rates of sexually transmitted infections (STIs) on the rise both locally and nationally^{2,3} as well as increases in rates of abortions in younger age groups⁴. In partnership with colleagues in Trafford Council's Public Health Team, we therefore started this project to gain an insight into the experiences of Trafford residents who access and attempt to access sexual health services. We also took this opportunity to find out where people are most likely to seek sexual health information.

We found searching online and speaking to friends were the most common sources of sexual health information sought. Social media was also popular, with Facebook being the most common platform used.

Our survey asked respondents about various types of sexual health services. The service we heard about most frequently was sexual health/family planning clinics although we also heard from those who had accessed or tried to access sexual health advice, care and support via GPs, pharmacies, voluntary services, abortion services and young people's services. Patients also required a variety of types of advice, care and support from these services - with the widest range being required from sexual

¹ <https://www.local.gov.uk/about/news/sti-surge-sexual-health-services-breaking-point-due-rising-demand#:~:text=Demand%20for%20sexual%20health%20services,increase%20from%20the%20year%20before.>

² <https://www.gov.uk/government/statistics/sexually-transmitted-infections-stis-annual-data-tables>

³ <https://www.trafford.gov.uk/residents/news/articles/2024/20241125-Rates-of-sexually-transmitted-infections-including-gonorrhoea-and-syphilis-rising-in-Trafford-new-statistics-reveal.aspx>

⁴ <https://www.gov.uk/government/statistics/abortion-statistics-for-england-and-wales-2022/abortion-statistics-england-and-wales-2022>

health clinics. For those who were interested in contraception, the injection and implant were the most common options required. Most respondents told us they were able to access the service they required and of these, feedback was largely positive in terms of satisfaction. For those who were unable to access services, the main barrier was waiting times for an appointment.

In addition to what we heard about specific services, we also heard general feedback about accessing services. This included concerns with communication and difficulties making appointments.

Recommendations we make in relation to these findings include to ensure trusted sexual health information is easily available online, to address waiting times and to make booking processes easier for all patients.

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Key Findings

- Respondents were most likely to seek sexual health information either online or speaking to friends. Although there are benefits to these as sources of information and access to support, it is vital to ensure individuals are equipped to identify when information shared may be unregulated, inaccurate or harmful.
- For those who sought information via social media, the most popular platform was Facebook.
- Sexual Health clinics were the most frequently mentioned of all services. This was also the service for which respondents told us they were looking for the widest range of advice, care or support.
- Most respondents were able to access the services they required and feedback for service was largely positive.
- Waiting times for Sexual Health clinics was the main barrier to access to this service.
- Although we heard some positive feedback generally about services, we also heard various concerns regarding difficulties with communication and obtaining appointments

Recommendations

➤ **Ensure verified sexual health information is easily accessible online**

To ensure those accessing sexual health information online and from friends are equipped to make informed decisions regarding their sexual health, it is vital to make verified, trustworthy information easily accessible. We echo recommendations made to improve search engine optimisation of trusted sites and to ensure clear signposting within organisational websites. Also, to train clinicians to assess external sites and recommend them to patients⁶.

➤ **Address waiting times**

There is indication that demand for Sexual Health Services specifically has an impact on access. Clear communication about alternatives (such as pharmacies) to the main sexual health clinics and what is available could reduce demand and ensure more efficient access to care for patients.⁵ This could include effective signposting when appointments are full and/or communication to ensure that at-a-glance patients are able to identify the type of care they need and where to access it.

➤ **Simplify booking processes**

Some individuals are finding the current appointing booking processes difficult. These processes could be made more straightforward and open by relaxing appointment booking window restrictions and ensuring staff are available to take incoming calls.

⁵ https://assets.publishing.service.gov.uk/media/5c93ba6140f0b6340006f31b/Pharmacy_Offer_for_Sexual_Health.pdf

About Healthwatch Trafford and Healthwatch 100

Healthwatch Trafford is your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other publicly funded support services in your area, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision-makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.

The Healthwatch Trafford 100 aims to get as many local people as possible to sign up and give their views on topics to do with health and social care via regular surveys. We want to gain as much information as possible so that we can direct our work to the issues that matter. Details for signing up can be found at: <https://healthwatchtrafford.co.uk/the100/>

About this project

With increases seen in demand for sexual health services¹, rates of STIs and rates of abortion from younger age groups, we started this project to gain an insight into current experiences of those accessing Trafford sexual health services as well as to find out where residents are most likely to access sexual health information.

We conducted this project in collaboration with the Public Health Team at Trafford Council, to whom we pass on our warmest thanks for their partnership. Additionally, we pass on our thanks to members of the public who took part in the survey and volunteers who supported this project.

What we did

With support from the Public Health Team, in early 2024 we designed a survey to be completed anonymously by residents who had accessed services in the previous 12 months. This survey provided an opportunity for service users to share their experiences with us of using, or trying to access, the following services for sexual health care, information or advice:

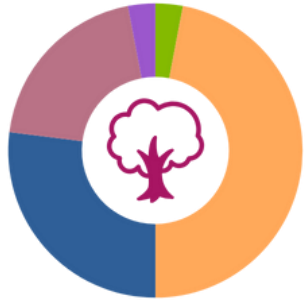
- Sexual Health/Family Planning Clinics
- Young People's Sexual Health Services
- Voluntary Services
- GP
- Pharmacy
- Abortion Services

We also included a question asking respondents where they were most likely to access sexual health information.

The original survey was opened in mid-February for 4 weeks however we decided relaunch an amended version of the survey in October with a revised engagement plan to maximise the response rate. Although the relaunched version of the survey looked slightly different, we were able to analyse most questions together. Please see appendix for a list of survey questions.

A note on response rate: Response numbers to specific questions varied widely, so findings for certain demographics may not always be scalable and representative.

Who we heard from



3% of people who responded to our survey were 17 or under. The majority, 47%, were aged 18 to 34. 27% were aged 35-44, 20% were 45-65, and 3% were between the ages of 66 and 79.



42% respondents identified as male and **58%** identified as female.

55% of respondents identified as White British, White Irish, or White other. 17% identified as Black or Black British – African, and 2% as Black British – other. 8% of respondents told us they were of multiple heritage or mixed race. 3% were from those Asian or Asian British – Pakistani, 3% Asian or Asian British – Chinese, and a further 3% were Asian or Asian British – other. 2% of responses came from people who were Asian or Asian British – Indian. The remainder preferred not to say or selected 'other'.





**The remainder preferred not to say or selected 'other'.*

Most of our responses – 72% – came from people identifying as heterosexual/straight. 16% were from gay respondents, and 9% from people identifying as bisexual. The remainder preferred not to say.

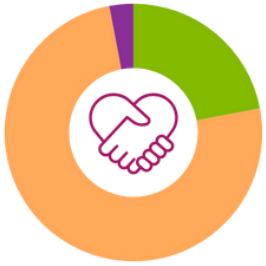
20% of our respondents were either married or in a civil partnership, 2% were engaged, and 14% were living with a partner. 47% were single, and 5% were divorced or separated. 2% of the people we heard from were widowed. The remainder preferred not to say or selected 'other'.



5% people told us they could not work due to a disability or ill health, and **7%** were seeking employment. **7%** were unemployed and not seeking work. **59%** respondents were employed, **15%** students, and **3%** were retired.



**The remainder preferred not to say or selected 'other'.*



Most respondents told us they did not have a disability (81%), with 10% telling us they did and the remainder preferring not to say.

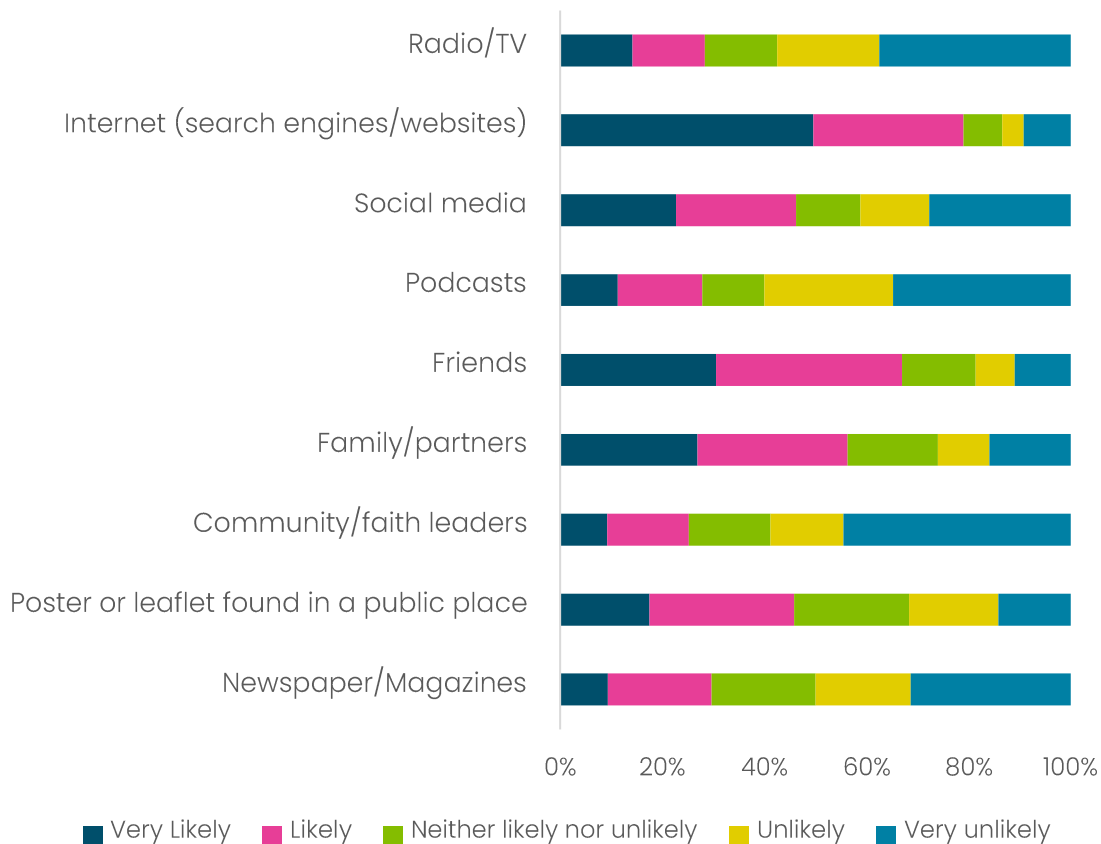
22% of respondents told us they were carers, with 75% saying they were not and the rest choosing not to say.



16% of people had pre-school aged children. **33%** had children of primary school age, and **7%** of secondary school age. **9%** had adult children aged 19 and above. **45%** had no children, and the remainder preferred not to say.

What we heard

Preferred sources of sexual health information



Sexual health information

We asked all respondents to tell us how likely they were to seek information from a list of sources.

The chart above demonstrates that our respondents are most likely to seek sexual health information via the internet (specifically via search engines and websites), and from friends and family/partners. They are least likely to consult community/faith leaders, podcasts and radio/TV. Trends are generally similar for older (35 years and over) and younger (up to 34 years old) age groups – with similar rates likely to look on the internet. However, we did find younger people are more likely than older age groups to speak to friends and to view posters or leaflets in public places.

The internet can be a private, rich source of information on sexual health and can also provide

options for individuals to reach out for support, if required. Nonetheless, accessing information in this way can also lead individuals to an array of unregulated or inaccurate information or for there to be gaps in information they may need^{6,7} (similarly with social media, as discussed below). To counter this, suggestions have been made, such as for sexual health services to

support young people [to] find information online through search engine optimisation and clear signposting within organisational websites

and for

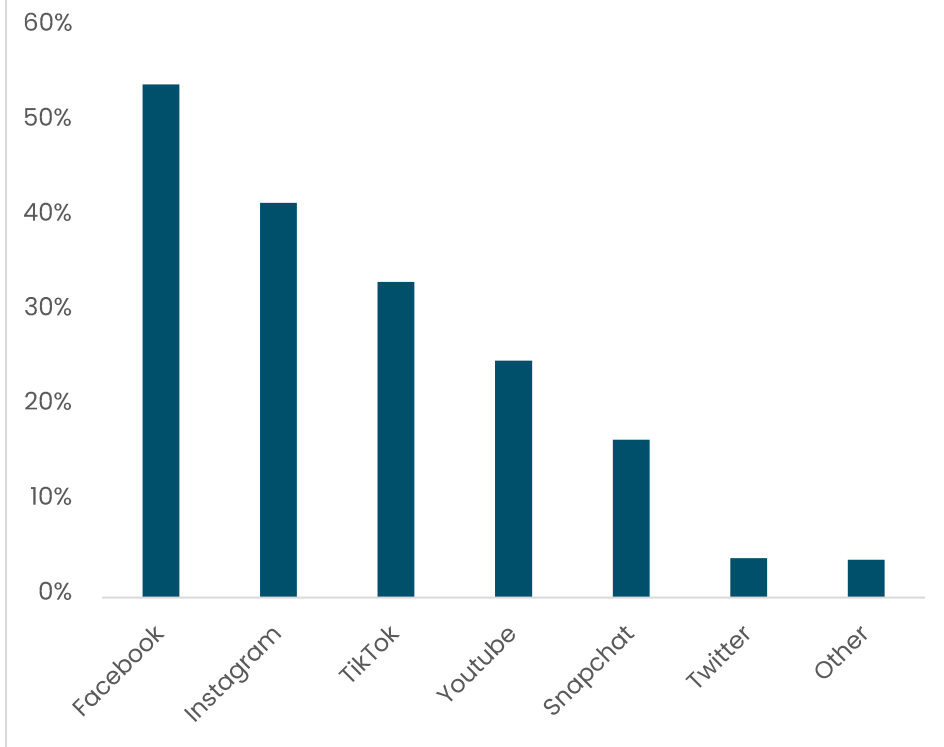
sexual health services [to] train clinicians on how to assess the value of external sites and encourage them to recommend those assessed as high quality.

It is encouraging to find respondents are likely to speak to friends as this can ensure individuals are not isolated with regards to potential sexual health issues they may have. However, similarly to online information seeking, where misinformation may be shared amongst friends, it is vital that other sources of information and advice are available to ensure individuals are fully informed.

⁶ Courtenay T and Baraitser P (2022) Improving online clinical sexual and reproductive health information to support self-care: A realist review. DIGITAL HEALTH. doi:10.1177/20552076221084465

⁷ Patterson SP, Hilton S, Flowers P, McDaid LM. (2019) What are the barriers and challenges faced by adolescents when searching for sexual health information on the internet? Implications for policy and practice from a qualitative study. *Sex Transm Infect.* 95(6):462-467. doi: 10.1136/sextrans-2018-053710

Most used social media platforms for accessing sexual health information



Other: "Friends"

A considerable proportion of our respondents (47%) seek information via social media, with the younger age group only slightly more likely than those from the older age group to use this as a source of information. This is lower than figures found in external research⁸. For those who told us their age, younger age groups were more likely to seek sexual health information in this way than older age groups. For those who told us they were either likely or highly likely to seek information via social media, we asked a follow up question to find out which platforms they were most likely to use.

Concerns have been raised around the nature of information being shared via social media platforms (particularly to younger audiences) with some finding misleading information being shared regarding contraception⁹.

⁸ <https://onlinedoctor.superdrug.com/social-media-misinformation.html>

⁹ <https://www.brook.org.uk/blog/is-social-media-influencing-young-peoples-contraception-choices/>

However, some identify the increasing use of social media in relation to sexual health information as an opportunity. Brook¹⁰ highlight a case study from an individual who was able to find "safe spaces" via social media in which to "learn about her sexuality and gender identity".

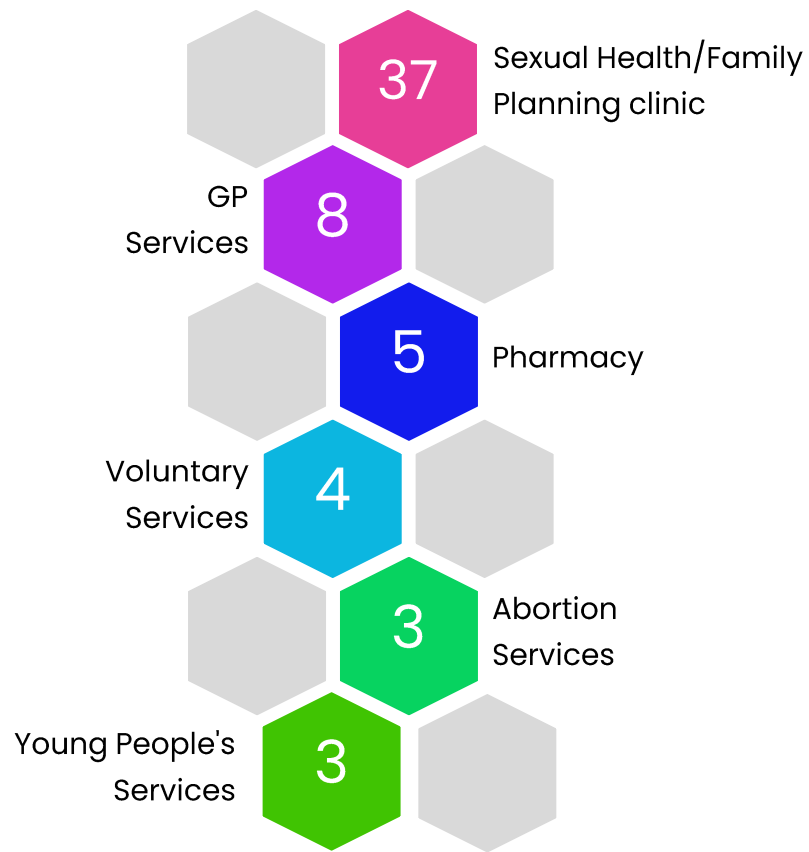
As demonstrated below, there is an overall preference for Facebook, Instagram and TikTok for accessing sexual health information. Whilst the inclination to look to Facebook is similar for both age groups, we identified an increased likelihood for young people to seek information via Instagram and TikTok. Aside from Facebook, this reflects the general preference for those platforms as broken down by age¹¹. As other research suggests, the preference for these platforms could be a cause for concern given that large proportions of people said to "have seen untrue or misleading health information on TikTok."⁸

¹⁰ <https://www.brook.org.uk/your-life/online-spaces-helped-me-discover-my-identity-lois-story/>

¹¹ <https://www.ofcom.org.uk/siteassets/resources/documents/research-and-data/media-literacy-research/adults/adults-media-use-and-attitudes-2024/adults-media-use-and-attitudes-report-2024.pdf?v=321395>

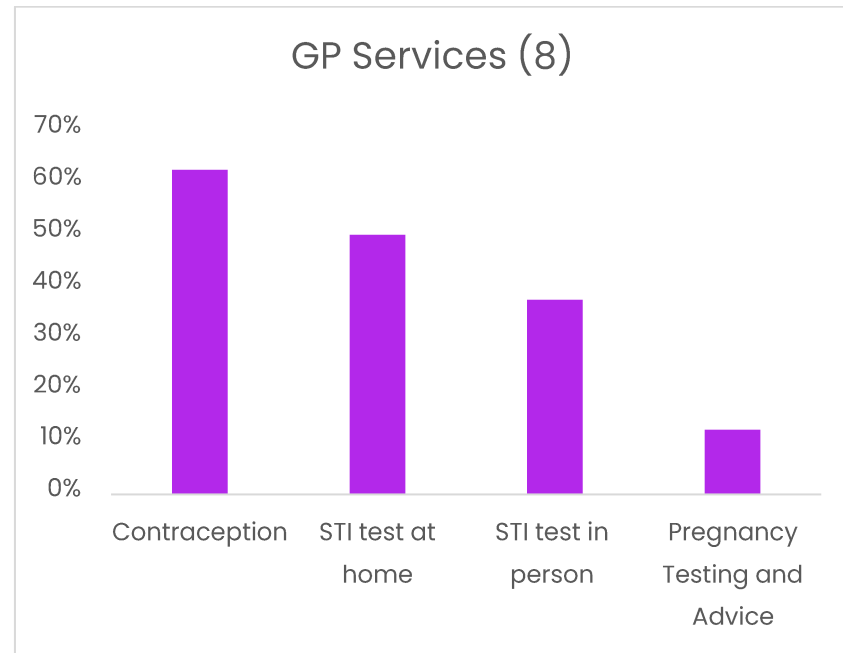
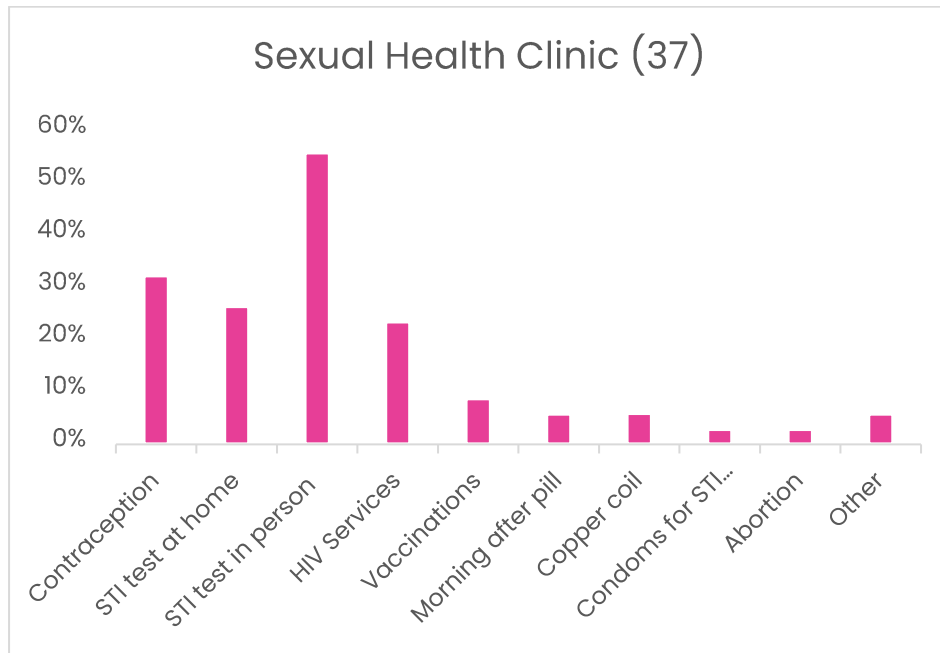
Access and experiences of using services for Sexual Health Advice, Care and/or Support

Over half of respondents told us they had accessed or tried to access sexual health services in the previous two years. The following numbers of respondents told us they visited each of these services:

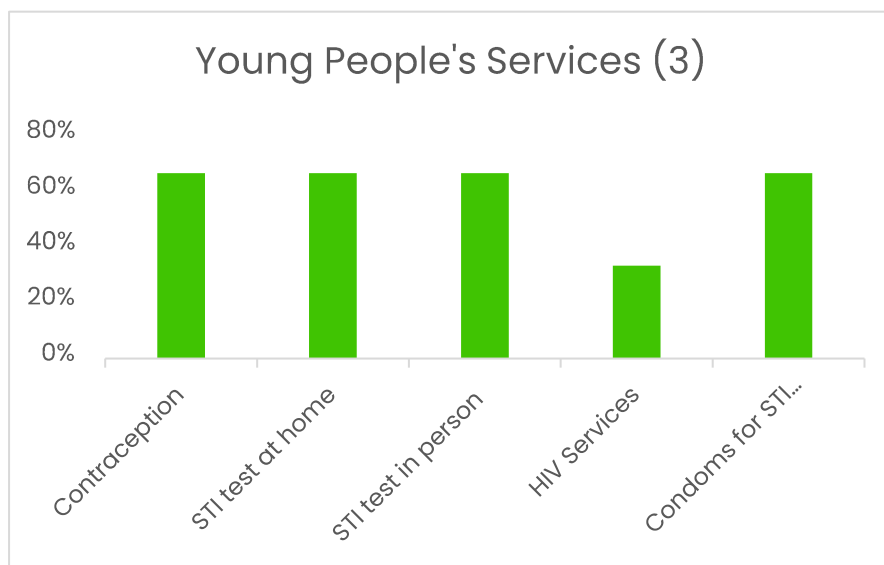
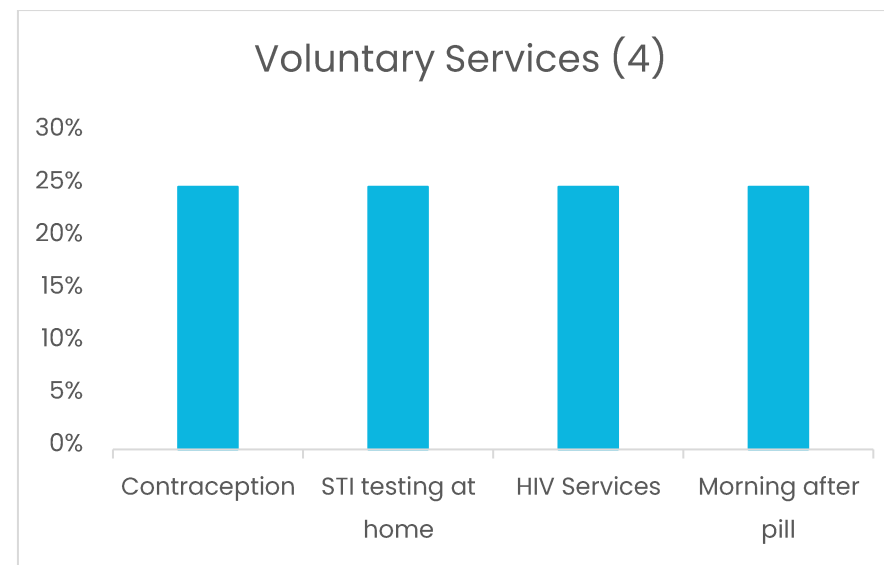
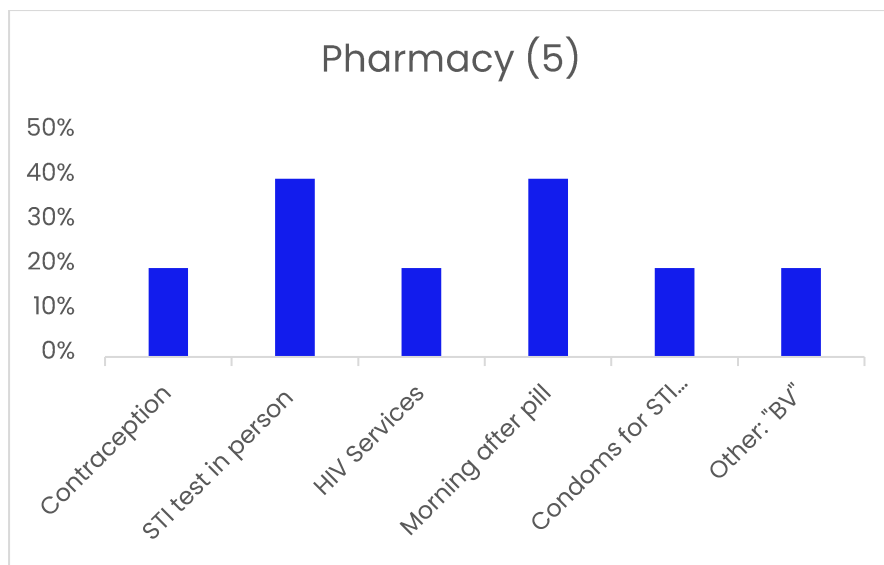


Types of advice, care and support required

The tables below show the different types of advice, care and support respondents required from each service. Respondents were able to select as many options as applied to them.



Other: "Thrush", "BV [Bacterial Vaginosis]"



As we can see, the largest range of advice, care and support was required from Sexual Health clinics which could be due to this being the service the largest proportion of respondents had visited; in comparison, low numbers of respondents had accessed the other services specified. Over one quarter of respondents also told us they had visited more than one service, and the most common type of care required across all services was STI testing in person.

Generally, over one third of those accessing services visited for care or support relating to more than one thing (e.g.

contraceptive advice as well as HI services). Although those accessing services for an in person STI test were more likely to also be visiting for an additional purpose (65%), for the remainder who were accessing services solely for this purpose, it could be that online tests could be accessed, and this could be encouraged. Notwithstanding, it is vital to acknowledge that requesting tests online may not be a suitable option for many individuals where there may be concern with others living within the home noticing or those who are homeless. Furthermore, there are calls elsewhere to expand availability of this service to ensure it is available all year round¹², as some services (including those local to Trafford) are unavailable at certain times of year.

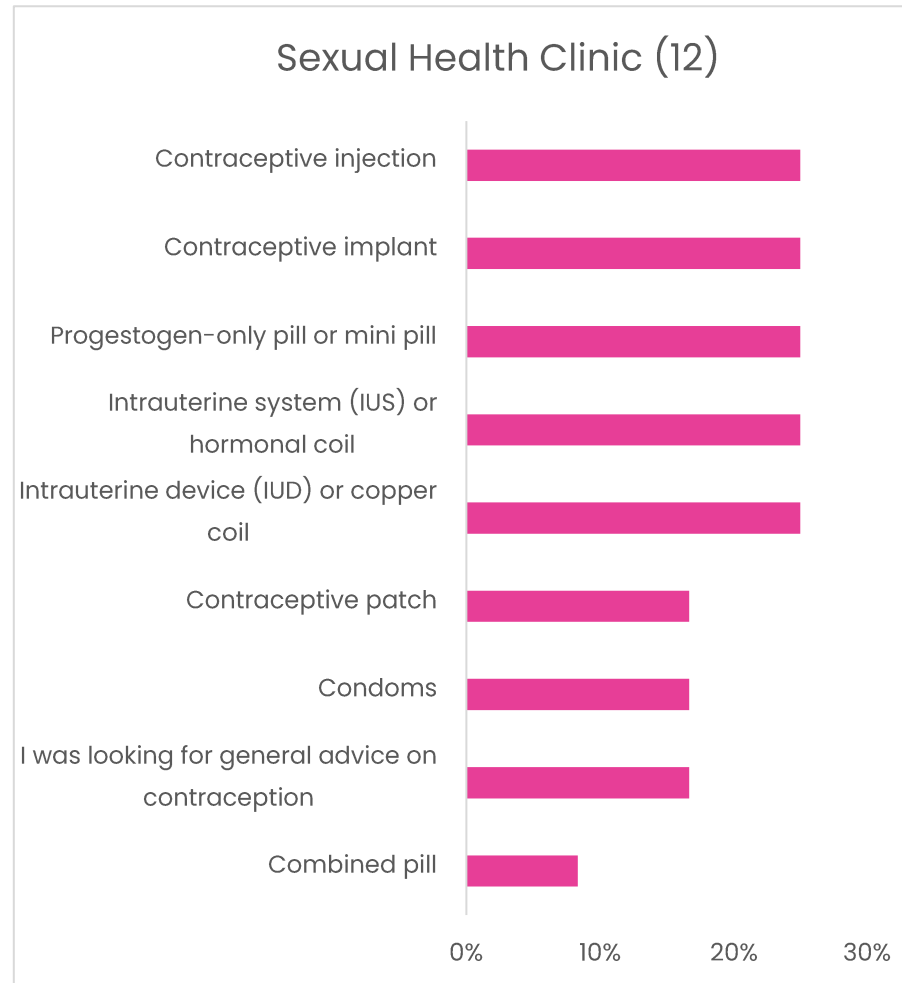
Given demand is high on sexual health services! (the effects of which are felt by our respondents as outlined later in this report), the Local Government Association (LGA) call for a 10 year national strategy to ensure locally individuals are provided with knowledge and information *make informed choices and to develop safe, healthy, enjoyable and consensual sexual relationships*.¹³ Before any future plans are developed, it is important in the meantime that patients are made aware of their options and directed to those which are most suitable and efficient.

¹² <https://www.tht.org.uk/news/mystery-shopper-research-reveals-half-denied-sexual-health-appointment>

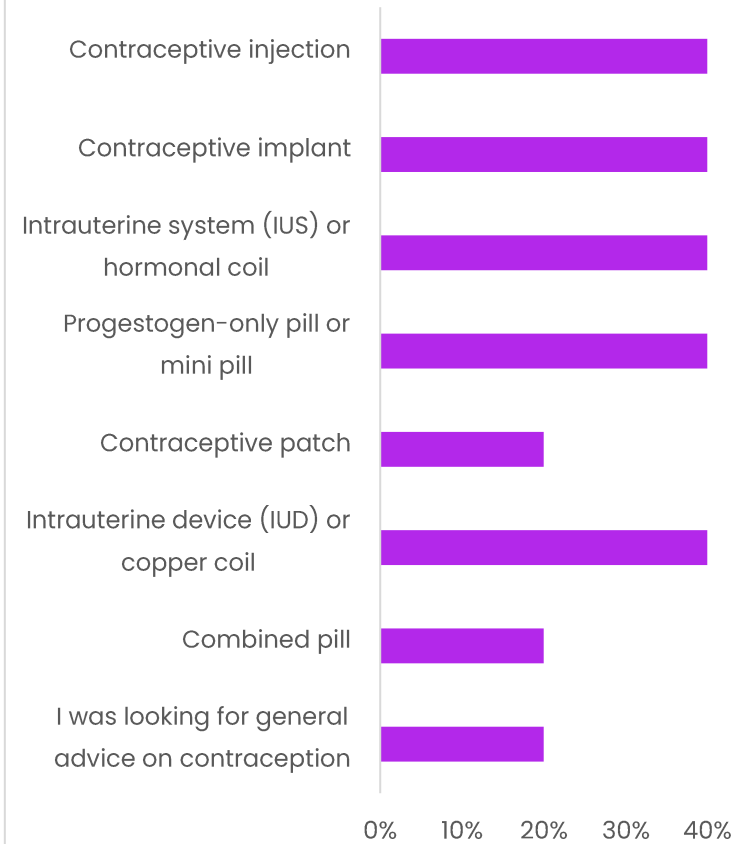
¹³ <https://www.local.gov.uk/publications/blueprint-future-sexual-and-reproductive-health-and-hiv-services-england#:~:text=LGA%20analysis%20has%20found%20that,testing%2C%20contraception%2C%20and%20treatment.>

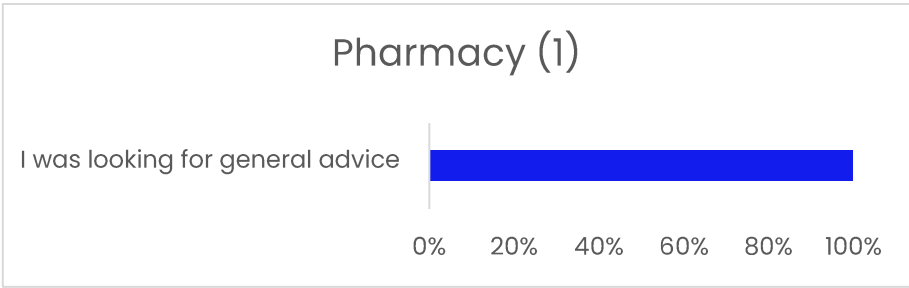
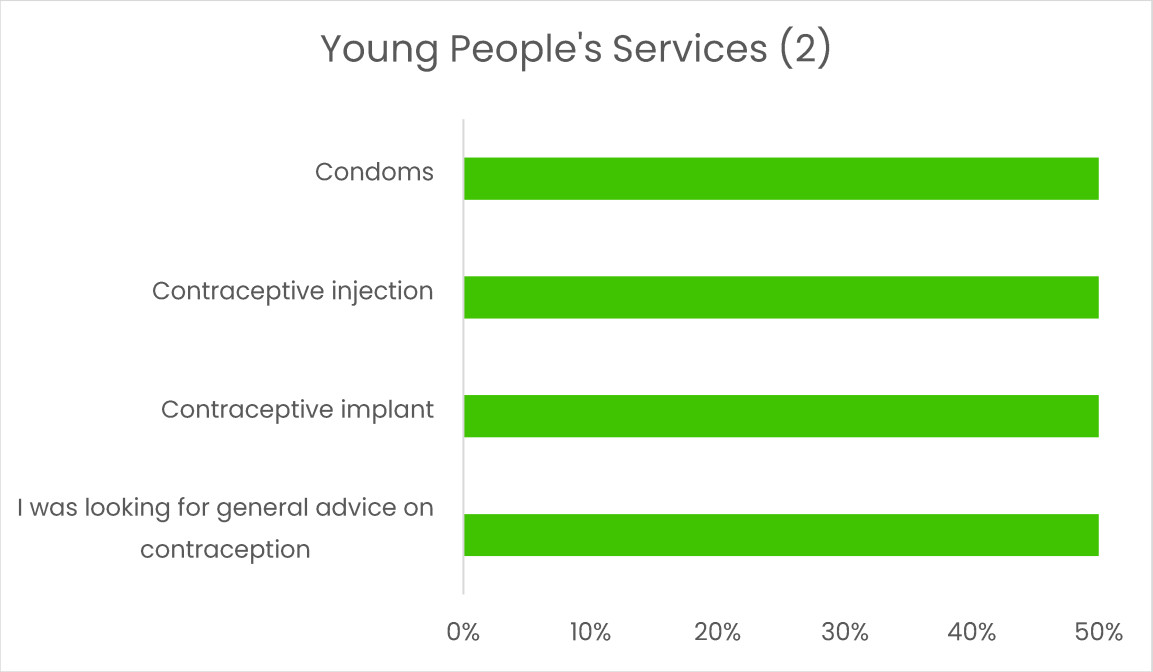
Types of contraception required

From respondents who told us they were seeking advice, care or support in relation to contraception, we asked them which types of contraception they required. The tables below show the types of contraception they were seeking.



GP Services (5)

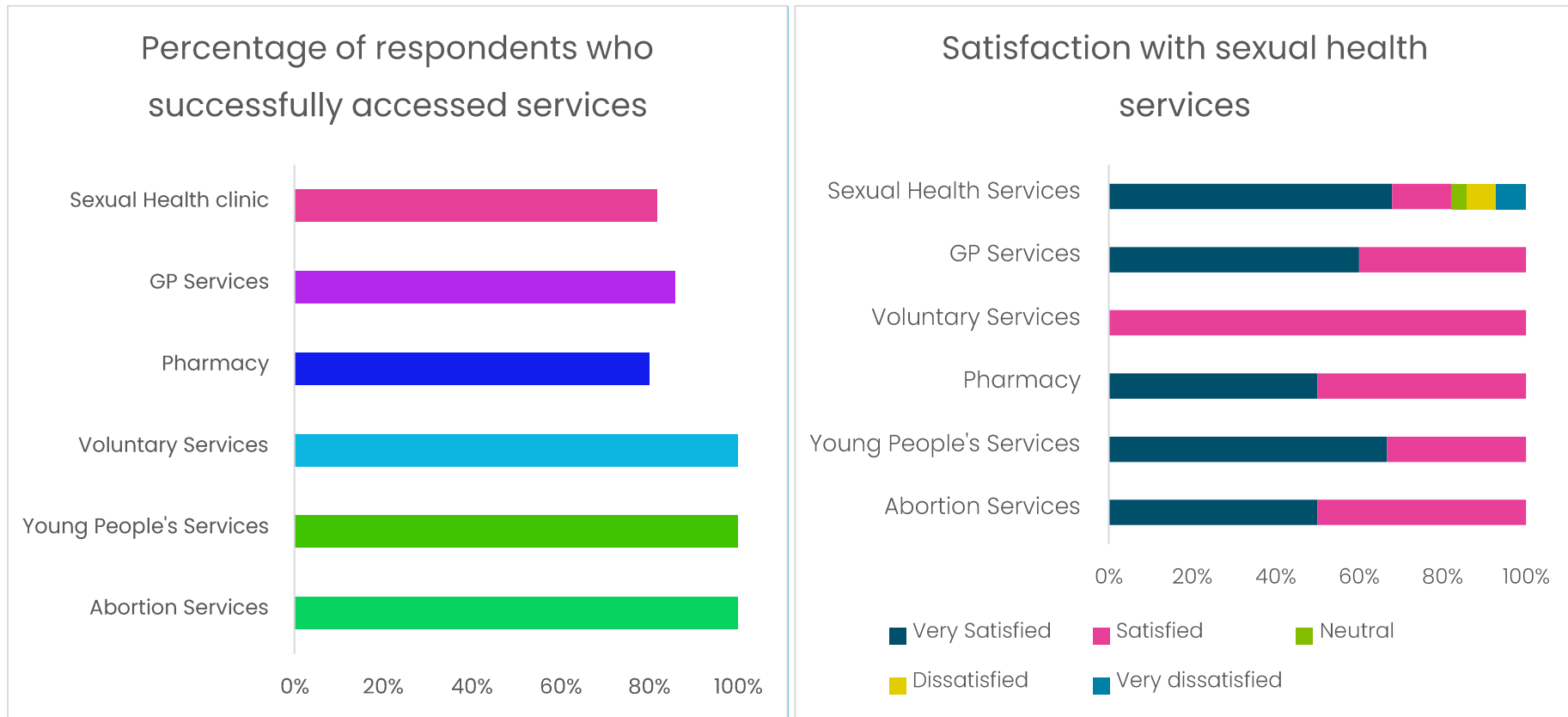




One person sought contraception advice, care and/or support via Voluntary services but didn't specify which type/s.

The injection and implant were the most popular types of contraception sought. These are examples of Long-acting reversible contraceptives (LARC) and statistics show that although take-up of these nationally remains lower than pre-pandemic levels, overall use is increasing. This is a positive option for individuals who want a highly effective and lower maintenance option for preventing pregnancy, however this contraceptive does not prevent the spread of STIs. Partnered with the increases seen in STI rates², particularly more serious infections such as gonorrhoea and syphilis³ which, if untreated can lead to complications such as infertility, it is vital to ensure that easily accessible information, care and advice is available to prevent risks.

Access to services and satisfaction levels

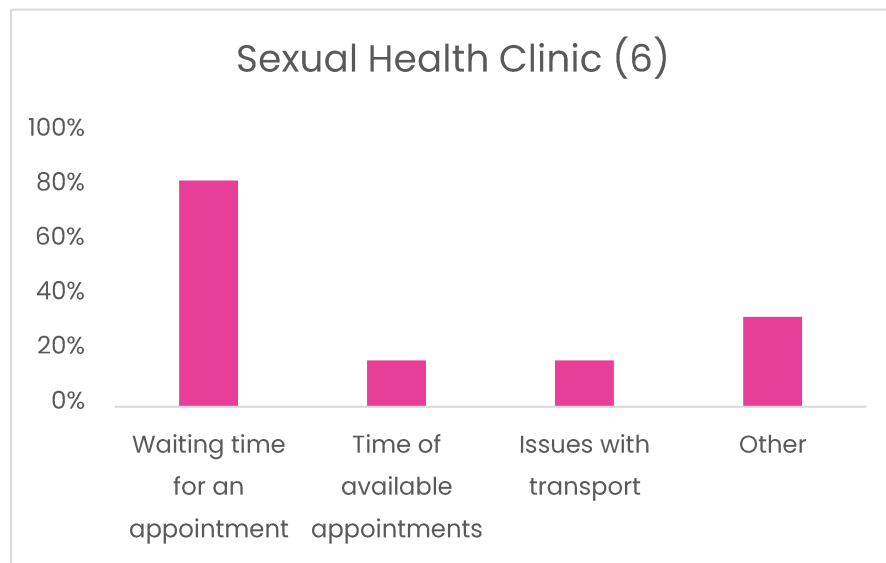


Generally, most respondents we heard from were able to access the service they required. These respondents were asked to rate their experience and across all services, feedback was largely very positive generally and similarly levels of satisfaction can be seen across younger and older age groups.

Barriers to accessing services

We asked those who could not access services what barriers they faced and what action they took as a result. Given that the vast majority of respondents were able to access services, we only had a small response to these questions.

GP services; one person selected 'Other' and they specified *"Difficulty keeping appointments"* and although one person told us they could not access Pharmacy services, they chose not to answer the follow-up questions.



As a result of being unable to access GP services, the individual we heard from told us they had to rebook. For sexual health services, three respondents told us they went to their GP instead and two told us they rebooked appointments. An additional respondent told us they had to *"Try, try and try again"*.

Our findings show, the issue of waiting times was the most commonly cited barrier. Although our sample size is small, this issue has also been highlighted by other local HW^{14,15}.

As previously mentioned, given demand on sexual health clinics, individuals could use additional services such as pharmacies or

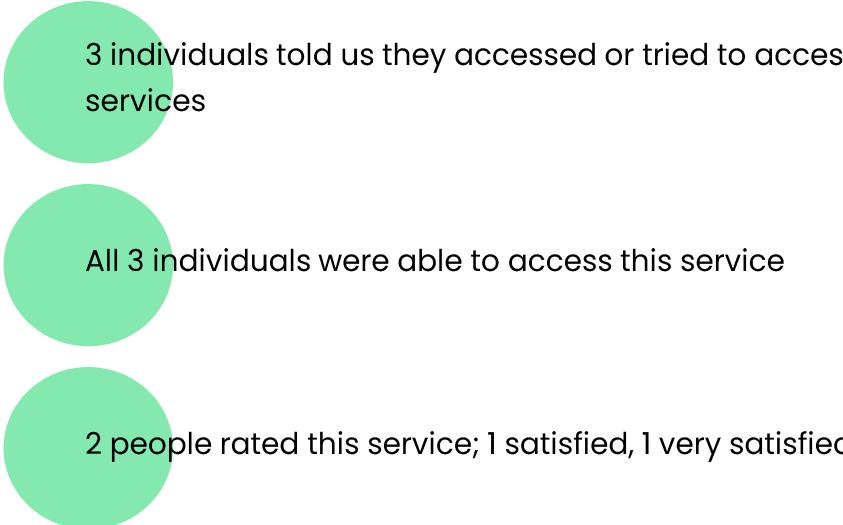
¹⁴https://nds.healthwatch.co.uk/sites/default/files/reports_library/20181109_Manchester_%2520Meeting%2520the%2520Manchester%2520Demand%2520Sexual%2520Health.pdf

¹⁵ https://nds.healthwatch.co.uk/sites/default/files/reports_library/20161225_Leeds_Review_of_Sexual_Health_Clinics_in_Leeds.pdf

GPs, if they are given information and advice on what options are available.

Other: *"No appointments available"* and *"No appointments available at my local clinic"*

Abortion Service Feedback



3 individuals told us they accessed or tried to access advice care or support from abortion services

All 3 individuals were able to access this service

2 people rated this service; 1 satisfied, 1 very satisfied

General Feedback

In addition to the questions we asked in relation to specific services, respondents had the opportunity to share additional feedback they had – this option was open to all respondents including those who hadn't accessed any of the services we

listed. It is positive to hear that some individuals find access easy and have had a positive experience once gaining access. We heard:

"When you get an appointment, the treatment and service is generally very good"

"I find it easy"

"Good experience"

Comments complaining about services included those in relation to difficulty communicating with services and gaining appointments. It was not made clear which specific service this feedback was in relation to:

"It's beyond difficult to make an appointment. The online form opens in the morning (sometimes at lunchtime too) but is in such high demand that, in many cases, by the time you have got to the end of the form and click submit, the appointments for that day are already taken."

"The appointment system needs completely overhauling and staff must be instructed to answer the phones"

"Always hard to get an appt online. Available slots run out in less than 2 mins. Even harder to access PrEP"

"I have experienced language barriers, with some nurses, where I literally cannot understand what they are testing for, the advice they are giving or the questions that they ask"

And others in relation to unrelated health issues impacting on an individual's ability to access services and concerns in relation to privacy at one clinic:

"Difficulty booking and attending appointments due to sleep disorder"

“Trafford sexual health clinic has absolutely no privacy whatsoever when you are booking in! I would strongly recommend that you ask the Trust data protection team to review this service”

Conclusion

We found searching online and speaking to friends were the most common sources of sexual health information sought. Social media was also popular, with Facebook being the most common platform used.

Our findings in relation to specific services were generally highly positive, with most able to access the service they required and having good levels satisfaction. There were however exceptions with some unable to access services and finding waiting times for an appointment to be the main barrier.

Comments we received in relation to general feedback was mixed with some positive responses but also, some concerns with communication and difficulties making appointments.

Signposting

Service	What's on offer	How to contact
General		
STI testing online	Free home testing kits for STIs are available to order discretely online if you do not have any symptoms and are aged 16 years or older.	<ul style="list-style-type: none"> • www.freetesting.hiv • https://hello.brook.org.uk/hometest • Chlamydia and gonorrhoea (over 25 years): SH-24 • Home Testing Kits – The Northern Sexual Health
Pharmacies	<p>Services may vary between individual pharmacies and online and in-person services, but they may be a quicker and more convenient option for you. You could get help with:</p> <ul style="list-style-type: none"> - Emergency and non-emergency contraception (including condoms) - Some STI testing and treatment - Vaccine bookings (hepatitis B, HPV) - Thrush treatment - Bacterial vaginosis treatment 	<ul style="list-style-type: none"> • Find a pharmacy: www.nhs.uk/service-search/pharmacy/find-a-pharmacy • Find online pharmacy services: www.nhs.uk/service-search/other-health-

	<ul style="list-style-type: none"> - Urinary tract infection (UTI) treatments - Advice and products to help with sexual difficulties such as erectile dysfunction and menopausal vaginal atrophy. 	services/pharmacies/internetpharmacies
General Practice	Sexual health advice and support including contraception, sexually transmitted infections (STI) testing and treatment, HIV prevention and treatment, and reproductive health.	<ul style="list-style-type: none"> • Find your local GP in Trafford • Find GP practices offering long-acting reversible contraception (LARC) in Trafford
The Northern Sexual Health Clinics	<ul style="list-style-type: none"> - Emergency and non-emergency contraception (including condoms) - Pregnancy Testing & Advice - HIV Care - PrEP and PEP - STI Testing with and without symptoms - STI Treatment - Services for under 19s <p>The Northern's Urmston Clinic holds a young person's clinic for under 19 year olds on Thursday afternoon from 4:00-6:30pm.</p>	<ul style="list-style-type: none"> • www.thenorthernsexualhealth.co.uk • Find a clinic: www.thenorthernsexualhealth.co.uk/our-clinics • Emergency line: 0161 701 1513 <p>Urmston under-19s clinic</p> <ul style="list-style-type: none"> • 0161 749 1160 • urmstonclinic.enquiries@mft.nhs.uk

	<p>The Northern's clinic at Partington Health Centre holds an outreach drop-in clinic for young people in Partington aged under 25 years on Wednesday from 4-6pm.</p> <p>Specific support is available for people with learning disabilities, severe mental illness, homelessness and other vulnerabilities.</p>	<p>Partington under-15s clinic</p> <ul style="list-style-type: none"> • 0161 749 1160 • urmstonclinic.enquiries@mft.nhs.uk
<p>MSI reproductive services self referrals BPAS local services</p>	<p>Deciding what to do when you have an unplanned pregnancy can be difficult. Talking through the options with a doctor or nurse at a sexual health clinic can help you reach a decision. The sooner an abortion procedure is done, the easier and safer it is. Most abortions are free through the NHS.</p> <p>Phone lines are open 7am to 6pm Monday to Friday, 8am to 4pm on Saturdays and 9.30 am to 2.30 pm on Sundays.</p> <p>MSI Reproductive Choices UK also accept self-referrals as well as referrals from your GP or other healthcare provider. They are able to see women under the NHS free of charge and they do not require a letter from your doctor or clinic.</p>	<p>Book an appointment</p> <ul style="list-style-type: none"> • 03457 30 40 30 • Book online: Care & Support Book an appointment BPAS • Urmston Clinic: Abortion Clinic BPAS Manchester West BPAS • Self-referral for an initial abortion consultation via the Central Booking Greater Manchester Service: 0345 365 0565 <p>MSI Reproductive Choices UK</p> <ul style="list-style-type: none"> • 0345 300 8090

		<ul style="list-style-type: none"> • MSI Reproductive Choices UK.
Chemsex support	Available from the Northern Contraception via the Personal Health Record, Sexual Health and HIV Service, as well as Chemsex.space and the Terrence Higgins Trust	<ul style="list-style-type: none"> • Personal Health Record (PHR) • https://www.chemsafe.space/ • Terrence Higgins Trust.
Help for specific communities, vulnerabilities, and conditions		
George House Trust	Support and advice for people living with HIV. This includes counselling, money and debt advice, employment and skills and more.	<ul style="list-style-type: none"> • www.gh.org.uk • 0161 274 4499 • info@gh.org.uk
BHA for Equality	Provide support and advice to individuals, families and communities from ethnically diverse groups to improve their health and wellbeing. They provide sexual health community outreach, weekly free HIV testing, free condom postal services, downloadable guides and a sexual health podcast, and resources for professionals.	<ul style="list-style-type: none"> • www.thebha.org.uk/services/hiv-and-sexual-health • info@thebha.org.uk
The LGBT Foundation	Provide a range of support for people who identify as lesbian, gay, bisexual and transgender to increase their skills, knowledge and self-confidence to improve their health and wellbeing. Their sexual health services include: <ul style="list-style-type: none"> - Free condoms: Free Condoms and Lube at your doorstep! - LGBT Foundation (18 years or older only) 	<ul style="list-style-type: none"> • https://lgbt.foundation/ • info@lgbt.foundation • 0345 330 3030

	<ul style="list-style-type: none"> - STI and HIV testing - PrEP/PEP awareness - Safer Sex Pamphlets and Sex Guides - Outreach and group sessions - Workshops and events across Greater Manchester 	
Manchester Action on Street Homelessness	Support for female sex workers in Greater Manchester and women at risk of entering sex work who are sleeping rough	<ul style="list-style-type: none"> • https://mash.org.uk/ • https://mash.org.uk/contact/
Emergency and crisis support		
Support for sexual assault	<ul style="list-style-type: none"> • Saint Mary's Sexual Assault Referral Centre (SARC) provides a supportive forensic, counselling and aftercare service to men, women and children living in the Greater Manchester area who have experienced rape or sexual assault, helping individuals recover from the physical and emotional impact of sexual assault. • Trafford Rape Crisis provide specialist support, including support for individuals from ethnically diverse communities. • The Northern operate a sexual health and HIV service emergency line. • National Rape Crisis offer help and support. 	<p>Saint Mary's</p> <ul style="list-style-type: none"> • 0161 276 6515 • https://www.stmaryscentre.org/ <p>Trafford Rape Crisis</p> <ul style="list-style-type: none"> • 0800 783 4608 • https://traffordrapecrisis.com/ • Specialist support for ethnically diverse communities: 0800 434 6484

		<p>The Northern</p> <ul style="list-style-type: none"> • 0161 701 1513 <p>National Rape Crisis</p> <ul style="list-style-type: none"> • 0808 802 9999
Manchester Central Booking Helpline	If you have had unprotected sex or the condom failed, it is really important to also consider your risk for sexually transmitted infections and to think about your long-term contraception needs.	<ul style="list-style-type: none"> • 0345 365 0565
Young people		
School Nurses	<p>The Trafford School Nursing Service provides information, support and advice for young people in relation to sexual health and wellbeing, as well as referrals for a range of health issues.</p> <p>Young people aged 11 to 16 years can also contact their School Nursing team for confidential advice and support through ChatHealth, a confidential text messaging service</p>	<ul style="list-style-type: none"> • Trafford School Nursing Service <p>ChatHealth</p> <ul style="list-style-type: none"> • Text: 07312 263056 • https://chathealth.nhs.uk/
Talkshop/The Northern	<p>The Northern and Trafford Talkshop Young People's Clinic provides a one stop shop for young people aged 19 and under, providing free and confidential contraceptive and sexual health services.</p> <ul style="list-style-type: none"> - Contraceptive advice and supplies including free condoms 	<ul style="list-style-type: none"> • Talkshop Trafford • 0161 912 2453 • talkshop@trafford.gov.uk

	<ul style="list-style-type: none"> - Contraceptive implants and injections - Emergency contraception - Pregnancy testing and termination of pregnancy information - Chlamydia/RUClear screening - General health advice – smoking, diet, breast awareness and testicular self examination - Referral to other agencies <p>All services are free and confidential for all ages, including under 16s.</p>	<ul style="list-style-type: none"> • Young Bumps is a support group for pregnant young mums aged under 20 years • Butterflies is a Young Parents Group for parents aged under 20
Health for Teens	An online platform for teenagers featuring bite-sized information on a range of physical and emotional health topics for young people (aged 11-19 years), including relationships, sexuality, body image and much more.	<ul style="list-style-type: none"> • Health for Teens
Brook	Brook provide a free and discreet chlamydia and gonorrhoea home testing service for young people aged 16 to 24 years in Trafford.	<ul style="list-style-type: none"> • Order online: Brook How can we help? • Collect: organisations in Trafford.

Further information including where to access different types of contraception such as long-acting or emergency contraception, support groups, advice about specific issues, and additional links can be found via the Trafford Directory [here](#).

Appendix

Survey Questions

Questions below marked with * were added to the survey in the October relaunch.

From the drop-down list below, please select the area of Trafford you live in.

North/Central/South/West/Other or outside Trafford [disqualified]

Please tell us how likely you are to seek sexual health information in the following ways:

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely
Radio/TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet (search engines and websites)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media (e.g. Instagram, TikTok, Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podcasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely
Family/Partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community/faith leaders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poster or leaflet found in a public place (e.g. GP surgery/library/community centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper/Magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:					

***Please select which of the following social media platforms you are likely to use to access information on sexual health.**

Facebook/Instagram/Snapchat/TikTok/Twitter/Youtube/Other (please specify):

Have you accessed (or tried to access) Sexual Health care, advice or support within the last 2 years?

Yes/No [Disqualified]

Respondents were asked the following questions in relation to whether they had accessed each of the six services listed on page 9. If they answered 'No' to question 1, they were automatically moved on the next set of questions in relation to the next service.

1. Have you accessed (or tried to access) Sexual Health care, advice or support at [service inserted here]?

Yes/No

2. Which of the following best describes the advice, care or support you required from [service inserted here]? (Please select all that apply:)

Contraception [directed to Q3]

Condoms (specifically for protection against STIs)

Emergency contraception (copper coil)

Emergency contraception (morning after pill)

Pregnancy testing and advice

STI (Sexually Transmitted Infection) testing at home

STI testing in person

HIV services (e.g. PrEP, PEP)

Psychosexual counselling

Abortion

Vaccination

Chemsex support

Sexual assault or sexual violence

Other (please specify):

3. *Which contraceptive methods were you looking for advice, care or support with? (Please tick all that apply:)

I was looking for general advice on contraception

Combined pill

Progestogen-only pill or mini pill

Intrauterine device (IUD) or copper coil

Intrauterine system (IUS) or hormonal coil

Contraceptive implant

Contraceptive injection

Contraceptive patch

Vaginal ring

Condoms

Internal (female) condoms

Diaphragm or cap

Natural family planning

Vasectomy (male sterilisation)

Female sterilisation

4. Were you able to access the advice, care or support you required from the [service inserted here]?

Yes [directed to Q7]/No [directed to Q5+6]

5. Did you experience any of the following barriers to accessing the Sexual health/family planning clinic [service inserted here]?

Waiting time for an appointment

Issues with transport

Time of available appointment (e.g. getting time off work)


Childcare commitments

Unsure who to contact or where to get information or support

Worried about other people finding out

Other (please specify):

6. How satisfied were you with the advice/support you received from [service inserted here]?

 Very satisfied

 Satisfied

 Neutral

 Dissatisfied

 Very dissatisfied

7. As a result, what did you do next?

[Open text]

Please share any further details you would like to provide relating to your experience accessing Sexual Health Care:

[Open text]



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