

## Sexual Health Service Research and Enter and View Activity 2016

### Introduction

### Background

Following commissioning reforms in April 2013 Sexual Health Services, as part of the Public Health umbrella, became the responsibility of the Local Authority. In January 2015 following a tendering procedure, the contract for the delivery of Sexual Health Services in the former boroughs of Ellesmere Port and Chester was awarded to East Cheshire NHS Trust (ECNHST).

Prior to the contract change ECNHST were already delivering the service in the parts of Cheshire covered by Vale Royal Clinical Commissioning Group and changes meant that they would now deliver the service across the whole of the borough of Cheshire West and Chester.

The new contract planned a significant change to the service with the closure of the main clinic at the Countess of Chester Hospital, and the introduction of provision of outreach clinics at the Fountains Medical Centre Chester, Stanney Lane Medical Centre Ellesmere Port and other clinics at West Cheshire College, Blacon, Neston and Malpas. The decision attracted a considerable amount of publicity via local media.

Healthwatch Cheshire West (HWCW) Authorised Representatives conducted an Enter and View visit in January 2015 (Appendix 1) at the established centre on the Countess of Chester Hospital site. With the specific knowledge of the imminent service changes, the Authorised Representatives felt that the service should be re-visited to assess the impact of the changes.

***“Authorised Representatives recommend a revisit of the service during the next 12-18 months, to compare and contrast the new service.” 2015 Enter and View Report.***

### Our Approach

As part of HWCW regular review processes Enter and View Authorised Representatives meet quarterly to review and schedule work. In light of the previous recommendation to undertake follow up activity the April 2016 meeting considered how best to undertake further work regarding Sexual Health Services. Given that the locations for the delivery of the service had now changed considerably, it was felt that a separate Task and Finish sub group of Representatives should be established to determine how best to approach the work.

In July 2016 a group of volunteer Enter and View Authorised Representatives and HWCW staff members met to determine the scope of the work. It was agreed that the HWCW follow up activity needed to be broader than a single Enter and View visit and would need to include researching the availability of information on Sexual Health and Sexual Health Services to the general public.

## Objectives of Sexual Health Services Task and Finish Group

To Review/Assess:

- Previous work undertaken by HWCW to inform further Enter and View activity.
- The visibility and accessibility of the service to the general public in terms of information displayed via posters and leaflets at health locations, and at community sites such as clubs, libraries, colleges and schools. Attention was to be particularly given to clarity and accuracy of information presented online.
- Knowledge of frontline staff regarding where to signpost for sexual health services and support.
- The quality of service experienced by people using the service.

## What we did and what we found

**Enter and View** - This was planned following our normal procedures with initial correspondence sent out to ECNHST on August 4<sup>th</sup> 2016. Representatives chose the Stanney Lane site for this activity as the clinic had not been previously visited. Representatives felt that this should be an unannounced visit with some notice. Therefore, ECNHST were simply informed that the visit would take place at any time over the August period. ECNHST confirmed in writing that this information had been cascaded down to staff on site.

Two volunteer representatives were involved in the visit and combined their observations in a final report. This activity was carried out in August 2016.

During the visit Representatives were able to observe the delivery of the service first hand and, in particular, were able to engage with staff actually delivering the service. Our Representatives were able to produce a full and detailed report on the service published online and attached to this report under Appendix 4.

This report not only gives the reader a full outline of the service but also makes a number of suggestions aimed at improving the service at the Stanney Lane location.

**Following receipt of our report it was pleasing that ECNHST responded positively with detailed feedback on the issues of concern and with some agreed actions detailed. This feedback has been added to the published documentation.**

**Mystery Shopper** - The task and finish group had initially planned to complete a second Enter and View at the Fountains surgery, however, due to personal circumstances this had to be postponed. This aside, it was felt that a mystery shopper activity completed by one Representative, would be able to give us some insight to the service on this site. This was scheduled and the Representative herself booked an appointment at the clinic. She was then able to write a report on her experiences. This activity was carried out in October

2016. Conversations between Healthwatch Staff and a senior manager at ECNHST ensured that they were aware that this may happen at any time. Our Representative visited the clinic and a brief report of her visit is attached to this document as part of Appendix 4.

## Findings

From our observations, certainly in the Stanney Lane area of Ellesmere Port, The Fountains in Chester, and West Cheshire College clinics the service appears to be delivered well with Representatives commenting that it is, ***“Clearly accessible and easy to reach, particularly for young people.”***

Of the services observed, ***“All service users were welcomed and treated with courtesy and respect and staff tried to maintain a sense of privacy.”***

At the Fountains Clinic our Representative’s overall impression was one of, ***“A warm welcoming place to visit for such a personal service.”***

Our observations, however, also suggested some uncertainty from staff regarding the service and some anxiety regarding future delivery and funding.

There also appeared to be a shortage of examination rooms at Stanney Lane and Representatives felt that further investment in this would lead to smoother operating of the service.

Representatives felt that paperwork headed with Macclesfield Hospital contact address details and telephone numbers may be confusing for some patients.

Some suggestions for improvement were noted on the report itself.

## Research on information available to the public

**Online information and resources** - This work was completed in July and August 2016, and was carried out over a number of days and at different times by a member of the Healthwatch staff. Some details of this work can be found in Appendix 2.

## Findings

**On line** - Information on the service was fairly easy to find, however, there were some discrepancies noted in our research; in particular different and contradictory information held on a number of websites. The dedicated ‘GOSH’ (Go Sexual Health) website appears to be quite an old site, having been created prior to any contract changes and has been added to with sections and pieces added to cover new geographical areas covered by the contract. This includes a separate downloadable PDF covering Chester and Ellesmere Port areas.

In looking for information away from the main site, significant discrepancies were noted between this site and information presented on NHS choices website. \*

**GOSH Website** - This appears to be a specific website for the service provided and managed by ECNHST. Searching with just the word “gosh” on Google actually generates links to Great Ormond Street Hospital with the actual Sexual Health Service way down on the third page of a Google search. ‘Go sexual Health’ or ‘Gosh Sexual’ does bring it up as the number one choice.

On the site itself information following the 'Clinics' tab appears to have no structure - information is arranged only partially in alphabetical order and Vale Royal is treated as a district whereas other centres are named by town. Healthwatch Cheshire West sees no reason for these not to be flagged as **Northwich** and **Winsford** Clinics in the same way as Congleton and Handforth are listed. The website appears to provide information covering the whole of Cheshire.

Other parts of the GOSH website seem to work well on a Windows platform PC, with a good range of information available; this includes videos (running at a good streaming speed) and links to other sites, however, when accessing on a mobile device navigation can be quite difficult with no specific up and down scroll to each item. Other observations include, (at time of writing October 2016), that it is noted that all news items on the site relate to happenings in **Autumn 2015!** The Google location map for clinics on the website is not working. (*This was also pointed out to ECNHST.*)

There appears a need for more information to be joined up and distributed. Website information needs to be clear, precise and provide information without the user having to download extra bits to get the information required. All parts of the website need to be working and up to date. Newsletters over 12 months old should be deleted from this site. Information on NHS Choices website should be factual and up to date.

*\*Discrepancy errors were pointed out to ECNHST and the web service for NHS Choices at the time of the research. Changes were made by both organizations following this but we note that at time of writing certain discrepancies are still evident.*

### Visits to surgeries and other health locations

This activity was carried out in August 2015 by two volunteers and a member of the Healthwatch team over three days. Our work involved going into surgeries to look for posters and leaflets about the service as well as, where possible, engaging with receptionist staff and practice managers to find out what they knew about the service and where they would signpost patients to.

**GP Surgeries** - Information here was patchy. In our visits to 15 surgeries and one Urgent Care Centre, we found no posters directing individuals to the service and although in a number of locations we found examples of posters and test kits for Chlamydia, our understanding is that this forms part of a separate service. Only one surgery had a copy of the GOSH credit card sized signposting information card and we had to photocopy this - as it was their only example. A conversation with the Communications Manager at the Countess of Chester Hospital indicated that she had, ***"No knowledge of ever receiving any posters or leaflets for display."***

Practice managers at Blacon and Lache clinics say they had received no leaflets or posters. In the emergency department at A&E (Countess) posters advertised services available for homeless, those suffering domestic violence or hate crimes but **no information specific to the sexual health service.**

When asked about the service, most receptionists at GPs said that they would signpost individuals asking for information to go directly to the Fountains Clinic. When shown a copy of the GOSH signposting card one receptionist, at Garden Lane Surgery, commented, ***"I wish we had some of those. I would definitely use them."***

## Findings

Representatives were unable to find leaflets and posters advertising/promoting the Sexual Health Service distributed to surgeries to be displayed and used by those in the practices.

In one surgery we found one example of a GOSH credit card sized publicity item that we were able to photocopy for our records and to show staff at other practices, There appears, therefore, to be some need for simple publicity and promotion of the service (posters and leaflets) in GP surgeries across the borough. All the receptionists and practice managers we spoke to said that they would welcome this.

When shown an example of the 'GOSH' credit sized cards receptionists thought these were an excellent idea and a number of other individuals we spoke to thought these would be useful in other environs e.g. pubs, clubs, youth centres etc.

We were disappointed to find no information about the service in A&E at the hospital and feel that this is a vital signposting area that should not be missed.

## Discussions with West Cheshire College

Discussions on the sexual health service provided at the college were tied in with additional discussions on Healthwatch engagement. As we were in the process of the work on sexual health, the fact that there was a clinic on site at the college seemed too good an opportunity to miss.

A Healthwatch volunteer (also a governor at the college), arranged a meeting between a college staff member, a fellow governor holding a health portfolio and a member of Healthwatch Cheshire West staff. Notes of this meeting are attached to this report as Appendix 5.

Separate discussions with Mrs. D. Bedford (college governor) indicated that as part of consultations (prior to the contract change 2015) the college had asked for the service to be delivered on their site. They appreciated that they now had a sexual health clinic on site and made several comments in regard to how effective it was.

## Findings

The move of an outlying clinic onto the campus of West Cheshire College appears, from comments made to us by staff, to have been very positively received by students and staff who would like to see perhaps clinics expanding to include other 'living well' issues.

## Appendix Items - Research and Scrutiny

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- Appendix 3 - Visit to GP surgeries enquiring about sexual health (p.
- Appendix 4 - Enter and View Reports (p.17)
  - Visit to Stanney Lane Sexual Health Clinic - 09/08/16
  - Mystery Shopper visit to Fountains Clinic - 18/10/16
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## Appendix 1 - Original Enter and View Report

### Healthwatch Cheshire West Enter and View Report

<b>Enter and View Visit to</b>	Countess of Chester Hospital (COCH) Chester CH2 1HJ Department: Sexual Health and HIV Unit (SHU)
<b>Date</b>	13 <sup>th</sup> January 2015
<b>Authorised Representatives</b>	Richard Berry, Caroline Jones
<b>Service Provider Staff</b>	Dr Colm O'Mahony and the SH Team - all were very welcoming and helpful throughout our visit.
<b>Background</b>	<p>The Countess of Chester is a 600 bed, single site hospital. The SHU delivers health advice and treatment for sexual health issues, including, pregnancy and contraception (including vasectomy).</p> <p>Services are delivered from COCH and the following outreach clinics - St Martin's, Chester; Stanney Lane, Ellesmere Port; Blacon Clinic, Chester; Neston Clinic and West Cheshire College, Ellesmere Port.</p> <p>All clinics accept self referrals and in the region of 14,500 new service users are seen on an annual basis plus around 25% of these being existing service users.</p> <p>A microbiology lab facility is housed within the SHU and other tests are sent to the lab based in Bromborough.</p> <p>The SHU also works closely with the West Cheshire Abortion Service.</p>
<b>Overall Impression</b>	<p>Welcoming, efficient and effectively run. The atmosphere was calm and supportive and all members of the team were approachable and discreet.</p> <p>Service Users treated in a discreet and friendly manner. A ticketing system was used to ensure the anonymity of the service users.</p>

**Any ideas or suggestions for improving service?**

Service Users expressed the view that they would value the ability to book appointments on line. We understand this has been considered but put “on hold” as the service contract is due to change to Macclesfield Hospital in early February 2015.

**Welcoming**

Authorised Representatives were warmly welcomed by all staff who were happy to talk and share information and knowledge. We talked to/met a Professor, Consultant, two Doctors, three Nurses, the “in house” laboratory technician and support/admin staff. **Representatives noted that this welcoming attitude was also reflected in all contact with those patients using the service.**

**Safety**

We would judge this to be of the highest order - safeguarding is essential to the service as some service users are under 16 and many over 16 would be judged potentially “vulnerable”.

**Caring and involving**

We found the atmosphere to be caring and Service Users were furnished with all necessary information both before and during the visit. Service user feedback was welcomed via ‘Comment Cards’ left on seats, with the feedback comments then available under ‘Latest Patient Comments’ [www.chestersexualhealth.co.uk](http://www.chestersexualhealth.co.uk). Any negative feedback was followed up with an example case being provided. We talked to 12 service users across two separate clinics during our visit - they were happy to share experiences and answer pre-set questions (*Appendix 1*). As can be seen from the results, service users judged the services to be exceptionally good. Results also confirm that information on the web pages relating to KPI’s are accurate e.g. outsourced test results are back within ten days etc, Service Users seen within 48 hours. Service Users particularly valued the use of the telephonetics results service which enables negative results to be automatically uploaded from laboratory software. Geographically, Service Users originate from many areas across the North West - 30% are from Wales and others were from as far afield as Manchester and Liverpool. From comments received, we judge this to be due to the SHU receiving a good reputation throughout the client group.

**Staffing -**  
Historically staff turnover has been very low throughout the team of around 50; however, five staff have recently left the unit. Representatives understand this to be due to uncertainty around changes to the service following changes to delivery arrangements.

**Well organised and calm**

The department was well organised, exceptionally clean, quiet and calm. All examination rooms were well equipped and we observed the Service Users’ journey throughout the various processes and procedures to be handled with efficiency, understanding and professionalism.

One example during our visit was a Service User attending the clinic, tests taken and diagnosed (within the Unit's microbiology lab) and treatment undertaken all within an hour. The Service User expressed the view that they were most impressed.

### Additional Comments

The strengths of the SHU include:

- Service Users clearly felt very comfortable and (from *Appendix 1*) valued the service, judged by them to be exceptional.
- Access to a “one stop shop” on all sexual health and related issues. Information posters clearly displayed on a variety of sexual health matters and leaflets were readily available.
- SHU has a close working relationship with Body Positive Cheshire & North Wales ([www.bpcnw.co.uk](http://www.bpcnw.co.uk)) who provide charitable support services to people affected by HIV, sexuality matters and improving access to better sexual health services.
- Service Users valued the card given at end of consultation which gave them contact information if any matters arose.
- Integration with other areas of the hospital - e.g. during our visit a surgeon visited the SHU requesting advice relating to appropriate medication for a “joint patient”.
- Safeguarding procedures - essential with potential for under 16's and the Service User group in general.
- The SHU provides training for F2's (Foundation Year two) - usually a four month term - this provides training and offers a good grounding in sexual health, especially helpful for Doctors intending to enter general practice.
- A supply of all necessary medication is available within the SHU so staff are able to diagnose and prescribe “on the spot” thus negating the need for Service Users to visit either the hospital pharmacy or their local pharmacy.
- At COCH three clinics are held on a daily basis, supported by three Doctors - Service Users are able to request “same sex” Doctors and, from our observations, were seen within minutes of arriving at the Unit.
- If a clinic is fully booked, no Service User is turned away if they present at reception. They will be asked to wait till the end of the clinic to be seen.

At the time of our visit having discussed with and questioned staff it was not clear whether the following elements of the current service would be provided post 1<sup>st</sup> February 2015:

- Access to Service User records - these are currently paper based.
- The microbiology service housed within the current SHU.
- The “in house” pharmacy facility.
- What the procedures for safe-guarding under the new service contract were.
- Whether the training facility for the F2's would still be offered.
- Whether existing staffing levels would be mirrored throughout the clinics.

Authorised Representatives recommend a revisit of the service during the next 12-18 months, to compare and contrast the new service.

### Appendix 1

Questions which require Service users to judge their experiences will be scored

1-5 with:

1= dissatisfied

2= poor

3= ok

4= good

5= excellent

1. Is this your first visit?
2. If yes, did you self refer?
3. How long did you wait for your appointment?
4. Was this your first choice of venue?

If the answer to 1 above was no the following questions were asked:

Can you score your experience of:

5. Relationship with Dr/Nurse.
6. Wait period for tests.
7. Wait period for diagnosis.
8. Was the condition explained clearly?
9. Were the next steps explained clearly?
10. Did you feel able to ask questions?
11. If so, were they answered to your satisfaction?
12. Was any necessary medication explained - side effects etc.?
13. If you needed a procedure the length of time you had to wait?
14. Please score your experience of the procedure?
15. Are you happy with the frequency of any follow up appointments?
16. Are you happy with the venue?
17. Are you happy with the environment?
18. Were you offered a "same sex" counsellor?
19. Are you happy with how confidentiality has been handled?

**Analysis of Responses from 12 Service Users**

Question No.	Service User											
	1	2	3	4	5	6	7	8	9	10	11	12
1	Y	N	Y	N	N	N	Y	N	N	N	N	N
2	Y	Y	Y	Y	Y	Y	Y	GP	Y	Y	Y	Y
3 (Days)	2	1	2	2	1	1	1	4	1	1	1	1
4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
5		4		5	5	5		5	4	3	4	5
6		5		5	5	5		5	5	3	4	5
7		5		5	N/A	5		5	5	3	4	5
8		5		5	N/A	5		5	5	2	5	5
9		5		5	N/A	5		5	5	3	5	5
10		5		5	5	5		5	5	3	5	5
11		5		5	5	5		5	5	4	5	5
12		N/A		5	N/A	5		5	5	4	5	5
13		N/A		N/A	N/A	N/A		N/A	5	N/A	N/A	5
14		N/A		N/A	N/A	N/A		N/A	5	N/A	N/A	5
15		N/A		5	N/A	5		5	5	N/A	5	5
16		5		5	5	5		5	5	5	5	5
17		4		5	5	5		5	5	5	5	5
18		Y		Y	N	Y		Y	N	Y	Y	Y
19		5		5	5	5		5	5	5	5	5

A number of the repeat Service Users were using the SHU screening services with negative results negating the eligibility of certain questions asked.

## Comments by Service Users

<i>Service User</i>	<i>Comments</i>
1	Self Referral - Chose Venue via NHS Choices. Aware of other venues available.
2	Self Referral - Chose venue because knows somebody who works in hospital who suggested it as venue. Service User - Liked the little card given at end of consultation with contact numbers if any concerns arise.
3	Self Referral - Chose venue online.
4	HIV+ patient who highly valued the current care he got from the existing service.
6	Excellent service - have been attending clinic 10 years. Has serious concerns about the service changing with the new contract. Really hopes the staff stay the same.
7	Contraceptive advice sought. Venue is very convenient.
8	Thought the venue was good and discreet service. Grateful for quick turn-around, was worried and would have been stressed out if they had to wait for a GP appointment.
9	Liked the integrated service aspect, thought it was a quick response and very discreet service.
10	COCH is geographically close to where this Service User lives.
11	Liked being able to self refer as the Service User felt embarrassed if they had to attend GP.
12	Excellent service, people approachable, expert and non-judgemental.

### Feedback from Provider of Service

This was an unplanned visit so all of the staff were surprised when Healthwatch Cheshire West turned up as they weren't familiar with their role and process. I imagine it is difficult to strike a balance between warning a clinic that they are due for a visit and turning up unexpected to see what it is like in the real world. Once it was explained what the visitors were doing it was all fine. With this clinic being so personal there could have been issues asking patients' opinion in an open waiting room, considering the nature of the problems patients had. The professionalism and charm of the two health watch personnel easily reassured even the most reticent patient. Also, in this large clinic we were able to find a separate room the visitors could use occasionally and I think this helped for some of the more embarrassed patients. So I can safely say that the staff here were surprised but accommodated the visitors and the process efficiently.

Personally, I was delighted with the visit as I was certain our clinic pathways and systems were excellent and the vast majority of patients who pass through the clinic think it is exceptionally good. Having read the report I am really pleased to see that it is reflected in here. I am particularly impressed that yet again the consideration, compassion and caring nature of all our staff here was commented on so positively. Most of our patients are upset to be here and this caring attitude is essential for them to feel welcomed and not judged. It was a pleasure to show the visitors around the facility and note they understood perfectly how useful it is to have the lab on site and the ability to treat patients immediately by having all drugs in the clinic. Young patients have a very poor record of turning up at pharmacy!

It is all the more poignant that this very service in the CoCH will close completely in a few weeks. This huge clinic with multiple consulting and examination rooms, offices, phlebotomy, reception, laboratory, health advisor counselling rooms and nurse led consulting rooms will close for ever. This huge service will be forced into a small area in the new GP complex in Chester. Older patients in particular who find the CoCH easy to access and park will struggle, they will be embarrassed to have to sit in a waiting room packed with teenagers waiting for contraception etc. Note in particular the visitors commented on the "service being well organised, exceptionally clean, quiet and calm". I doubt we can achieve that in the new infinitely smaller location.

In conclusion, staff here were very happy to accommodate the visitors, would welcome them back anytime and will appreciate seeing the final report. - Dr.

**Colm Mahony 26/01/15**

## Appendix 2 - Internet research on the service

### Sexual Health Clinics

*Q. "How do I find out about the service?"*

Internet searches - 19/05/2016

Basic Google search "sexual health clinic near me"

Top spot -

The screenshot shows the NHS Choices website interface. At the top, there is a navigation bar with links for Home, About, Contact, Tools, Video, e-Referral Service, Communities, and IPS. A search bar is present with the text "Enter a search term" and a magnifying glass icon. Below the search bar are several menu items: Health A-Z, Live Well, Care and support, Health news, and Services near you. The main content area displays the search results for "sexual health information and support services". It includes a "Start new search" link, the search title, and a prompt to enter a location. A location search box contains "CH3" and a "Search" button. Below the search results, there are three tabs: "NHS Choices information", "Choices e-newsletters", and "Your pages". The "NHS Choices information" tab is active and shows a grid of links including Site policies, Other NHS sites, About the NHS, Other channels, Other Languages, and Contact NHS Choices.

Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS Translate Log in or create an account

**NHS choices** Your health, your choices

Enter a search term

Health A-Z Live Well Care and support Health news Services near you

Start new search

Find **Sexual health information and support services**

Nearly there. Enter a location below to continue or **browse all locations**. You can also **narrow your search**.


Location CH3 Search

powered by Google

**NHS Choices information** Choices e-newsletters Your pages

<b>Site policies</b>	<b>Other NHS sites</b>	<b>About the NHS</b>	<b>Other channels</b>	<b>Other Languages</b>	<b>Contact NHS Choices</b>
Terms and conditions	Summary Care Records	The NHS in England	Follow us on Twitter	Visit our language section for more health websites in foreign languages.	Choices helpdesk
Editorial policy	NHS Scotland	About NHS services	Facebook		Freedom of Information requests
Comments policy	NHS Northern Ireland	NHS Friends and Family Test	YouTube		Working for NHS Choices
Syndication	NHS Wales	Quality accounts	Video library		Request content
Privacy policy	Health Care	NHS e-Referral	Links library		

## CH3 result

Results for **Sexual health information and support in CH3** Email 

[Narrow search](#) or [start new search](#)

Showing 1-10 of 154 results | Results per page 10 | [Update](#) | [See results on a map](#)

**i** Distances given are in a straight line but travel routes may be longer. Please check before starting your journey

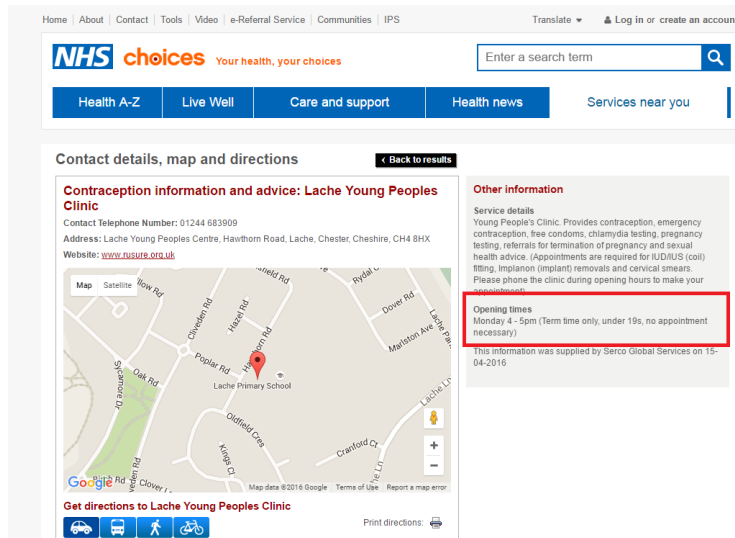
**Local** **National**

Address & contact details	Service details	Opening times
<b>Lache Young Peoples Clinic</b>		
<p><b>Tel: 01244 683909</b>                      Lache Young Peoples Centre                      Hawthorn Road                      Lache                      Chester                      Cheshire                      CH4 8HX                      5.3 miles away   <a href="#">Get directions</a></p>	<p>Young People's Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing, pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/IUS (coil) fitting, Implanon (implant) removals and cervical smears. Plea...</p> <p><a href="#">Continue reading overview</a></p>	<p>Monday 4 - 5pm (Term time only, under 19s, no appointment necessary)</p>
<b>Integrated Contraception, Sexual Health &amp; HIV Clinic</b>		
<p><b>Tel: 01244 363091 - Appointments Line</b>                      Countess Of Chester Health Park                      Liverpool Road                      Chester                      Cheshire                      CH2 1UL                      6.2 miles away   <a href="#">Get directions</a></p>	<p>Integrated Contraception, Sexual Health &amp; HIV Clinic. Offers: • Free confidential advice and treatment on sexually transmitted infections • A full screening service is offered to all attenders • Attenders seen with or without a medical referral • Pre and post test counselling for HIV tests is...</p> <p><a href="#">Continue reading overview</a></p>	<p>• Asymptomatic patients (ie; any patients who do not need to be examined):                      Monday 9.30-12.00noon &amp; 1.30-4.00pm.                      Tuesday 1.30-4.00pm &amp; 4.30-7.00pm.                      Wednesday: 9.30-12.00noon. Thursday 9.30-12.00noon, 1.30-4.00pm &amp; 5.00-7.00pm. Friday 9.30-12noon &amp; 1.30-4.00pm. • Symptomatic patients (ie; pa...</p> <p><a href="#">Continue reading overview</a></p>
<b>Blacon Clinic</b>		
<p><b>Tel: 01244 372677</b>                      Church Way                      Blacon</p>	<p>Contraception and Sexual Health Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing (for under 25s),</p>	<p>Wednesday 2 - 3.30pm (drop-in)</p>

**\*This is interesting as Lache and Countess clinics no longer exist.**

## Each clinic click results

### Lache



Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS | Translate | Log in or create an account

**NHS choices** Your health, your choices

Enter a search term

Health A-Z | Live Well | Care and support | Health news | Services near you

Contact details, map and directions [Back to results](#)

**Contraception information and advice: Lache Young Peoples Clinic**

Contact Telephone Number: 01244 683909  
Address: Lache Young Peoples Centre, Hawthorn Road, Lache, Chester, Cheshire, CH4 8HX  
Website: [www.youare.org.uk](http://www.youare.org.uk)

**Other information**

**Service details**  
Young People's Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing, pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/US (coil) fitting, implant (intrauterine) removals and cervical smears. Please phone the clinic during opening hours to make your appointment.)

**Opening times**  
Monday 4 - 5pm (Term time only, under 19s, no appointment necessary)

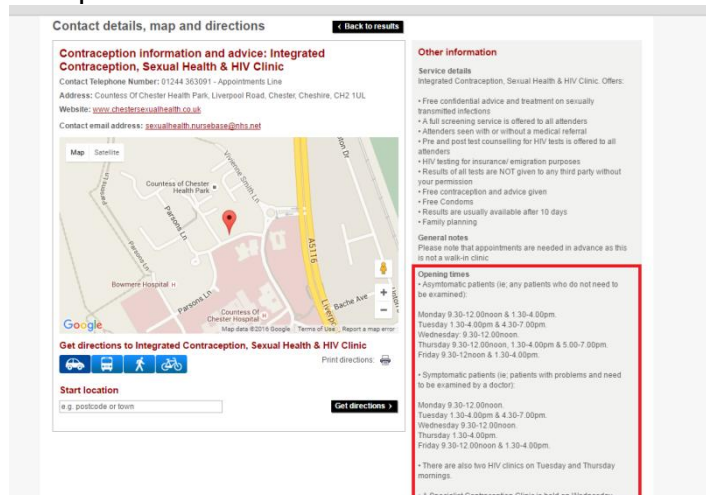
This information was supplied by Serco Global Services on 15-04-2016

**Get directions to Lache Young Peoples Clinic**

Print directions

Opening times highlighted - This clinic no longer exists

### Countess of Chester Hospital



Contact details, map and directions [Back to results](#)

**Contraception information and advice: Integrated Contraception, Sexual Health & HIV Clinic**

Contact Telephone Number: 01244 363091 - Appointments Line  
Address: Countess Of Chester Health Park, Liverpool Road, Chester, Cheshire, CH2 1UL  
Website: [www.chestersexualhealth.co.uk](http://www.chestersexualhealth.co.uk)  
Contact email address: [sexualhealth.nursebase@nhs.uk](mailto:sexualhealth.nursebase@nhs.uk)

**Other information**

**Service details**  
Integrated Contraception, Sexual Health & HIV Clinic. Offers:

- Free confidential advice and treatment on sexually transmitted infections
- A full screening service is offered to all attendees
- Attendees seen with or without a medical referral
- Free and post-test counselling for HIV tests is offered to all attendees
- HIV testing for insurance/emigration purposes
- Results of all tests are NOT given to any third party without your permission
- Free contraception and advice given
- Free Condoms
- Results are usually available after 10 days
- Family planning

**General notes**  
Please note that appointments are needed in advance as this is not a walk-in clinic

**Opening times**

- Asymptomatic patients (ie, any patients who do not need to be examined):  
Monday 9.30-12.00noon & 1.30-4.00pm  
Tuesday 1.30-4.00pm & 4.30-7.00pm  
Wednesday 9.30-12.00noon  
Thursday 9.30-12.00noon, 1.30-4.00pm & 5.00-7.00pm  
Friday 9.30-12noon & 1.30-4.00pm
- Symptomatic patients (ie, patients with problems and need to be examined by a doctor):  
Monday 9.30-12.00noon  
Tuesday 1.30-4.00pm & 4.30-7.00pm  
Wednesday 9.30-12.00noon  
Thursday 1.30-4.00pm  
Friday 9.30-12.00noon & 1.30-4.00pm

There are also two HIV clinics on Tuesday and Thursday mornings.

A Specialised Contraception Clinic is held on Wednesday

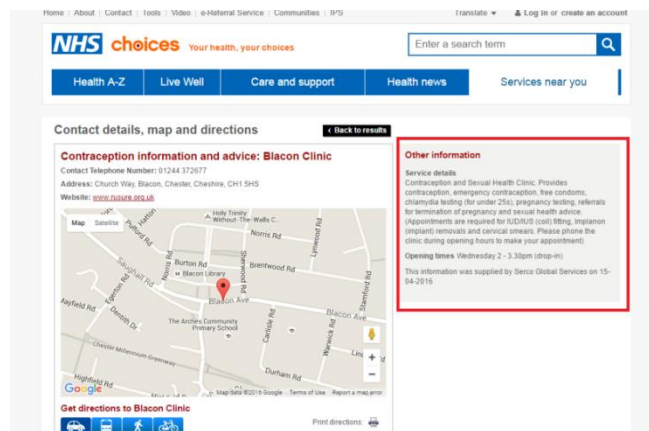
**Get directions to Integrated Contraception, Sexual Health & HIV Clinic**

Print directions

**Start location**  
[e.g. postcode or town] [Get directions](#)

Opening times highlighted - This clinic no longer exists

### Blacon



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Contact details, map and directions [Back to results](#)

**Contraception information and advice: Blacon Clinic**

Contact Telephone Number: 01244 372677  
Address: Church Way, Blacon, Chester, Cheshire, CH1 5HS  
Website: [www.nhs.uk](http://www.nhs.uk)

**Other information**

**Service details**  
Contraception and Sexual Health Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing (for under 25s), pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/US (coil) fitting, implant (intrauterine) removals and cervical smears. Please phone the clinic during opening hours to make your appointment.)

**Opening times (Wednesday) 2 - 3.30pm (drop-in)**

This information was supplied by Serco Global Services on 15-04-2016

**Get directions to Blacon Clinic**

Print directions

To our knowledge this clinic still exists, however, opening times on the gosexualhealth website indicate opening times 2 - 4pm.

## ACTIONS

Following this brief research, having noted some discrepancy we contacted Lyn Bailey at ECNHST in August 2016 to let her know information was wrong. We also contacted the NHS website administration who agreed to take down/correct information.

Early October Healthwatch Cheshire West contacted Lyn Bailey again to inform that the map feature on the Go Sexual health website was not working correctly. A further check on online information produced a number of discrepancies.

Screenshot taken from <http://www.eastcheshire.nhs.uk/go-sexual-health/Chester%20ellesmere%20port%20and%20neston%20clinics.pdf> (11/10/16)

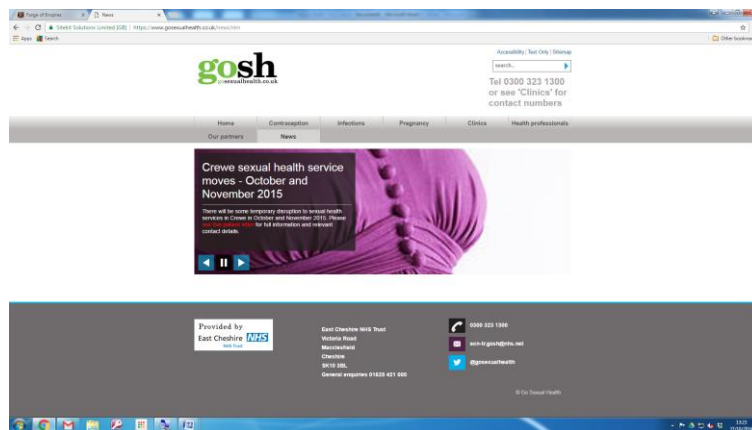
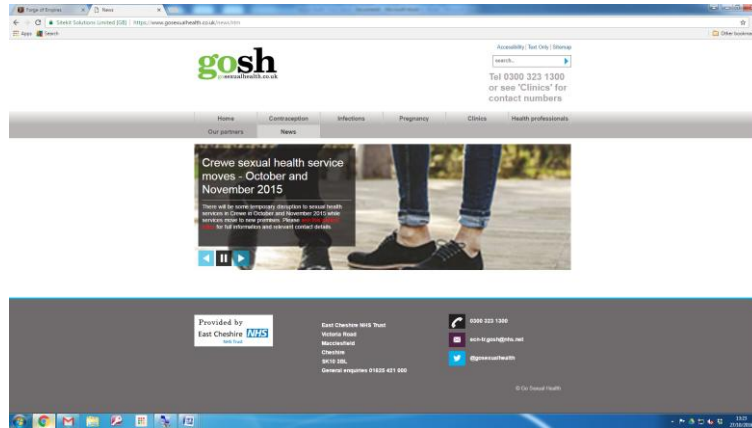
Contraception & Sexual Health Clinics in Chester, Ellesmere Port & Neston					
www.gosexualhealth.co.uk					
FREE supplies and confidential advice Everyone welcome, including under 16s					
For appointments please telephone 0300 323 1300. Appointments required for IUD/IUS fittings, implant removals and smear tests					
<b>Monday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300  Appointments only 9.30 - 12.00 noon  Implants / IUDs / IUSs Appointments only 1.15 - 3.30 pm  Under 20s Drop-in 4.00 - 5.00 pm  All ages Drop-in 5.00 - 6.30 pm	<b>Tuesday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300  Appointments only 1.30 - 4.00 pm  Under 20s Drop-in 4.00 - 5.30 pm  Appointments 4.30 - 7.00 pm	<b>Wednesday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300  Appointments only 9.30 - 12.00 noon  Appointments 1.30 - 4.00 pm  Under 20s Drop-in 4.00-5.00 pm  All ages Drop-in 5.00 - 6.30	<b>Thursday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300  Appointments only 9.00 - 4.00 pm  Appointments 5.00 - 7.00 pm	<b>Friday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300  Appointments only 9.00 - 4.00 pm  Appointments 1.30 - 4.00 pm	<b>Saturday</b> <b>Fountains Clinic</b> Delamere Street Chester, CH1 4DS Tel: 0300 323 1300 Nurse-led clinic 12.00 - 2.00 pm  * * * If you require an appointment at any clinic please call 0300 323 1300  Full sexual health screening available at all clinics  Pregnancy Counselling and Abortion  Women registered with a Western Cheshire GP may self-refer using the confidential booking line: 01244 376690  Community Vasectomy Service Men may self-refer for vasectomy operations - we offer same day counselling and operations Tel 01244 362474  Updated June 2015
<b>Stanney Lane Clinic</b> Stanney Lane Ellesmere Port CH65 9AE Tel: 0151 350 3304  All ages Drop-in 5.00 - 6.30 pm	<b>Stanney Lane Clinic</b> Stanney Lane Ellesmere Port CH65 9AE Tel: 0151 350 3304  Appointments only 1.15 - 2.45 pm Under 25s Drop-in 4.00 - 6.00	<b>Blacon Clinic</b> Holy Trinity Church Hall Norris Road Blacon CH1 5DZ Tel: 01244 372677  All ages Drop-in 2.00 - 4.00	<b>Neston Clinic</b> Mellock Lane Little Neston CH64 9RN Tel: 0151 336 2189  All ages Drop-in 6.00 - 7.30	<b>Stanney Lane Clinic</b> Stanney Lane Ellesmere Port CH65 9AE Tel: 0151 350 3304  Appointments only 9.00 - 11.00 am  All ages Drop-in 5.00 - 6.30 pm	<b>Stanney Lane Clinic</b> Stanney Lane Ellesmere Port CH65 9AE Tel: 0151 350 3304  All ages Drop-in 2.00 - 4.00 pm
<b>West Cheshire College</b> Ellesmere Port Campus Off Sutton Way CH65 7BF Nurse-led under 25s Drop-in 11.30 - 2.00 pm	<b>West Cheshire College</b> Ellesmere Port Campus Off Sutton Way CH65 7BF Nurse-led under 25s Drop-in 11.30 - 2.00 pm	<b>West Cheshire College</b> Ellesmere Port Campus Off Sutton Way CH65 7BF Nurse-led under 25s Drop-in 11.30 - 2.00 pm	<b>West Cheshire College</b> Ellesmere Port Campus Off Sutton Way CH65 7BF Nurse-led under 25s Drop-in 11.30 - 2.00 pm		

Screenshot taken from NHS Choices webpage (11/10/16) - Search "Sexual health Service information and support Chester CH1" - <http://www.nhs.uk/service-search/Sexual-health-information-and-support/Chester/Results/161/-2.893/53.193/734/4322?distance=25>

Local <input type="radio"/> National <input checked="" type="radio"/>		
Address & contact details	Service details	Opening times
<b>Integrated Contraception, Sexual Health &amp; HIV Clinic</b>  Tel: 01244 363091 - Appointments Line Countess Of Chester Health Park Liverpool Road Chester Cheshire CH2 1UL 1.3 miles away   <a href="#">Get directions</a>	Integrated Contraception, Sexual Health & HIV Clinic. Offers • Free confidential advice and treatment on sexually transmitted infections • A full screening service is offered to all attendees • Attendees seen with or without a medical referral • Pre and post test counseling for HIV tests etc...  <a href="#">Continue reading overview</a>	• Asymptomatic patients (ie: any patients who do not need to be examined): Monday 9.30-12.00noon & 1.30-4.00pm Tuesday 1.30-4.00pm & 4.30-7.00pm Wednesday 9.30-12.00noon, Thursday 9.30-12.00noon, 1.30-4.00pm & 5.00-7.00pm, Friday 9.30-12noon & 1.30-4.00pm • Symptomatic patients (ie: pa...  <a href="#">Continue reading overview</a>
<b>Lache Young Peoples Clinic</b>  Tel: 01244 683909 Lache Young Peoples Centre Hawthorn Road Lache Cheshire CH4 9HX 1.7 miles away   <a href="#">Get directions</a>	Young People's Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing, pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/IUS (coil) fitting, Implantation (implant) removals and cervical smears. Plea...  <a href="#">Continue reading overview</a>	Monday 4 - 5pm (Term time only, under 19s, no appointment necessary)
<b>Blacon Clinic</b>  Tel: 01244 372677 Church Way Blacon Cheshire CH1 5HS 1.7 miles away   <a href="#">Get directions</a>	Contraception and Sexual Health Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing (for under 25s), pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/IUS (coil) fitting, Implantation (implant) r...  <a href="#">Continue reading overview</a>	Wednesday 2 - 3.30pm (drop-in)
<b>Stanney Lane Clinic</b>  Tel: 0151 350 3304 Stanney Lane Ellesmere Port Cheshire CH65 9AE 5.7 miles away   <a href="#">Get directions</a>	Contraception, Sexual Health and Young Person's Clinic. Provides contraception, emergency contraception, free condoms, chlamydia testing (for under 25s), pregnancy testing, referrals for termination of pregnancy and sexual health advice. (Appointments are required for IUD/IUS (coil) fitting, Impl...  <a href="#">Continue reading overview</a>	Mondays 5.00pm - 8.30pm Drop In Tuesdays 1.00pm - 3.30pm Drop In 1.15pm - 2.45pm Appointments only 4.00pm - 6.00pm Under 25s only, Drop in Thursdays 9.00am - 11.00am Appointments only 5.00pm - 8.30pm All ages, Drop in Fridays 2.00pm - 4.00pm All ages, Drop-in and appointments
<b>Sexual Health Wirral - Eastham Clinic</b>  Tel: 0151 514 6464 Eastham Rake	FREE and CONFIDENTIAL information, advice and treatments for people living in Wirral. We offer sexual health screening (HST), treatment advice and...	Thursday 3.45pm - 5pm (Young Person Nurse Drop in), 5pm - 8pm (Nurse Drop in), 5pm - 8pm (Doctor App)

Noted is the fact that a discrepancy still occurs between the two sources of information with Fountains surgery not mentioned on NHS choices and flags a clinic on the Lache that we do not know about. Also no mention, on NHS choices, of West Cheshire College Clinics.

Screenshots taken October 2016 show that news articles on the site refer to a period 12 months earlier.



## Appendix 3 - Visits to surgeries - Looking for information on sexual health

This section summarises findings and observations by two volunteers and one member of the Healthwatch staff who made visits to the following establishments over a two day period in August 2016.

<b>9<sup>th</sup> August 2016</b>
<b>Lache Surgery, CH4 8HX</b>
<ul style="list-style-type: none"> <li>No posters or leaflets on display with reference to 'Sexual Health'</li> <li>Information posters on Chlamydia</li> <li>Conversations with practice manager - indicates any signposting to Fountains Clinic</li> <li>Conversation with practice manager - has no recall of posters leaflet or information cards received by the practice. Has some 'old' ones but knows these are no longer valid.</li> </ul>
<b>10<sup>th</sup> August 2016</b>
<b>Weaverham Surgery, CW8 3EU</b>
<ul style="list-style-type: none"> <li>No posters or leaflets on display with reference to 'Sexual Health'</li> <li>Conversations with receptionist - indicates any signposting to Northwich Victoria Infirmary Clinic.</li> </ul>
<b>Upton Village Surgery, CH2 1HD</b>
<ul style="list-style-type: none"> <li>No information on entry to surgery</li> <li>Chlamydia information notice at entry to Pharmacy</li> <li>Notice reference information on contraception available by Pharmacy hidden behind plant</li> <li>Chlamydia information notice in main waiting room, only covered 15-24 age group</li> <li>National Chlamydia screening notice by reception registration, poster advised (ask here to day), hours available Mon-Fri-9.30am-4.30pm, phone number available, 0121 389 245 (tried number, not recognized)</li> <li>Guide to contraception leaflets available in surgery</li> <li>No information in toilets</li> <li>Conversations with practice manager - indicates any signposting to Fountains Clinic</li> <li>Conversation with practice manager - has no recall of posters leaflet or information cards received by the practice.</li> </ul>
<b>Countess of Chester Hospital, CH2 1UL</b>
<p>Public areas: No posters or leaflets on display with reference to 'Sexual Health'</p> <p>A&amp;E: No posters or leaflets on display with reference to 'Sexual Health'</p> <p>Conversation with communications manager - has no recall of posters leaflet or information cards received by the practice.</p>
<b>Western Avenue Medical Centre, Blacon, CH1 5PA</b>
<p>Conversations with practice manager - indicates any signposting to Fountains Clinic.</p> <p>Conversation with receptionist and practice manager - has no recall of posters or leaflets received by the practice. However did have <u>one</u> information card (shown below) - did not know of any others.</p>

**gosh**  
gosexualhealth.co.uk

To book appointments please call:

**0300 323 1300**



*On the back of this card was a blank space that allowed the receptionist to write a contact number.*

- No Sexual Health posters in entrance to surgery
- Notice in waiting room "Women's Sexual Health clinic available"
- Notice in waiting room "condoms available free for 15-25 age group"
- Notice in waiting room "Chlamydia testing to day, test kits available, results confidential, patient can be contacted by phone/text/email/letter or notified at the surgery of result "strictly" confidential.
- Test kits were available in all toilets, no instructions or pens
- Chlamydia advice on TV in waiting room
- [Notice](#). "Alternate Monday afternoons, 3pm-5pm coils available, STI risk assessment testing, please go to reception to arrange appointment."
- Notice on inside toilet door, Chlamydia testing for 15-24 age group
- Healthwatch information pack left in waiting room
- [No GOSH information received](#)

Info from Surgery Website

- <http://www.westernavenue.org.uk/womens-health.php>
- <http://www.westernavenue.org.uk/contraceptive.php>
- <http://www.westernavenue.org.uk/sexual-health.php>
- <https://www.gosexualhealth.co.uk/>

#### **Blacon Clinic - CH1 5HS**

A surgery where actual clinics take place - **Closed at time of visit.**

#### **Saughall Village Surgery, CH1 6EN**

- Conversations with practice manager - indicates any signposting to Fountains Clinic.
- Conversation with receptionist and practice manager - has no recall of posters leaflet or received by the practice.

#### **Garden Lane Surgery, CH1 4EN**

Really helpful staff - appeared really interested in what we were doing.

Conversations with receptionist and practice manager - indicates any signposting to Fountains Clinic.

When shown photocopy of Gosh information card (kindly copied for us by Western Avenue staff) receptionist commented "***Those would be useful.***"

- No sexual health literature advertised on main notice board
- One HIV poster, hidden behind other poster
- Chlamydia/Gonorrhoea "*how to test for*" displayed on the back of all toilet doors, sample kits were available in toilet area with helpful process chart and specimen carrier. No pens were available in toilets in order to complete

paperwork confidentially.

- Healthwatch information pack left in waiting room
- [No GOSH information received.](#)

Info:



test kit - garden  
lane.pdf



19 Garden Lane  
Clinic TK (2).pdf

### **Newton Surgery, CH2 3RD**

Really helpful staff - interested in what we were doing.

Conversations with receptionist and practice manager - indicates any signposting to Fountains Clinic.

When shown photocopy of Gosh information card (kindly copied for us by Western Avenue staff) receptionist commented that they had not seen one before.

### **Boughton Health Centre, CH2 3DP**

Surgery closed for training.

**10<sup>th</sup> August 2016**

### **Park Medical Centre, CH2 3RD**

- Patients who need advice on sexual health matters, referred to the Fountains medical centre
- Chlamydia urine testing available in toilets (sample pack), however, there was no information on how to conduct the test/follow procedure
- No posters at all in waiting room reference sexual health information
- Healthwatch information pack left
- [No GOSH information received.](#)

### **Hope Farm Medical Centre, CH66 2WW**

- Notice in toilets, Chlamydia screening, ask for Maggie Hayes Nurse or Secretary for information
- No other information on any notice boards in waiting room
- No leaflets available Ref sexual health
- Agreed to accept Healthwatch pack, but could not guarantee that it would be displayed until practice manager returns to office
- [No GOSH information received.](#)

### **Great Sutton Medical Centre, CH66 2WW**

- 15-24 year old patients, on site Chlamydia testing
- No posters in waiting room
- No advice in toilets
- Asked receptionist where she would refer patients who wanted advice ref sexual health "said she hadn't got a clue"
- Healthwatch information pack left on display
- [No GOSH information received](#)
- **From surgery website** - *"Family planning and sexual health services - A strictly confidential service is provided on all methods of contraception including coils, implants and emergency contraception. We are trained to recognize and deal with Chlamydia and other common conditions which, if untreated, can cause serious consequences and permanent damage."*

**Westminster Surgery, CH65 2ER**

- Sexual health clinic every Wednesday on site, covering all STDs
- On site Chlamydia testing, no age limit
- Sexual health posters in waiting room, and corridors, easy to see.
- Chlamydia testing kits in all toilets, pen available to complete form, instructions with sample pack
- Chlamydia notices on the back of all toilet doors
- Notice also advising patients that they can ask to speak with a GP or Nurse ref sexual health, and that all such matters would be treated in strict confidence
- **No GOSH information received**
- Healthwatch information pack left on display
- Leaflets on sexual health advice in waiting room

**Surgery website information**

- <http://www.westminstersurgery.org.uk/clinics.php>

**Willaston Surgery, CH64 2TN**

- Sexual health leaflets in waiting room
- No sexual health testing kits on site
- Healthwatch information pack left on display
- Patients who require sexual health screening signposted to the Countess of Chester Hospital
- **No GOSH information received**
- No sexual health notices in toilets

**Surgery website information**

- <http://www.willastonsurgery.nhs.uk/sexual-health,41371.htm>
- <http://www.willastonsurgery.nhs.uk/contraception,41374.htm>
- <http://www.embarrassingproblems.com/category/sex-genital-problems>

## Appendix 4 - Enter and View and Mystery Shopper Reports

Healthwatch Cheshire West Enter and View Report - NHS	
Enter and View Visit to	Contraception and Sexual Health Clinic, Stanney Lane Medical Centre, Stanney Lane, Ellesmere Port, CH65 9AE
Date	9 <sup>th</sup> August 2016, 1.30 pm to 3.15pm
Authorised Representatives	Deanna Mithen and Pam Hunter
Background	<p>The Stanney Lane Clinic is an outreach clinic and forms part of the Cheshire West Contraception and Sexual Health Network which was previously headquartered at COCH before re-commissioning. The service is operated by East Cheshire NHS Trust.</p> <p>The clinic is not a new addition to the network and has been operating at the premises for eight years by a team of tenured staff that rotate through all the clinics.</p> <p>This is a follow up to the E&amp;V visit conducted at Sexual Health Unit at the Countess of Chester Hospital last year to assess the continuity and accessibility of sexual health services following our own recommendations on this report - <a href="http://www.healthwatchcwac.org.uk/sites/default/files/countess_of_chester_hospital_-_sexual_health_and_hiv_unit_-_13th_january_2015.pdf">http://www.healthwatchcwac.org.uk/sites/default/files/countess_of_chester_hospital_-_sexual_health_and_hiv_unit_-_13th_january_2015.pdf</a></p> <p>This is the first visit that Representatives have made to this particular facility.</p>
Overall Impression	<p>Despite the uncertainty, stress and the service being stretched, it is clear the staff are passionate and dedicated in delivering this service.</p> <p>The clinic is clearly accessible and easy to reach, particularly for young people. Our visit took place during the 'all ages drop in clinic' but all the patients appeared to be under 25, all female, many attending with friends and most appeared to arrive on foot or public transportation. Staff advised us most individuals using the service are repeat visitors, many of whom attend a number of the clinics in the area and who know about this clinic from their friends or signposting from schools or university etc. We observed all services users being welcomed and treated with courtesy and respect and staff tried to maintain a sense of privacy. Patients are given a form and history questionnaire to fill out and directed to the shared waiting room. Anyone under 16 is fast tracked and seen immediately. Staff expressed some uncertainty about the service and appeared to be uncertain about future delivery.</p>
Any ideas or suggestions for improving service?	<p>Representatives:</p> <ul style="list-style-type: none"> <li>• Believe the investment in more exam rooms would be beneficial to reduce wait times, 'turn aways' and staff burden as well as make better use of staff time (i.e. health assistant not being able to see service users because of a lack of rooms). Especially if some services/facilities are lost and volumes continue to escalate and possibly having a separate waiting area.</li> <li>• Move back to having a presence in school - in some capacity</li> <li>• Believe should continue to monitor the impact of restructuring on services and accessibility.</li> </ul>

### Environment

The clinic is easy find - located off a main road close to Ellesmere Port town centre. It has a small car park which is shared with the Park Family Centre and was full at the time of our visit. However, there is a large public car park opposite, a bus stop directly in front of the building and is within walking distance of the train and main bus stations as well as many residential areas.

The clinic itself is relatively small and the facilities are shared with other types of health services (i.e. podiatry, dressing clinic, etc.). There is one entrance for all services which was clearly marked and

wheelchair accessible. There was clear signage giving instructions on how obtain a list of pharmacies offering emergency contraception as well as a scanning app at the entrance.

There is one reception area for all services. The Contraception and Sexual Health Clinic has its own reception desk, though Representatives feel this doesn't offer much in the way of privacy - it is located in plain view on the left as soon as you come into the reception area with a large and conspicuous sign over the window.

The area is small, so if there is a queue is it quite easy to hear conversations taking place at the window. We were advised, however, the service previously had to share the main reception desk, so the new arrangement is an improvement.

When we approached, we found the Healthwatch visit notification letter taped to the reception desk in plain view, so service users would be aware we might be there and why (we thought this was a good idea). All the staff members we encountered were welcoming, friendly, supportive and more than willing to speak with us and provide us with information. They also; to protect the privacy and comfort of service users as well as to facilitate and encourage feedback; offered to ask patients if they would be willing to speak with us on their way out.

We understand from the staff there is an ongoing program of restructuring following some reorganisation but staff advised us that there have not been any changes to the services or facilities at this point.

There is a large waiting room through a set of double doors, but it is also shared with patients attending other health services and has a play area - so it was quite busy and a little noisy at the time of our visit. Some of the young females attending the sexual health clinic were sat around the edges of the area.

There were examination areas in different directions off the main waiting room, though we are not clear if the service has exclusive use of one of those areas or they are shared as well.

The service has a small number of examination rooms available. Representatives understand that plans were to add more to cope with volumes when one of the other services moved out of the building; however, Representatives were informed that Cheshire and Wirral Partnership Trust (CWP), who rent the rooms, wanted a large sum of money as a retainer due to uncertainty with the contract. The amount asked for was unaffordable; therefore, expansion of clinic space has not gone ahead.

We were not able to see the treatment area due to sensitive/personal nature of service.

## Service Delivery

**Staffing** - Services are administered by: One (band seven) advanced practitioner, two (band six) nurses, one healthcare assistant and a receptionist; though while we were there, the health care assistant was unable to see services users as there were no rooms available for her despite a full waiting room.

Representatives understand that the advanced practitioner sees those individuals with appointments and can perform advanced procedures such as coil fittings. We were also advised there are trainee doctors available at certain times. (One Representative spoke with one of the trainee doctors who was positive about the opportunity for training).

The drop in clinic is run by the band six nurses. We were told that there are currently three consultants attached to the service but some speculation that this might be reduced to 1.8 following a restructuring of the service.

Staff advised us that the service is and always has been busy; demand has always outstripped capacity (they also advised this is the case across all clinics) with spikes on usage in October and January. Because of current restructuring Representatives' understanding is that staff recruitment is on hold. The wait for an appointment is currently five weeks and has risen recently - we were told that this could be for various reasons.

When busy we were told that a triage system has to be used for the drop-in clinics meaning, sadly, that routinely some people are turned away. The average waiting time to be seen at drop-in is two hours. We were told that fast track screening is available but that this is only to by-pass wait, history and exam; results are not fast tracked and follow the normal time frame.

The staff also advised that though they are seeing a general increase in demand, since sexual health services are no longer offered in the schools, they have noticed a decline in young persons' attendance - a cohort who they feel is a critical audience to reach. However, staff advised us that the service still maintains a presence and ties with local universities and colleges and that combining the contraception and sexual health services has had a positive effect - by raising awareness and reduction in

stigmatisation, as others don't really know precisely why they are there; maybe just for contraception. The clinic does not have its own lab facilities and uses services in Liverpool and Bromborough. Test results can take up to 7-10 working days, however, if staff believe a service user is particularly at risk they can expedite them and get results within 48 hours.

### Service User Experience

We were not able to go into the treatment/exam area due to the nature of the services and unfortunately we were unable to speak with any of the service users about their experience during our visit for a number of reasons:

- There was a lack of private space due to the facilities being shared and we did not want to approach service users in the shared waiting room to protect their anonymity.
- The sharing made it difficult to identify who was there for the sexual health services.
- Though we were onsite for 1 hour and 40 minutes, due to wait times to be seen, very few came out during our visit and the few that did and were asked, declined to speak with us.

The clinic itself does have a feedback mechanism but staff advised most of their patients will tell them directly what they think or if they have any issues.

### Additional Comments - Including research on the service.

All staff members we spoke with were aware of the restructuring process and unsettled by it. There appeared to be concerns about possible redundancies, changes to working patterns or locations and a perceived lack of communication (i.e. deadlines for information and announcement being missed). Representatives were told that currently vacancies are not being filled, while the restructuring is underway, making teams short staffed and feeling stretched. They advised this situation is causing a lot of stress and there are high levels of sickness which can impact on service delivery and has to be factored in during triage.

Staff also advised us they have had many more IT and tech problems since the restructuring, records were on the computer system, but due to problems they had to revert back to paper and had only just got their systems back, but are still not back up to where they were.

We do not know whether they will revisit online booking.

Due to service user volumes (and that they are increasing) it appears despite our perceptions information about the clinic and its services appear to be getting out, perhaps just not by conventional methods (such as doctors surgeries and web searches) and more through other mediums such as: word of mouth or other venues, apps, social media, etc.

Though one Representative was able to easily find information about the Sexual Health Services and the Clinic on the internet using several different search engines, the information from these searches was often contradictory or confusing (i.e. on the 'gosexualhealth' page, a map still shows CoCH clinic but a text list of clinics shows 'Fountains Clinic' (a completely different location). Another page, which we noticed had been printed and several copies placed on the reception desk here at Stanney Lane, says appointments only during a specified times, then immediately below states there is a drop in clinic during the same hours.

### Feedback from Provider of Service

*It was good to receive a letter to display to let patients know of the visit. Better awareness of the wish to speak with patients in advance would have allowed staff to organise a private area for this to maintain privacy.*

*It is always of benefit to our service users and staff to get external feedback. This allows us to see what we are doing well and identify further areas for improvement. I was delighted with the comments in the report about the approach of the staff, who were noted to be 'passionate and dedicated' and were seen to be welcoming people with courtesy and respect and maintaining people's privacy. I was also very pleased that the visitors found the clinic easy to find and accessible, particularly for young people. It was good that the visitors noted that under16s were fast-tracked and seen immediately. Other additional positive feedback was from a doctor who felt that there were good training opportunities, patient information on display and the positive*

effect of combining contraception and sexual health clinics. Fast tracking of results within 48 hours for patients felt to be particularly at risk was also mentioned.

Will address the points you raise in turn:

1. Small reception area - While small, the new dedicated desk is an improvement since the last visit and the ticketing system calls clients individually to ensure privacy. As contraception and sexual health have joined, it is not obvious to others why clients are attending.

2. Insufficient rooms - The service does not have sole use of rooms - this is a long standing issue. The Trust is looking for additional clinical rooms within Ellesmere Port and there will be an additional nurse led session for young people from November 2017.

When Healthwatch visited, the Health Care Assistant (HCA) was providing chaperoning for the long- acting reversible contraception (LARC) session and therefore did not need a separate room, however it would be ideal to have additional room for a HCA providing regular 'test and go' sessions.

3. High demand - In drop in clinics a triage system ensures clients needing to be seen that day will be seen e.g. clients under 16, patients with specific symptoms. For some patients this means a referral to Fountains level 3 service where there is a laboratory, should same day results be needed e.g. suspected gonorrhoea.

'Test and Go' streams enable asymptomatic patients requiring peace of mind testing and not needing to see a nurse to have full screening. They complete self-triage to ensure they are eligible for this option - the wait time for results follows the normal timeframe.

The wait for a LARC e.g. coil is 5 weeks, mainly due to long term sickness but a phased return is now planned. A workforce review is looking at skill mix within clinics and the service is planning for more LARC appointments to be made available. Currently clients do not have to book appointments for an implant fit alone but may attend a drop in session.

4. IT and technical problems - There have been major changes to the IT systems within the service, with the introduction of electronic records, there have been recognised connectivity issues which are now mostly resolved. We are aware that staff have experienced problems with these changes and their support and dedication to the service is valued. On-line booking will be piloted in early September.

5. Workforce review - Whilst it is appreciated that any review is unsettling for staff, the review is to remodel and improve the service overall and there will be some benefits for staffing teams. The Trust has committed to no redundancies which was communicated to staff teams some time ago in a briefing/update paper.

There are some planned changes to clinic times and some locations which are being introduced to improve the spread of clinics and therefore access for patients, the reasons for these planned changes have been communicated to staffing teams both face to face and in writing as part of the consultation process. The workforce review has been delayed due to protracted negotiations with some groups of staff, it is recognised that this has increased anxiety for some staffing groups. Communications have been circulated by e-mail on a regular basis, however, feedback is gratefully received and efforts will be taken to increase communications during this later phase of the process.

Vacancies have not been intentionally held vacant - where possible we have recruited to fixed term contracts or bank workers to support, in order to reduce the risk of over establishment within the service until the conclusion of the review.

Action: Re-introduce a bi-weekly information /newsletter for staff to update on progress and finalising arrangement with the workforce review and also progress with any new developments.

Responsible person - Sue Davies Head of Service, effective from week of 22nd August.

6. School clinics are reduced but there is a 4 day a week service in West Cheshire FE College, open to non-college attendees. In addition we are working with Winsford Academy to start a service in the new academic year. School health are commissioned to provide drop in clinics in schools including sexual health. The sexual health service has worked with them to provide training and support for those nurses, some of whom have come out to sexual health clinics to gain relevant experience.

7. Website issues - all resolved.

**Mystery Shopper - Visit to Fountains Clinic 18<sup>th</sup> October 2016**

Healthwatch Cheshire West Enter and View Report - NHS	
<b>Enter and View Visit to</b>	Sexual Health Clinic, The Fountains Medical Centre, Delamere Street, Chester, CH1 4DS
<b>Date</b>	18 <sup>th</sup> October 2016
<b>Authorised Representatives</b>	Jenny Young
<b>Staff Present</b>	Janet Matthias - Acting Service Manager
<b>Background</b>	The Fountains Clinic provides the main base for the Sexual Health Service in Chester with the service recently relocating from the Countess of Chester Hospital. The service is provided by East Cheshire NHS Trust (ECNHST). The clinic at 'The Fountains' is open for contraceptive advice and screening for women and men aged from 13 years upwards. There is an appointment system as well as open access with a number of different clinics advertised for different age ranges. This Enter and View activity was a mystery shopper type of visit.
<b>Overall Impression</b>	Representative's overall impression was one of a warm welcoming place to visit for such a personal service. The service appears on the whole to work well with dedicated and polite staff.
<b>Any ideas or suggestions for improving service?</b>	This clinic was previously based at the Countess of Chester leaving the H.I.V clinic at the Countess. Representatives feel that the new location will benefit from being close to the new bus station (under construction) - Anecdotal information from staff indicates that a previous clinic at St. Martin's (now demolished), located near to the old bus station, was well attended by young adults and it is hoped the new clinic will benefit from this change in local infrastructure. Paperwork used appears to have references to Macclesfield Hospital (address phone numbers etc.). Representatives feel that as the centre is in Chester certain clients may find this confusing.

Observations	
<p>Our Representative's appointment was made for 4 pm although Healthwatch Cheshire West understands that the busiest time for the clinic is between 4.30 and 6.30pm.</p> <p>Arriving on foot as a client, our Representative felt the signs were good directing to the correct floor, which can be accessed by stairs or lift and is, therefore, accessible for able and disabled clients.</p> <p>If arriving by car, it is noted that the car park is directly below the centre which is good. However, if accessing this way our Representative felt that for some finding the entrance may be confusing due to the proliferation of signage. Before there is a token system in place to help pay for parking, however, there is no charge for parking after 3 pm. On arrival there are three different waiting areas. As the building is new Representative found the waiting areas light and airy.</p> <p>On arrival our Representative found the receptionist welcoming and helpful. Here they were able to explain that the facility offers advice screening, treatments, contraception including coil insertions and that the facility offers treatments to both sexes from 13 years upwards.</p> <p>Representative spoke to Office staff, receptionist and the Acting Service Manager, Janet Matthias. Further conversations indicated that the facility has doctors, trained nurses, healthcare assistants and administration staff. Once a week a microbiologist is available.</p> <p>There were no other clients to speak to at the time of our visit.</p>	

## Appendix 5 - Feedback from West Cheshire College

### Notes of meeting with representatives from West Cheshire College (Ellesmere Port Campus)

<b>Time: 12 noon</b>	Date: 13 <sup>th</sup> October 2016
<b>Venue</b>	Meeting Room 54 West Cheshire College - Ellesmere Port Campus.
<b>Present</b>	Jo Kavanagh (Director of Student Learning Service), Dianne Bedford (College Governor - Health and Wellbeing Portfolio), Andrew Firman (HWCW) and Neil Garbett (HWCW)
<b>Objective of meeting</b>	To engage with key individuals at the college, promoting engagement and future collaborative working: <ul style="list-style-type: none"> <li>• Feeding back on sexual health clinics</li> <li>• Engaging with student population</li> <li>• Training and volunteer opportunities.</li> </ul>
<b>Introductions</b>	Everyone introduced themselves and briefly explained their role in the organization. NG thanked those present for the opportunity.
<b>Discussions</b>	<p>NG - explained the role of Healthwatch and discussed recent activity and engagement including recent work in sexual health, explaining the efforts and the need to collect direct feedback from those who used the service. Of particular importance were the views of young individuals who it was felt would form a significant proportion of the users of the service.</p> <p>Both representatives from the college felt that this was something that they would like to be involved with. Dianne commented that this was an area of her own interest and she had spoken to a number of users of the service herself recently and had some feedback from this (<i>Note separate report below</i>).</p> <p>College agreed to arrange distribution of questionnaires to clinic users for anonymous feedback to be passed on.</p> <p>College also agreed to allow engagement activities (particularly in foyer at lunchtimes and Healthwatch input into PHSE sessions. College very interested in following up on volunteering opportunities for students.</p>
<b>Actions</b>	NG agreed to email over questionnaire and arrange a further date for visit - to include some engagement.

### Feedback on Sexual Health Clinic at the college. From D. Bedford (College Governor - Health and Wellbeing Portfolio)

*"We are really pleased with the way that the service is operating here - Having spoken to students myself, they seem to be happy that the clinic is actually located on the college campus and if you like, forming an integral part of what we try to do here.*

*Prior to the service alteration we had asked for access to the service directly and we had mentioned this in the council's consultation about three years ago when they wanted to find out how we felt about things. The clinic here is organized in quite an informal but efficient way. We are happy with the service and wouldn't want to lose it here.*

*There is always room for improvement however, and we would welcome the opportunity to give additional feedback using your anonymous questionnaires.*

*I also know that not all the students use the service some of them see their own doctor or go to Chester clinics."*