

Derby City's Integrated Sexual Health Services – Delivered By Derbyshire Community Health Services Report 2019

This project was completed in partnership with Derbyshire Community Health Services – Integrated Sexual Health Services (DCHS – ISHS).

Aims

- To find out who was accessing the services (which area people lived in)
- If they had tried to access other services prior to attending DCHS - ISHS
- If they have found any barriers in accessing DCHS - ISHS
- What access style do people prefer – time, day and test results notification
- People's opinions on the waiting areas
- If they would recommend the service to a family member
- Their ideas about what could be improved with the service
- How the service would be rated overall.

Current Services

Derby City's sexual health services are based over two sites:

London Road Community Hospital (LRCH)

This service runs a walk in and pre-booked appointment service from Monday to Saturday. Walk in services run in the mornings, starting from 9am on weekdays and 10am on Saturday. They also run the 'Space Clinic' - sexual health services for younger people. (As of 8th January 2019 the Space Clinic service returned to Connexions, Curzon Street)

Peartree Clinic

The clinic runs three times per week for mainly booked appointments. They run a Monday - afternoon and evening clinic and a Friday morning clinic.

Engagements

A survey was used to collect feedback. Healthwatch Derby worked in partnership with DCHS - ISHS to design the survey. (Please see appendices 1 for full survey). Healthwatch Derby conducted outreaches from the 28/08/18 to the 22/09/18. During this 26 day period the DCHS - ISHS had 1431 patients attend the two sites in Derby City. Outreaches were done over both sites, attending all types of clinics. At LRCH outreaches were completed during the mornings- where there was a mixture of walk in and booked appointments and at Peartree Clinic during the morning, afternoon and evening clinics - where people attending had booked appointments. Healthwatch completed 102 surveys during the outreaches.

Note

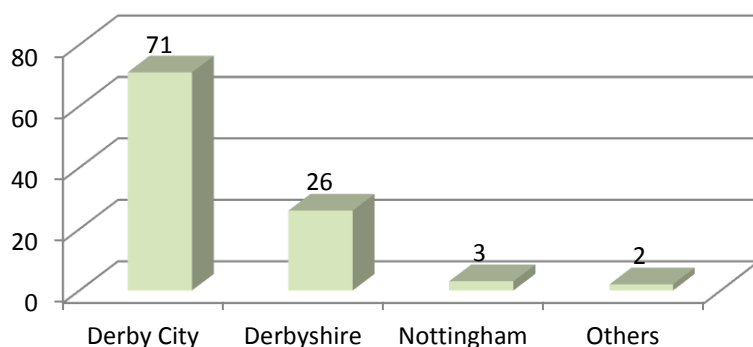
The report has been made from all of the responses; some questions have been separated due to the questions being "Site based". Full responses to the questions can be seen at the end of the report in the appendices.

Healthwatch Derby staff are not medically trained so cannot give comment to medical issues.



Access

Where people lived who accessed the service



DCHS –ISHS are commissioned for Derby City and the surrounding area. This shows that the majority of people accessing the service lived within this demographic.

Why did people choose to access these services?

Most people said they chose that particular service due to convenience, as it was: The closest service to them, as it has a walk in service and/or appointments that suited them.

Accessing another health service before coming to this service:

36 of people spoken too had accessed another health service before attending DCHS - ISHS. This is a small snap shot but shows this is an area that could be looked in to in more detail:

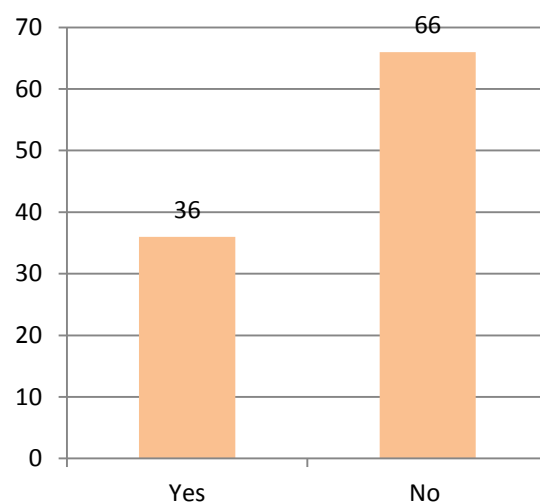
19 people had tried to access their GP first: reasons given were:

GP did not provide service needed	Referred by GP	Recommended attending by GP	No appointments at GP or long waiting times	Not stated why
2	5	2	5	5

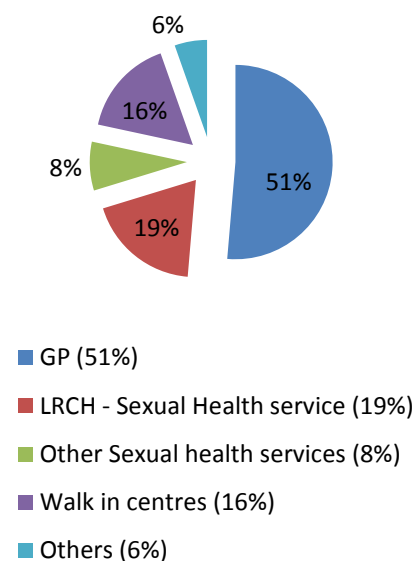
Of the 7 people that had previously accessed the LRCH sexual health services they said that they had either: previously accessed and had an appointment made for them or been turned away and were re-accessing, 1 person did not state a reason.

Other sexual health services included, Swadlincote, Heanor and Nottingham sexual health clinics, some of the reasons given was limited opening hours or long waits.

Did to try to access another health service before coming here?

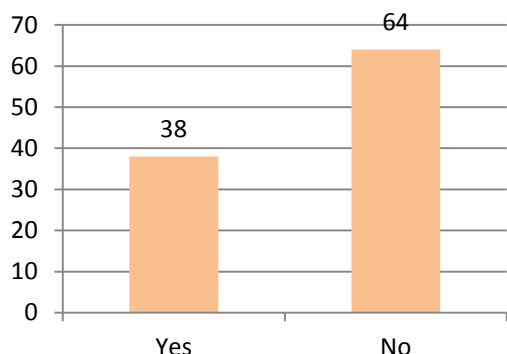


**(Of the 36 people)
Which Services did you access before?**



Barriers

Have you found any Barriers in accessing sexual health services in Derby?



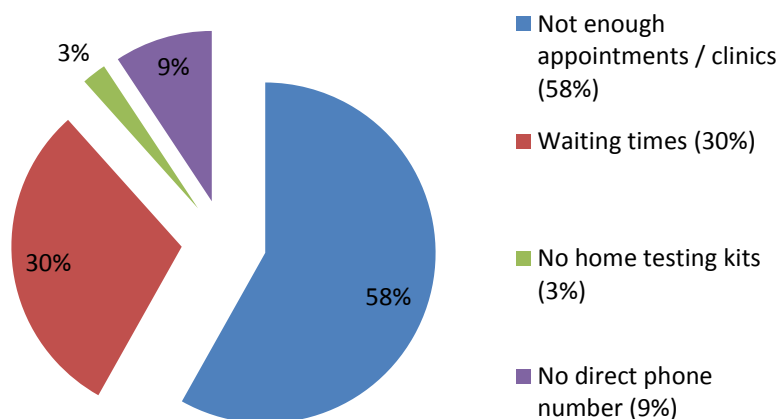
This shows that the biggest barrier to accessing sexual health services is accessibility: not enough appointments/clinics and waiting times.

Over 1/3 of people said that they had found barriers in accessing Derby's sexual health services.

How easy or difficult is it to access sexual health services in Derby? (Very difficult 1 - 5 very easy) the mean average was:

3.8

If Yes, what Barriers have you found?

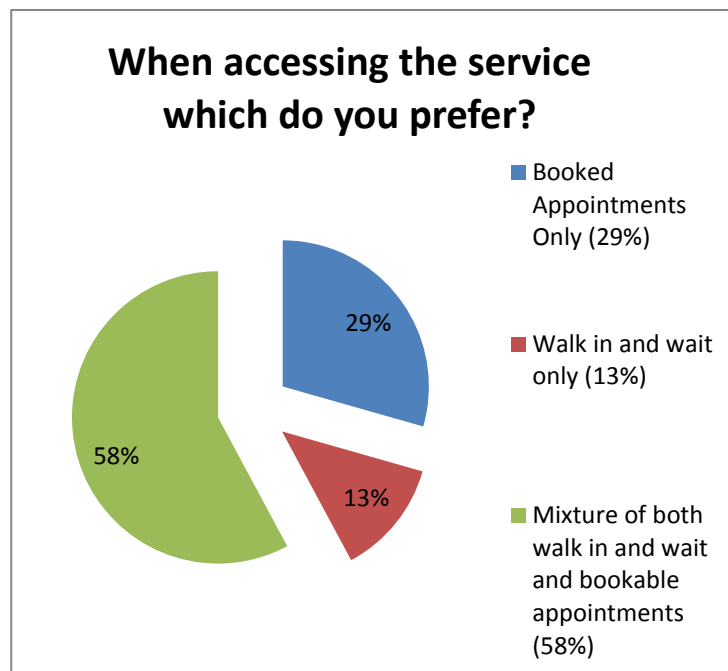
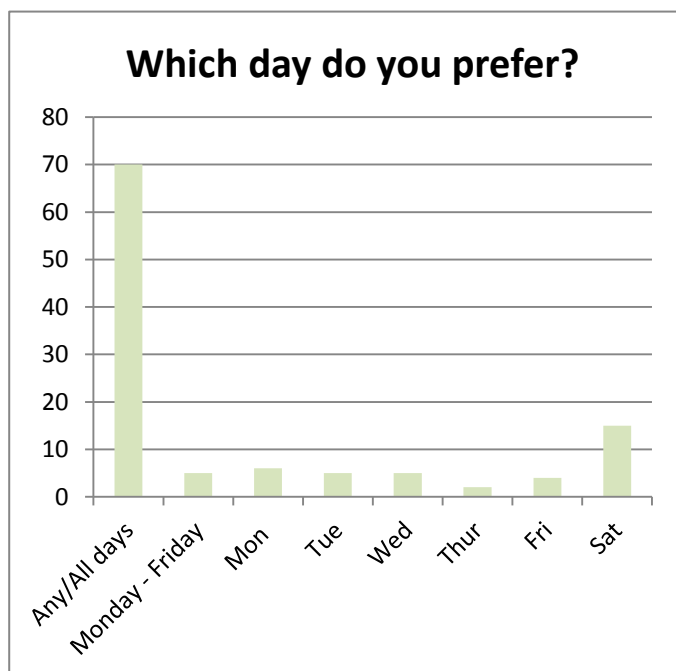


Over the 26 day period that Healthwatch Derby conducted outreaches the DCHS – ISHS had 1431 patients attend the 2 services based in Derby City, but there was 147 “turn away cases” relating to 138 people- some of which may have been turned away more than once. DCHS – ISHS had recently set up the means to be able to record this information (Aug 18). These “turned away Cases” would need to be looked in to in further detail to understand the reasons why they were turned away.

(Patients are triaged: emergency and priority case will always be seen)

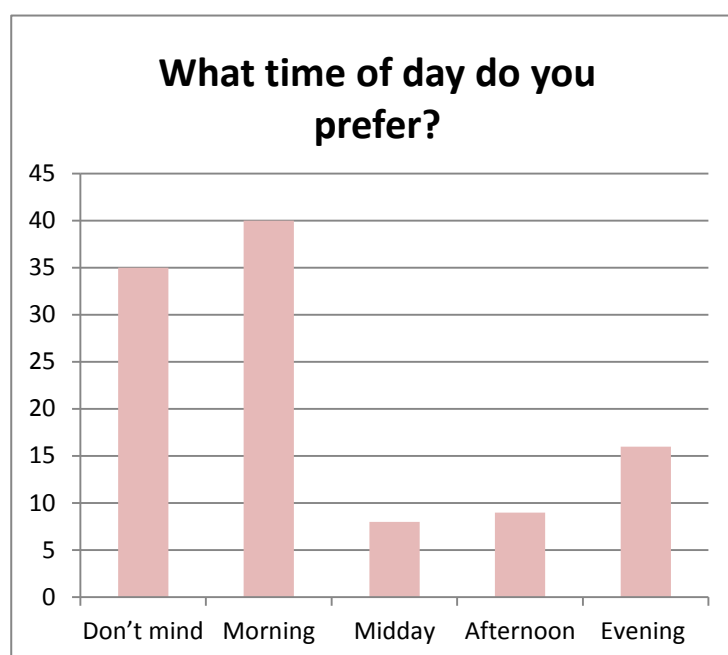
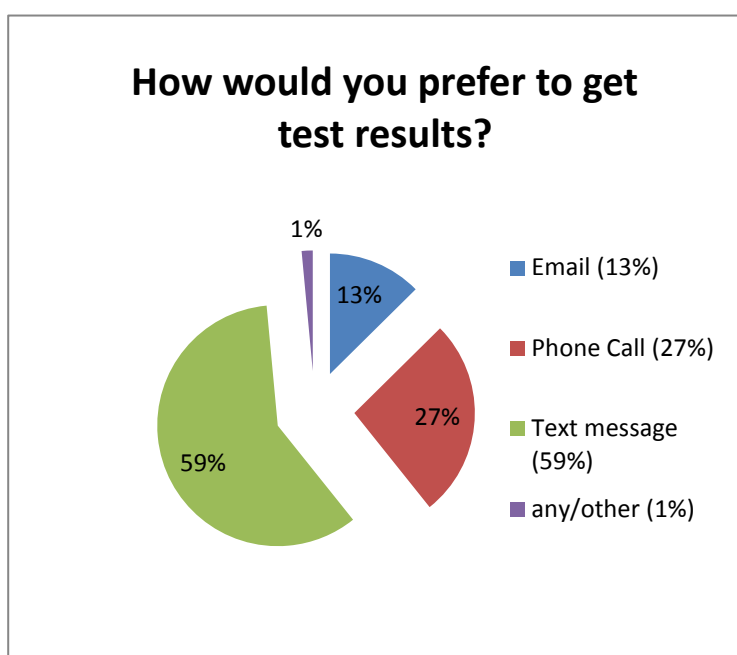
Period 28/8/18 to 22/9/18		
Clinic	Patients Attended	Patients Turned Away
LRCH	1369	147 (relating to 138 people)
Peartree	62	0

Preference of Access



These results reflect the current service practices. The LRCH site has a mixture of walk in and booked appointments 6 days per week. Monday to Friday – 9am- 8pm and Saturday – 10am – 2pm. The walk in services runs in the morning only: from 9am weekdays and 10am on Saturday. The Peartree clinic is mainly booked appointments, running 3 clinics per week over 2 days – Monday afternoon and evening clinics and a Friday morning clinic.

Patients stated they would prefer to get test results mainly by text message. The service currently gives patient the option of all 3 types of methods and the patient chooses which option they would prefer.



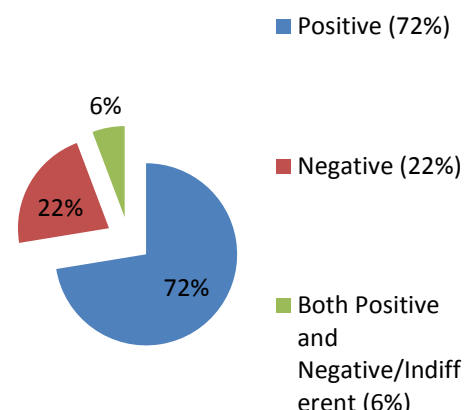
Waiting Area – London Road Community Hospital Site

Key Messages

- The majority of patients thought the waiting areas were fine and gave positive feedback.
- 8% of people didn't like the mixed sex waiting areas
- People said they felt there was not enough space and/or seats
- People didn't like the look of the area – looking out of date, having a clinical look, uncomfortable seats and not having a welcoming feel.

Some people mentioned that a same sexed waiting area may be difficult for people who have suffered a sexual assault. (Healthwatch Derby were informed by the team that if anyone comes in distressed or asks for a private space this is provided for them. There are signs in the department that state "if you would like to speak to somebody in private please speak to staff.")

What are your current thoughts on the set-up of the waiting area?



"Bit dated but its OK."

"Clinical, don't like the area outside (queueing in hallway) - felt like cattle."

"Alright - nice that there's two."

"It changed - used to be male/female - some people who've been sexually assaulted shouldn't have to sit there, don't like the new set up."

"I don't have much information; don't know when I'm going to be seen."

"Bit crowded, not confidential, no space."

"Ok everything you need."

"Happy with area"

"Nice and chilled."

----- (Please see appendices 3 and 4 for full comments) -----

Waiting Area – Peartree Clinic

Key Messages

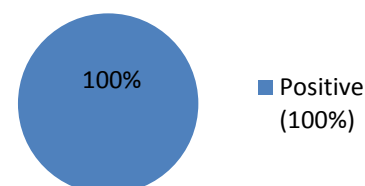
- All comments were positive about the Peartree waiting area.

"Quite, good."

"Nice, comfortable."

"Standard - reception lovely."

What are your thoughts on the waiting area?



Previous experiences of the service

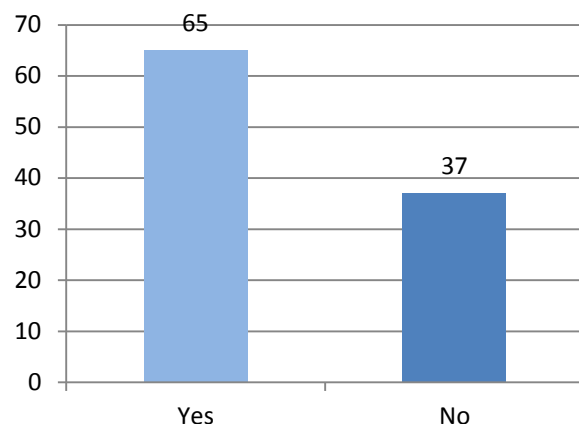
Almost 2/3 of people had previously used the service and gave their experiences.

Key Messages

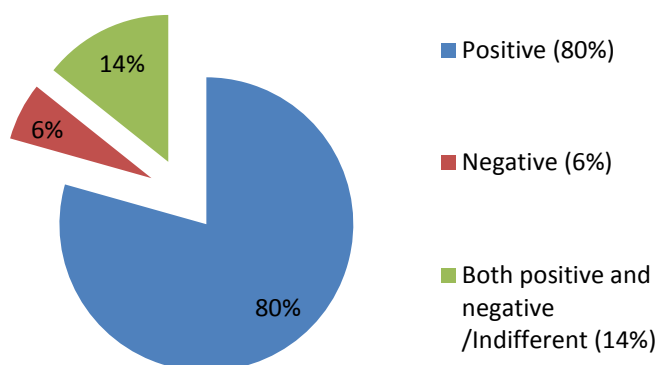
- The service was highly praised by patients, with 80% positive comments about their previous experience.
- Almost all negative comments were regarding accessing the service and waiting times.

(Waiting times – these comments were either in regard to - waiting times to be seen once accessing or were not specific to an aspect of the service)

Previously used the service



Types of Comments



DCHS – ISHS –Waiting Time Targets

Walk Ins patients	To be seen within 2 hours
Booked Appointments	To be seen within 30 minutes

“Enlightening”

“Brilliant, last time accessing emergency appointment”

“Very long, very tedious waiting”

“Better now that it was, queues were ridiculous, staff are great”

“Good, staff friendly”

“Very understanding”

“Happy with service”

“All good, good advice”

“Good but have to come first thing or you’re not guaranteed to be seen”

“Waiting times long - even if booked”

“Absolute fine, all positive”

(Please see appendices 2 for full comments)

Is there anything you can think of to improve the Derby's current sexual health services?

Over 1/3 of people who took part in the survey said they did not have any ideas to improve the service or that they were happy with the service the way it was. (Please see appendices 5 for full comments)

Key Messages

The majority of improvements people wanted were around accessibility:

- More bookable appointments and walk in appointments
- Less waiting times (clinical waiting times and waiting times for booking an appointments)
- More staff

"Not any alternatives. Would prefer more privacy in waiting area"

"On-line - you can have a test sent to you"

"Direct dial to clinic, website to see delays, "

"Have something like on-line to book appointments"

"Preferred home testing kits - but not available in Derby"

"Modernising space more comforting"

"No/ private area for more personal issues"

"Current wait times online would be good"

"More appointments, struggled to get one"

"Waiting up to 1 hour - more staff - wouldn't be so much waiting"

"More appointments - hard to come and walk in when got children"

"Availability of appointments, was booked but got cancelled waiting is issue with parking time"

"2nd day coming - told yesterday to come in today at 9am and told not going to see anyone till 14-14.30. "

"Just the waiting time, I booked months in advance as I know there's a wait"

"More staff to speed it up a bit"

Other messages:

- Having an online booking system
- Home testing kits and (being able to order these online)
- Have a "live waiting time" online
- A direct line to the clinic
- Modernising the space
- Bigger unit
- More privacy

(Some of these issues were also highlighted in the "Barriers" section)

Individual messages -how to improve the services:

"Triage system not amazing, rang in to book appointment, told nothing until 19th September (today 31/08), sent email with more details and told to come in straight away"

"Male and female clinics only on specific days"

"Pastoral services would be handy"

"Making sure it accessible for walk-ins, GP able to book appointments"

"Better medication pick up"

"Long waiting times - may put people off getting issues addressed. Being able to get an appointment sooner. Prefer more clinics out of LRCH in the community (pop up clinics)"

Ratings and Recommendation of the service

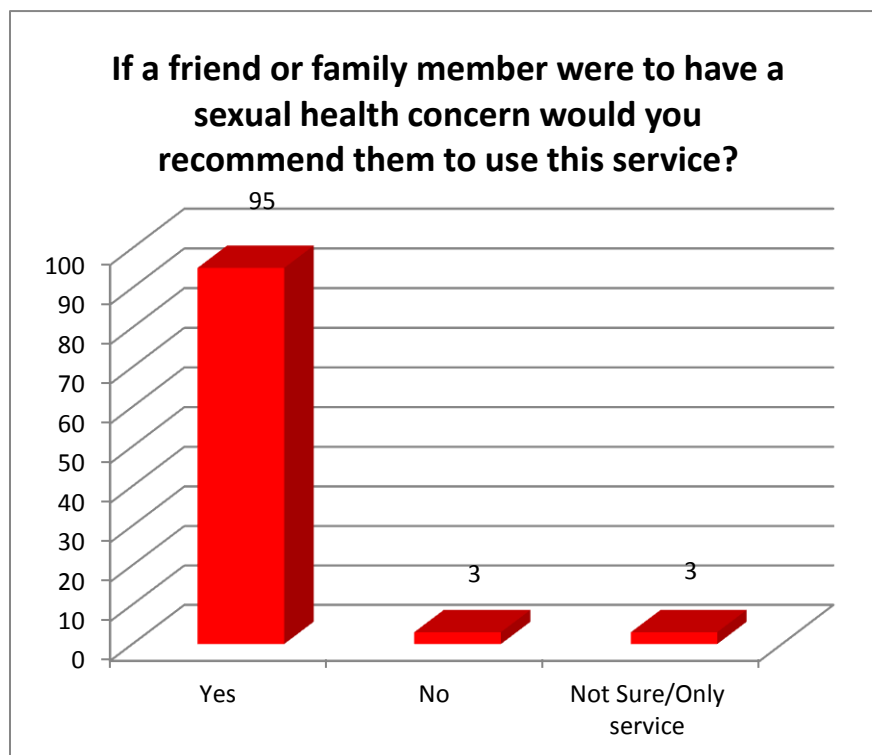
How would you rate the Derby's sexual health services overall?
(1 -Very poor - 5 -Excellent)

People rated the overall service at a mean average of:

3.9

Recommendation

This is a really positive result showing that the vast majority of people would recommend this service to a loved one if they had any sexual health concerns.



Further Comments

Other issues that were raised that have not been previously been addressed in the report are:

Note: These are individual's comments and/or experiences - (Please see appendices 6 for full comments)

- Asking if the GP could do more
- A lack of support for young people
- Issues around communication:
 - ❖ Answering phones / hospital switchboard
 - ❖ Wanting someone to speak too briefly
 - ❖ No communication between services

"Sometimes you ring and ring and no-one answers the phone"

"No communication between services which leads to issue with appointments"

"Feel that younger adults lack support - just told to fill in a form, should be more support. Feel like its de-grading. Book in system and website told to walk in, - them told can't be seen"

"Been here before just had to wait so long. 1 month. Just want someone to give me 5 minutes."

"GP could do more"

"Hospital switch board - could put people off."

"Not fair phoning in for pregnant partner difficult to get info, no reassurances, couldn't discuss both"

"Staff - excellent. Excellent service, shit waiting times"

"Recommend people to come straight here"

"Thank you for the service"

"Staff are great"

"Staff are friendly"

People also gave lots of compliment to the staff at DCHS - ISHS.



Key Findings

Key findings of this report are:

- Accessibility is the biggest issue for patients, finding it the biggest barrier to accessing sexual health services in Derby.

The main areas patients want to see improvements in are:

- Waiting times
 - Availability of appointments
 - Staffing levels.
- Overall people are happy with the service; both staff and the service were praised.
 - The service is in high demand and the majority of this demand is being met. Roughly around 10% of people accessing are “turned away”. This would need to be looked in to in more detail to conclude the reason/s for them being turned away.
 - It provides services for people mainly from its commissioned demographic and provides the services in the style, times and days that suit most people.
 - 1/3 of people had accessed another health service prior to accessing the service, of which half had tried to access their own GP – this could be looked into in more detail to determine the reason/s why.



Healthwatch Derby would like to thank DCHS - ISHS for being so welcoming and supportive during this project.

Appendices 1 – Survey



Derby's Integrated Sexual Health Services Survey

Date _____ Location _____

Healthwatch Derby is an independent watchdog for health and social services. We are working in partnership with Derbyshire Community Health Services to get peoples' opinions and experiences of Derby's integrated sexual health services. The information taken is anonymous and will be used to get an overview of public opinion and create reports to continually help improve services.

Do you live in: Derby City ☐ Derbyshire ☐ Other, please state _____

Did you try to access another health services before using this service? Yes No
If yes, please state which one:

Why did you choose to access this particular service? (i.e. – ease of location)

In your opinion, how easy or difficult is it to access sexual health services in Derby? Please circle:

Very difficult Reasonable Very easy
1 2 3 4 5

Have you found any barriers in accessing sexual health services? Yes No
If Yes, what barriers have you found?

When accessing services which type of the following do you prefer? Please circle:

Walk in and Wait only Booked appointments only Mixture of walk in and bookable appointments

What day/s best suit you to access this particular service? please circle:

Monday Tuesday Wednesdays Thursdays Fridays Saturday Any/All days

What time/s best suits you to access this service? please circle:

Morning Midday Afternoon Evening Don't mind

Have you used this service before? Please circle:

Yes No

If yes, how did you find your experience of using the service?

What are your current thoughts on the set-up of the waiting area?

If you were to have tests completed, by which method would you prefer to get your results? Please circle:

By phone call By text By E-mail Other: Please state

If a friend or family member were to have a sexual health concern would you recommend them to use this service?

Yes No

Is there anything you can think of to improve the Derby's current sexual health services?

How would you rate the Derby's sexual health services overall?

Very Poor Reasonable Excellent
1 2 3 4 5

Any further comments?

Appendices 2

Have you previously used the service? If yes, how did you find your experience of using the service?

- Absolutely fine, all positive
- Good, fine
- Good but have to come first or you're not guaranteed to be seen
- Fine
- Used to be ok, but now not so good, understand there low staffed - 4 times coming to be seen
- Difficulty in accessing
- Ok
- Brilliant
- Easy, brilliant
- Better now than it was, queues were ridiculous, staff are great
- Fine
- Good, quick results
- Alright
- Fine, just time consuming
- Fine
- Alright good
- Fine
- Pleasant / relaxed
- Good
- Happy
- Apart from waiting times alright
- Good, staff friendly
- Ok
- All good, good advice
- Great - a part from previous phone call experience
- Alright
- Fine
- GP gave information
- Good
- OK good
- Online worked well
- Quite good apart from waiting times
- Happy with service
- Good
- Enlightening
- Very understanding
- Fine
- Good
- Ok
- Good/nice people
- Very long, very tedious waiting
- Very easy very good
- Good
- Efficient, clean
- Perfectly fine
- Alright not difficult to access
- Fine but have to come back not dreadful
- Fine nothing exciting fast then was slow after
- Ok No problems
- Alright
- Alright good
- Alright
- Fine
- OK
- Very good
- Ok
- Fine, happy
- Really good, no problems
- Alright, fine
- Brilliant, last time accessing emergency appointment
- Waiting times long - even if booked
- Great

Appendices 3

What are your current thoughts on the set-up of the waiting area? - LRCH

- It changed - used to be male/female - some people who've been sexually assaulted shouldn't have to sit there, don't like the new set up.
- Ok, bit close to the reception
- Fine
- Last time was separate, now mixed, doesn't bother me but may be hard for victims of sexual abuse
- I don't have much information; don't know when I'm going to be seen
- Embarrassing and shouldn't be mixed, I don't like seeing men
- Ok
- Ok
- Alright
- Fine
- Fine
- Alright
- Alright
- Ok
- Not enough seats
- Ok
- Good
- Ok
- Fine
- Clinical, don't like the area outside (queueing in hallway) - felt like cattle
- Has things you need
- Fine
- Not very private. If had to do urine sample would have to walk past lots of people
- Fine
- Ok
- Fine
- Alright but close to people
- Alright - nice that there's two
- Alright, like the fact were not all on top of each other
- Fine
- Good
- Ok
- Alright
- Good
- Fine
- Nice
- Prefer to have room - different sexes. Alright. Bit loud (under TV)
- Good
- This ones alright (quite area) only its cramped in. nice and clean.
- Nice
- Fine
- Its alright
- Yes???
- Its ok
- OK
- More space no issue with mixed space
- Happy with it
- Happy with area
- OK
- Preferred it as separate waiting areas
- More comfortable chairs
- Better seating/more welcoming
- Good as any
- Bit claustrophobic
- Bit old/retro
- Don't like the mixed waiting rooms prefer single sex
- Nice and chilled
- Fine
- Bit crowded, not confidential, no space
- Best it can be
- Embarrassing mixed waiting area, prefer single sex areas
- Bit dated
- Bit dated but its OK
- Adequate
- Fine
- Alright
- Alright
- Fine

- | | |
|--|---|
| <ul style="list-style-type: none"> • Ok everything you need • Adequate • Does the job, system for alerting people with appointments booked • Fine • Ok • It's a waiting area!! • Quite good • No issues • Alright | <ul style="list-style-type: none"> • Its fine • Ok • Ok • Spot on • It's alright • Alright • Long wait no issue • More seats more space • Radio too loud • Fine |
|--|---|

Appendices 4

What are your current thoughts on the set-up of the waiting area? – Peartree clinic

- | | |
|--|---|
| <ul style="list-style-type: none"> • Ok • Nice, comfortable • Ok • Good • Standard - reception lovely • Fine • Fine | <ul style="list-style-type: none"> • Fine • Fine • Fine • Quite, good • Fine • Fine |
|--|---|

Appendices 5

Is there anything you can think of to improve the Derby's current sexual health services?

- | | |
|--|--|
| <ul style="list-style-type: none"> • Change waiting area - should be separate. Making morning appointments - have something like on-line to book appointments • More appointments, struggled to get one • Home testing • Unit was bigger, bigger staff team • Waiting up to 1 hour - more staff - wouldn't be so much waiting • No, I like it here, staff are lovely • More staff / bank staff • Waiting times. Ensuring that you will be seen after that waiting time • Triage system not amazing, rang in to book appointment, told nothing until 19th September (today 31/08), sent email with more details and told to come in straight away • Busy - reducing waiting times • More doctors - see people faster | <ul style="list-style-type: none"> • On-line - you can have a test sent to you • More people here to provide it • Waiting times - especially when you've got children with you • More walk in • No its good • No, they fine • No • No • Waiting times • 2nd day coming - told yesterday to come in today at 9am and told not going to see anyone till 14-14.30. Yesterday came at 10.30 and told no more booked appointments - feel issues is urgent. Not open waiting area • More appointments in morning and evenings. • Promote positive sexual health. Promote it more. Let people know its here and its |
|--|--|

accessible. Make it less taboo, get people to talk. Talk especially to young people

- Coffee – free machine, nice its got telly
- More staff to speed it up a bit
- More staff
- More appointments - hard to come and walk in when got children
- Waiting times
- No
- Probably to have more staff, come before and had to leave as they were fully booked
- Not any alternatives. Would prefer more privacy in waiting area
- No its all good. I'm all really pleased with the service
- More appointments - maybe an on-line system would be good
- No
- No its alright
- Lots of staff no waiting
- Less waiting
- Not really
- Waiting time could be improved
- Everything is ok no problems
- Availability of appointments, was booked but got cancelled waiting is issue with parking time
- No
- Nope
- No not really
- Not at all
- Walk in evening vary times
- N/A
- Male and female clinics only on specific days
- No
- N/A
- Modernising space more comforting
- No
- More staff
- N/A
- Better medication pick up
- N/A
- Making sure its accessible for walk-ins GP able to book appointments

- No
- No
- Current wait times online would be good
- No
- Waiting for booked appointment can be long wait walk in reasonable
- More staff-having to come back here for follow up appointment
- No
- Bookable appointments more to be available
- Longer opening times
- Waiting times could be better
- No
- No/ private area for more personal issues
- More appointment times
- Direct dial to clinic, website to see delays, pastoral services would be handy
- Postal kits
- No
- More nurses more appointments
- No
- More quicker
- Speedy process/more staff
- No
- More appointments
- Nothing its better, good job
- No, find it good
- More appointments available
- No
- Just the waiting time, I booked months in advance as I know there's a wait
- No -certain clinics do certain days, but you have to make arrangements
- No
- Long waiting times - may put people off getting issues addressed. Being able to get an appointment sooner. Prefer more clinics out of LRCH in the community (pop up clinics)
- More funding
- No its ok
- Preferred home testing kits - but not available in Derby

Appendices 6

Further comments:

- Staff - excellent. Excellent service, shit waiting times
- Been here before just had to wait so long. 1 month. Just want someone to give me 5 minutes.
- Recommend people to come straight here
- Sometimes you ring and ring and no-one answers the phone
- Feel that younger adults lack support - just told to fill in a form, should be more support. Feel like its de-grading. Book in system and website told to walk in them told cant be seen
- WIC - have to wait 2-3 hours not so bad here.
- Just waiting times
- Thank you for the service
- Hospital switch board - could put people off.
- None happy with service
- No communication between services which leads to issue with appointments
- Prefer it to be single sex as it is more comfortable
- GP could do more
- Staff are great
- Staff are friendly
- Not fair phoning in for pregnant partner difficult to get info, no reassurances, couldn't discuss both
- Pastoral services need to be bought in, keep this separate from GP
- More walk in appointments

DCHS Response

On behalf of the Integrated Sexual Health Services (ISHS) of DCHS, I would like to thank you for the useful feedback provided by your Report and for giving the service the opportunity to review the content of the report prior to its release.

The Integrated Sexual Health Services (ISHS) valued working in partnership in designing the survey and supporting the survey across both clinics at London Road Community Hospital and Peartree Clinic.

Overall the report identified that people were generally happy with the service provided, with an acknowledgement that the service is in high demand and that the majority of this demand is met.

However, in seeking to improve the service, ISHS has considered the areas identified as requiring attention and offer the following assurances that action has been, or will be taken:

1. The survey identified that 69.6% of the respondents were Derby City based residents. The service is working on various methods to increase the number of patients seen in the area where they are resident, for example online screening and treatment for residents with a Derby based postcode.
2. Whilst the majority of people surveyed did not find a barrier to accessing service, a significant number did, with the majority of the barriers relating to not enough appointments and waiting times.

In January 2019, ISHS at London Road Community Hospital introduced additional bookable appointments every morning for patients with a Sexually Transmitted Infection (STI) concern. These appointments are released on a daily basis and therefore anyone phoning the central booking line will have access to appointments sooner, where as previously they may have had to wait 2 to 3 weeks for a bookable appointment, or be prepared to attend knowing that they would have to sit and wait for an available appointment.

It was also useful to identify that most patients prefer a mixture of walk-in and wait or booked appointments as the service has been designed to meet these preferences.

3. In regards to staffing levels, all of the clinical posts within the service have now been recruited. It is anticipated that once all new staff have completed both the full induction and training programmes, the service will be in a position to provide improved access to appointments for both STI concerns and contraception needs.
4. During the period of the survey, 147 cases of people being turned away from the service were identified. This is a new measure recommended by the British Association for Sexual Health and HIV (BASHH) and part of their Hot Six. This function was introduced during August 2018 and the service has rolled out a process to measure and reduce the number of patients being turned away for the last 6 months, and this is now embedded within ISHS. There has been a significant improvement in this area, which has led to a decline of patients turned away within Derby City from approximately 210 in August 2018 to less than 30 in January 2019.
5. The survey identified that 8% of people didn't like the mixed sex waiting areas. Whilst this is the case, creating single sex waiting areas can cause problems for those attendees who do not identify as male or female. We will, however, continue to listen to and respect the comments of our service users. Additionally, the survey identified that some people said they felt there was not enough space and/or seats in the waiting area, or that they did not like the look of the area. Unfortunately, the space for our waiting areas is limited, however, the service will consider how to

make its waiting areas more patient friendly and less “clinical looking” in order to make both waiting areas more comfortable and welcoming.

6. The survey identified that 1/3 of respondents had accessed another health service prior to accessing the service, of which half had tried to access their own GP. Whilst ISHS does encourage patients to seek support across other healthcare locations, the service will continue to work with the commissioner of the service, Derby City Council, to identify any further opportunities for partnership working with our GP colleagues as well as pharmacies within Derby City.

The service currently operates 6 days a week, offering both bookable and walk-in and wait appointments during the morning session and this pattern appears to meet the needs of those involved in the survey.

The method of contact offered by the service, including text and telephone call and communication (with consent) by email also appears to meet the needs of the respondents and please note that the service will also consider any other means of communication as requested by the service user.

Finally, it is very pleasing for the service to receive the response that 93% of the respondents would recommend this service to a loved one.

I hope that the above narrative gives assurance that the service welcomes and uses the feedback from service users as an opportunity for both reflection of the current service model and an opportunity to identify opportunities for continuous improvement.

The service will continue to monitor the impact of any changes and are confident that once these changes are fully embedded, all service users will have a better experience of using the Integrated Sexual Health Services within Derby City.

The ISHS welcome feedback at any time as it improves their ability to ensure a positive experience for all clients using the services.

Ms. Michelle Bateman
Chief Nurse and Director of Quality
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