

Sexual Health Service Implementation Plan

August 2019

(Summary)

SANDYFORD

caring about sexual, reproductive and emotional health

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Introduction

Glasgow City Health and Social Care Partnership (HSCP) are responsible for providing specialist sexual health and reproductive health services for the whole population of Greater Glasgow and Clyde. The services are delivered by Sandyford in 14 different locations.

Changes in the population, in the sexual health needs of people, changes to the way the service is provided and the staff that do this, all mean that we cannot keep delivering the services in the same way and need to find a better way of doing this.

We have developed some proposals which will allow better services to be delivered. We are keen to hear your views, and will ask our service users, members of the public, our staff and any organisations we work with to help us decide what some parts of the new service will look like. All of the views and comments we receive will help us prepare the final set of proposals to take to Glasgow city Integration Joint Board (IJB) for them to consider later in 2019.

We have a short survey that we would like you to complete to tell us what you think. This should take no more than 10 minutes and you can find this online at www.glasgowcity.hscp.scot/sexual-health-consultation

If you would like to request the survey in another format then please

- ◆ Email us at Sandyford.feedback@ggc.scot.nhs.uk
- ◆ Phone us on 0141 211 6729

The closing date for responses is Friday 13th September 2019.

What improvements have already been agreed?

The main improvements to our services will be:

- ◆ More appointments will be available meaning that more people will be seen each year.
- ◆ People will get services that they need and will be able to see the right staff at the right time.
- ◆ We will introduce online booking for appointments and make it easier to get through to book appointments on the telephone too.
- ◆ Women will be able to get long-acting methods of contraception (coils and implants) at **all** Sandyford services.
- ◆ Women will be able to get their oral contraception pills at some local pharmacies.
- ◆ There will be Test Express services (fast access HIV and STI testing service for people without symptoms) at **all** Sandyford services.
- ◆ There will be more early evening services in more places for young people (for those aged 17 and under), and a Saturday afternoon service in Glasgow city centre.
- ◆ Some people will be able to order sexually transmitted infection (STI) testing kits online.
- ◆ Some people will be able to order oral contraception prescriptions online.

Why are we doing this?

There are various reasons why the service is not working as efficiently as it used to.

- ◆ We changed the service in 2015 from a drop in one to appointments only, but this has led to longer waiting times for appointments and difficulties for people trying to phone the service to make or change an appointment.
- ◆ The numbers of people with sexually transmitted infections is increasing, which means more people need to be seen more often to be treated for their infections.

- ◆ From 2017, sexual health services in Scotland have been able to prescribe medicine (known as PrEP) to people who are HIV negative to help prevent them becoming infected with HIV. In Glasgow this medicine can only be prescribed at Sandyford and this new service has been very busy.
- ◆ In recent years it has become more difficult to recruit the right kind of staff into the service.

How did we decide what we were going to do?

In 2016 we consulted with patients, partner organisations and members of the public on the future priorities for sexual health. As a result the Strategic Plan 2017-20 stated our intention to review all sexual health services.

In 2017 as part of the review, we worked with some voluntary sector organisations to gather the views of specific groups of people who use our services about what we could improve. This helped shape the proposals to increase and improve services for young people, and also the proposals for online appointment booking and better telephone systems to make it easier for people to attend services.

In 2018 we asked college students about how they would like to access sexual health services, and this has helped us come up with the proposal to allow people to order some contraception prescriptions and some STI testing kits on the internet.

In 2019 we looked at all our available information to understand what changes were needed. We looked at the priority sexual health issues, how is the local population made up, and how are our services used. We looked at any impact the proposals might have on groups of people protected by Equality legislation. We also considered what impact there would be if people had to travel to different areas to get services.

What is changing?

Services for Adults

We are proposing that Sandyford services for adults will be provided in 10 different locations.

- ◆ One day a week at
 - » Barrhead Health and Care Centre
 - » Clydebank Health Centre
 - » Kirkintilloch Health and Care Centre
 - » Vale of Leven Hospital
- ◆ Two days a week in Greenock Health Centre
- ◆ Five days a week at
 - » Paisley New Sneddon Street Clinic
 - » Woodside Health and Care Centre
- ◆ Five days and four evenings at
 - » Sauchiehall Street in Charing Cross, Glasgow
 - » Govanhill Health Centre (community wing)
 - » Parkhead Health Centre

The new services will be delivered in such a way that different parts of the service will be available in different places.

The services that most adults (aged over 18) who use Sandyford services need are contraception, emergency contraception and testing for sexually transmitted infections. We are proposing that these will be available at all of our services listed above.

Some people will need services that are a bit more complex, for example people who have symptoms of an infection and may need quicker treatment. We are proposing that this will be available five days a week at Paisley, Woodside, Govanhill and Parkhead locations. People might have to travel a bit further to get to them.

A very specialist level of service that will be needed by fewer people includes:

- ◆ consultant led care
- ◆ abortion care
- ◆ complex menopause
- ◆ services for people who have been sexually assaulted or raped
- ◆ counselling
- ◆ gender identity services
- ◆ specialised risk reduction services for gay and bisexual men

All of these will be provided in one location at our central service near Charing Cross in Glasgow city centre. Anyone who needs these specialist services will have to travel to Glasgow.

To create the new service model with more appointments for everyone and better services for young people, some of our adult services will have to move. This means that people may have to visit services that are further from where they live in order to get the right care by the right staff for them.

- ◆ Services for adults (aged over 18) at Easterhouse and Springburn will move to Parkhead.
- ◆ Services for adults (aged over 18) at Pollok and Castlemilk will move to Govanhill.
- ◆ Services for adults (aged over 18) at Drumchapel will move to Woodside.

Online Services

Some people have very straightforward needs and would prefer to get their services in a different way. We have decided to test an online service for 2 groups of people who have used our services in the past:

- ◆ people who want to be tested for sexually transmitted infections but have no symptoms
- ◆ women who need a repeat prescription of their oral contraception supply

These people will be able to go online, answer some questions about who they are and some information about their health, and either order their contraception prescription, and then pick it up at a pharmacy close to where they live; or order a home-testing kit which will be sent out to their home address. They will be able to send the tests in and receive their results by phone, only having to visit a clinic if they need some treatment or follow up care.

We will test this in some parts of Glasgow (including Castlemilk, Easterhouse, Drumchapel, Springburn and Pollok), and in East Dunbartonshire and East Renfrewshire. If it is successful we would like to spread it to more areas and to allow more people to do this. In time, we would also like to have more of our services available online, and also to work with GPs to help support their patients do this.

Getting Contraception from your Pharmacy

We will try out a service which means women can get their oral contraception pills from their Community Pharmacies. We will test this in Darnley and Langside to begin with, and if this is successful we would like to provide it in other areas.

Services for young people

Our services for young people are for those aged 17 and under. Young people told us that our services are not open at the right times and some are not easy to get to. Therefore, we want to set up new early evening drop-in services for young people at 9 different locations across Glasgow and Clyde. Discussions are ongoing with young people and other organisations to agree the exact locations, but we would propose to have the drop-in services in:

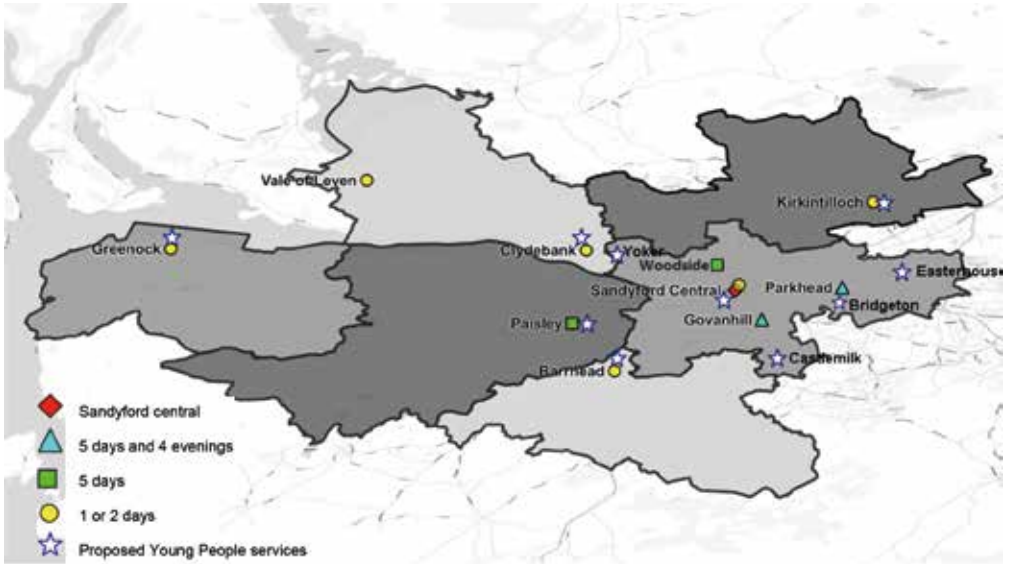
- ◆ Greenock
- ◆ Clydebank
- ◆ Paisley
- ◆ Barrhead
- ◆ Kirkintilloch

In Glasgow city, we will have a new Saturday afternoon service for young people.

We will work with the new HSCP Youth Health Service as it becomes established over the next year and would also hope to have drop in sexual health clinics for young people in areas such as:

- ◆ Castlemilk
- ◆ Easterhouse
- ◆ Bridgeton
- ◆ Yoker

New Sandyford Service Locations



When will the changes happen?

If the Integration Joint Board approves the proposals, we would start to put the new services in place early in 2020

- ◆ We would move all the specialist services to our central service on Sauchiehall Street near Charing Cross in Glasgow
- ◆ Services at Paisley and Woodside in Glasgow would open on 5 full days and include early evening drop in service for young people
- ◆ Services in Govanhill and Parkhead would open on 5 days and 4 evenings each week
- ◆ Online services will be tested in Castlemilk, Easterhouse, Drumchapel, Springburn, Pollok, East Dunbartonshire and East Renfrewshire
- ◆ Drop in services for young people would open in Castlemilk and Easterhouse in the evening, and in the city centre on a Saturday afternoon

Later in 2020 the Greenock and Vale of Leven services will open, and drop in services for young people will open in Greenock and Clydebank.

Until these changes happen, the current services will continue.

If you would like this document in another language
please contact Sandyford on:

Email: **Sandyford.feedback@ggc.scot.nhs.uk**

or Phone: **0141 211 6729**

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اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

اگر این اطلاعات را به زبانی دیگر میخواهید لطفا با این ادرس تماس بگیرید:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

如果您需要该信息的其它语言版本，请联系:

If you would like this document in large print, Braille
or audio format please contact Sandyford on:

0141 211 6729

You can also watch a short animated video that explains this summary
document at: www.glasgowcity.hscp.scot/sexual-health-consultation