

# Briefing Paper – Southend Sexual Health Service

## January 2020

<b>Service:</b>	Southend Sexual Health Service
<b>Providers:</b>	Provide Community Interest Company (Provide) Southend University Hospital NHS Foundation Trust (Southend Hospital)
<b>Author(s):</b>	Sonya Wooldridge, Kez Spelman, Traci Maton, Andrew Brown

### 1. Abstract:

Southend sexual health services have been provided by Provide and Southend Hospital since 1 April 2019. This paper aims to summarise key features of the new service model, performance from April to December 2019 and innovations in the service.

This paper will also detail some of the premises issues which have been experienced, and the temporary closure of Thamesgate House.

### 2. Service Background

Sexual health services were provided by the *SHORE partnership*, delivered by Essex Partnership University NHS Foundation Trust and Southend Hospital until 31 March 2019. This was delivered from two sites, The Carlingford Centre at Southend Hospital and the Kingsley Ward Centre.

Provide and Southend Hospital have been commissioned to jointly provide the *Southend Sexual Health Service* since 1 April 2019 for a period of 2 years and have moved all staff and clinics to a newly renovated site in a community setting at Thamesgate House.

### 3. Southend Sexual Health Model:

The Southend Sexual Health Service model aims to change the culture of sexual health service delivery, by ensuring that we safely link need to the right level of service. Service delivery is consistently integrated so that process steps are reduced and people that attend have a variety of sexual health needs met by one person at one place at one time.

The service aims to move away from dependency by liberating the skills and knowledge of service users and promoted self-management wherever safe and appropriate.

Open and rapid access to sexual health services remains a vital part of the effective management of sexually transmitted infections (STI). Whilst walk in services had been used in the SHORE partnership, the Southend Sexual Health Service model uses a triage and appointment system in order to ensure the right level of need is linked to the right appointment.

This new model of service continues to provide open access through urgent access appointment slots available each day for specific need e.g. emergency hormonal contraception, under 16s or post-exposure prophylaxis.

To ease the transition between a walk-in model and a triage & appointment model, Southend Sexual Health Services are trialling an *Urgent Access Walk In* every Monday to ensure that service users are able to adjust to the changes.

#### 4. Performance:

The Southend Sexual Health Service has 22 Key Performance Indicators (KPIs) with targets against them to achieve. Of the 22 KPIs, 18 are above target including:-

- ✓ Appointments offered within 48 hours for all urgent appointments
- ✓ Partner notification targets
- ✓ Time from consultation to test result within 8 days
- ✓ HIV test offered
- ✓ Chlamydia diagnostic rate

The four KPIs where the target has not been met year to date are shown below:-

KPI	Target	YTD	Narrative and Action
% of positives receiving treatment within 6 weeks of test	95%	82%	<p>Whilst 99% of service users received notification of positivity within 8 days, a lower number presented within 6 weeks of treatment.</p> <p>There is an element of personal choice and responsibility in terms of service users responding to positive result notification. Whilst the majority of people will understand the urgency to attend, some will not or may choose to attend a clinic out of the area.</p> <p>We are assured that all positive results are followed up in accordance with the British Association of Sexual Health and HIV (BASHH).</p>
Safeguarding Assessments for under 16s	100%	99%	<p>This relates to one service user whose assessment was not registered on the clinical record. A refresher training plan is being completed with the staff member.</p> <p>All staff have completed level 3 mandatory safeguarding children's training. This compliance gives us assurance that safeguarding principles are being applied to all interactions.</p>
Safeguarding Assessments for 16 – 18s	100%	81%	<p>We have identified a recording issue where safeguarding assessments are not being marked as complete where young people have been seen by more than one clinician, although the assessment has been completed.</p> <p>Until we can be sure that this is solely a reporting issue, a refresher training plan is being completed with all staff members as mitigation.</p> <p>All staff have completed level 3 mandatory safeguarding children's training. This compliance gives us assurance that safeguarding principles are being applied to all interactions.</p>
Urgent appointments attended within 48 hours	80%	78%	<p>Whilst 100% of service users were offered urgent appointments within 48 hours only 78% attended within this time frame.</p> <p>Further work needs to be undertaken to identify if personal circumstances meant that service users chose to delay an appointment to a slightly later date</p>

## 5. Estates Issues:

The Southend Sexual Health Service moved to premises at Thamesgate House on 1<sup>st</sup> April 2019, replacing Southend Hospital's Occupational Health Team who had resided here prior.

Issues regarding the premises emerged, with the landlord preventing access to the building after 6pm via the main door and for signage to be placed outside of the building. These are currently being negotiated between Southend Hospital's and the Landlord's Solicitors.

On 24 October 2019 the landlord issued a forfeiture of lease notice due to non-payment of rental invoices and staff were locked out of Thamesgate House that day. From the 25<sup>th</sup> October to 21 November 2019 alternative provision was made for service users to be seen at Clinic 22, Southend Hospital Outpatients and Southgate House in Basildon and a service was carried out each day.

All urgent service users, were clinically triaged, and were given an appointment during the closure of Thamesgate House, and the non-urgent service users whose appointments had been delayed were offered alternative appointments, with additional Saturday clinics at Queensway Medical Centre to ensure any backlog was addressed.

A full Root Cause Analysis (RCA) has been carried out by Southend Hospital.

## 6. Innovations

### *Test at Home*

The Test at Home system was introduced in September 2019 which provides the Southend population access to STI testing for the most common sexually transmitted infections (chlamydia, gonorrhoea, syphilis and HIV) and is available 24 hours a day 7 days a week. In addition this method of access maximises privacy, discretion and convenience and is fully backed up by a clinical team to manage queries from users, plus direct referral to face to face care and other services when indicated.

As of December 2019, over 1,000 test kits have been sent to the residents of Southend.

Feedback from users of the test at home service has reinforced its benefits, see the examples below:

"It's really helped me feel normal about wanting to check myself now! I was super nervous before, but the service has helped me to realise it's all about my health! With it being so quick and easy and discreet, I would without a doubt use this service again if needs be! "

"Can't fault the system, I was too worried to go to doctors so this was a brilliant idea"

"This is an extremely valuable service to me. It is very embarrassing and inconvenient going to a clinic sometimes and this service combats that"

### *Triage via Intelligence Centre*

The triage process was developed using a combination of clinical guidelines with input from specialist doctors and nurses to create a process which allows non-clinical staff to safely assess level of need and offer an appropriate level of service. This gives clients many more options for access to the service.

### *Text Message Reminders*

Text message reminders have been implemented which have a self-managed cancellation function built in. This will remind the service user of an appointment they may have forgotten, and also aims to reduce rates of non-attendance and unused appointments.

### *Remote Medical Support of Treatment*

A wider network of specialist medical staff are able to provide remote support to the Southend Sexual Health Service clinical team to assist with clinical decisions and care planning.