

ADULTS AND HEALTH SELECT COMMITTEE

4 APRIL 2018



SEXUAL HEALTH SERVICES TASK GROUP PROGRESS REPORT

Purpose of report:

To update the Adults and Health Select Committee on progress made by the Sexual Health Services Task Group in reviewing the communication and engagement undertaken by Surrey County Council and NHS England around introducing an integrated Sexual Health and HIV Service in Surrey which began on 1 April 2017. This report provides an outline on the Task Group's activity to-date.

Introduction:

1. At its meeting on 4 September 2017, the Adults and Health Select Committee received a formal referral from Healthwatch Surrey regarding the award of an integrated Sexual Health and HIV Services contract to Central North West London NHS Foundation Trust. Specifically, this referral cited a lack of appropriate engagement with residents and service users by Surrey County Council (SCC) and NHS England (NHSE) regarding the introduction of an integrated Sexual Health and HIV Service for Surrey. Similar concerns have also been expressed by members of the public and stakeholders who have reported limited communication and engagement from SCC and NHSE on the development and introduction of the Service.
2. In response to these concerns, a Task Group was formally established by the Adults and Health Select Committee at its meeting on 4 September 2017 with a specific remit to review communication and engagement that was conducted by SCC and NHSE around the introduction of the integrated Service. Following the conclusion of its review, the Task Group will make recommendations to SCC and NHSE about engaging and communicating effectively with patients, service users and stakeholders around future changes in how services are delivered. The Terms of Reference for the Sexual Health Services Task Group are attached as Annex 1 to this report and provide a detailed outline of the scope and remit of the Task Group.
3. The Membership of the Task Group was agreed as the following: Sinead Mooney (Chair), Nick Darby and John O'Reilly.
4. The Task Group has met numerous times since it was first established hearing evidence from a diverse range of perspectives

including commissioners, partners, patients and stakeholders in an effort to understand individual experiences around the communication and engagement conducted regarding the introduction of the new Service. The Task Group has actively cultivated feedback from a wide range of perspectives to ensure that the outcomes from its review are both objective and balanced. The extent and diversity of evidence heard by Members has, however, necessitated a postponement in the publication of the Task Group's final report. The evidence put forward must be collated and considered holistically before the Task Group is able to present its findings. It is therefore proposed that the Task Group's final report is considered at the Adults and Health Select Committee at its meeting on Wednesday 4 July 2018. This interim report provides an outline of work undertaken by the Task Group to date for consideration and comment by Members of the Select Committee.

5. Members would like to take this opportunity to thank all those who have taken time to share their experiences with Task Group which will help to shape the findings of this review.

Work Undertaken by the Task Group to date

6. During the course of four meetings, Members have heard evidence from over 20 people ranging from commissioners, providers, patients and stakeholders. This has enabled the Task Group to build a nuanced picture of the engagement and communication which took place around the development and introduction of the integrated Sexual Health and HIV Services contract.
7. The first meeting of the Task Group was held on 15 December 2017 when Members met with those who commissioned the new service, namely officers from Public Health and from NHSE South East's Specialised Commissioning Team. This gave Members of the Task Group the opportunity to review the steps taken by SCC and NHSE to engage with patients and stakeholders around the development of the specification for the integrated service. During this meeting, Members received an outline of work undertaken by Public Health to develop a Sexual Health Needs Assessment as well as information on how SCC and NHSE engaged with stakeholders around developing the Specification for the integrated Service. Members also heard how commissioners sought to inform patients and stakeholders about changes to how services would be delivered as a result of the new contract. A representative of Healthwatch Surrey was also in attendance at this meeting providing valuable insight and challenge on the evidence provided by officers.
8. It is incumbent upon the Task Group to understand how steps taken by commissioners to engage and communicate with patients was reflected on the ground. As such, Members of the Task Group were eager to hear directly from users of Sexual Health and HIV Services to understand their perspective on commissioners' efforts to engage and communicate with them. Specifically, Members

wanted to test the degree to which efforts that commissioners reportedly took to engage and communicate with patients was recognised by service users. The Task Group also used these interviews as an opportunity to understand patients' expectations on how they felt that they should be engaged with around Service changes. To facilitate this, officers worked with staff at Central and Northwest London NHS Foundation Trust to identify patients with long term and chronic conditions willing to provide evidence to the Task Group. Efforts were made to ensure that Members heard from those who had received treatment for their specific conditions at each of the three clinics which had closed following the implementation of the new contract. This was to ensure an array of views on engagement and communication conducted by commissioners. Due to sensitivity around certain conditions patients asked that they provide their evidence anonymously and so these interviews were conducted over the phone. In total, the Task Group spoke to nine patients and one patient representative receiving a powerful insight into the specific considerations of those with chronic and long term conditions.

9. Engaging with stakeholders is an important aspect of any commissioning cycle both in developing the new contract and in understanding the impact it will have on other services. As such, over 6th and 7th of March, the Task Group conducted interviews with partners to understand how commissioners engaged with them in developing the specification for the new Service and then how they were communicated with around changes arising from the implementation of the new contract. Members spoke to a variety of stakeholders including GPs, voluntary sector organisations, representatives from Surrey's schools as well as those involved in the planning and delivery of the new Service. This yielded a great deal of information and insight that requires analysis in the context of information already heard by the Task Group.
10. The vast majority of interactions with Sexual Health and HIV Services are from one-time users, those who attend a GUM Clinic to receive advice, testing and treatment for a specific condition and then may never need to interact with these Services again. Consequently, the Task Group felt it was important to invite the views of all Surrey residents to inform the outcomes of the final report. This was conducted through an online survey on SurreySays which asked residents to comment on how SCC and NHSE engaged with them around the introduction of the integrated Service. The survey went live on Wednesday 28 February and was actively promoted to ensure widespread dissemination. The survey was advertised through various online platforms including the HealthySurrey, CNWL and Healthwatch Surrey websites as well as on the social media channels of a number of partner organisations. Certain voluntary sector organisations also emailed those on their distributions lists to make them aware of the Survey and encourage them to provide feedback. The survey closed on 21 March 2018 having received a total of 68 responses.

11. As the Sexual Health Needs Assessment identifies, young people are a particularly important group when it comes to planning the configuration of Sexual Health Services to ensure that they remain accessible and that young people are aware of where to find support, advice and treatment on their Sexual Health. Consequently, Members felt that it was important for the voice of young people to be reflected in the final report. To that end, the Task Group sent a series of questions to Members of the Youth Collective seeking their views on engagement and communication from commissioners around the implementation of the integrated Service.

Conclusions

12. The Task Group has heard the views of almost 100 people since it began its review in September 2017. This figure is no comparison with the tens of thousands of people who use Sexual Health and HIV Services every year in Surrey but for a small Task Group with limited resources this represents a significant number. More importantly perhaps, Members have been given access to a diverse range of perspectives due to the willingness of commissioners, patients and staff member as well as partners from the voluntary and healthcare sectors to share their views with the Task Group. This will ensure that the Task Group's findings are informed, balanced and robust.

Next Steps

13. The Task Group will hold a follow up meeting with officers from NHSE and SCC to give them the opportunity to respond to the evidence that has been provided by patients, stakeholders and partners. Following this, Members of the Task Group will hold a meeting to review the evidence gathered and, using NHS England's own principles on public engagement, come to a shared view on whether NHSE and SCC engaged effectively with patients and stakeholders around the introduction of the new contract. If appropriate, the Task Group will also make a series of recommendations to NHSE and SCC around how they can seek to engage more effectively in the future.

Recommendations:

The Adults and Health Select Committee is asked to acknowledge the progress of the Sexual Health Services Task Group in undertaking its review.

Report contact: Andrew Baird, Democratic Services Officer

Contact details: 020 8541 7609, andrew.baird@surreycc.gov.uk

List of Acronyms

GUM – genito-urinary medicine

NHSE – NHS England

SCC - Surrey County Council

This page is intentionally left blank