

Sexual Health Services Survey: Summary report

This report was created on Thursday 22 March 2018 at 10:21.

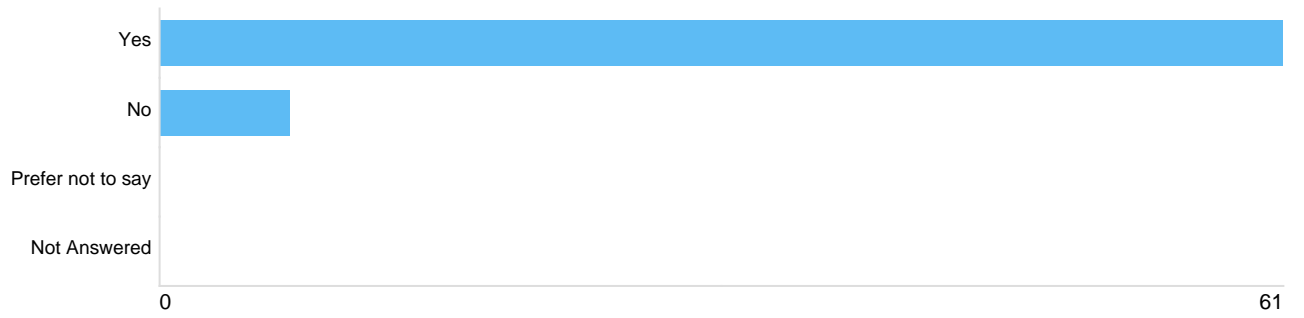
The consultation ran from 27/02/2018 to 21/03/2018.

Contents

Question 1: Have you used Sexual Health/HIV services in Surrey before?	2
Service user?	2
Question 2: Which of the following sexual health/HIV Clinic(s) have you attended in Surrey?	3
Clinic	3
Question 3: Thinking about the clinic you have used most often since 2015, when did you first visit it?	4
First used the clinic in...	4
Question 4: Thinking again about the clinic you have used most often since 2015, how frequently have you used it between then and now, February 2018?	4
Frequency of service use	4
Other- please specify	5
Question 5: How would you expect to be engaged with by Surrey County Council and NHS England regarding changes to the delivery of Sexual Health & HIV Services?	5
Engagement methods	5
Other- please specify	5
Question 6: Changes to which of the following aspects of the service would you expect to be asked about as part of this engagement?"	6
Engagement expectations	6
Other- please specify	6
Question 7: How much notice would you expect to be given about changes to the service?	6
notice expectations	6
Question 8: Were you aware that a review of Sexual Health and HIV services in Surrey took place in 2015?	7
Aware of sexual health services review?	7
Question 9: How did you first find out that the delivery of Sexual Health and HIV Services in Surrey would be changing?	7
How changes were communicated	7
Other- please specify	8
Question 10: Thinking about the following statement, please say to what extent you agree or disagree that:	8
Statement responses - The rationale behind the changes to service delivery were explained clearly to me	8
Statement responses - The actual changes to the delivery of Sexual Health and HIV Services were explained clearly to me	9
Question 11: Prior to the Sexual Health Services Needs Assessment being published in January 2016, a survey was available in all 9 clinics. Do you remember seeing this survey?	9
Clinic survey 2015-16	9
Question 12: Did you fill in this survey?	10
Survey completion 2015-16	10
Question 13: Thinking about the following statement, please say to what extent you agree or disagree that:	10
Statement response on involvement in ongoing care - Throughout the service changes, I felt involved in my ongoing care arrangements	10
Question 14: What is your age?	11
Age	11
Question 15: What best describes your gender?	11
Gender	11
Prefer to self-describe	12
Question 16: What is your ethnic group?	12
Ethnic group	12

Question 1: Have you used Sexual Health/HIV services in Surrey before?

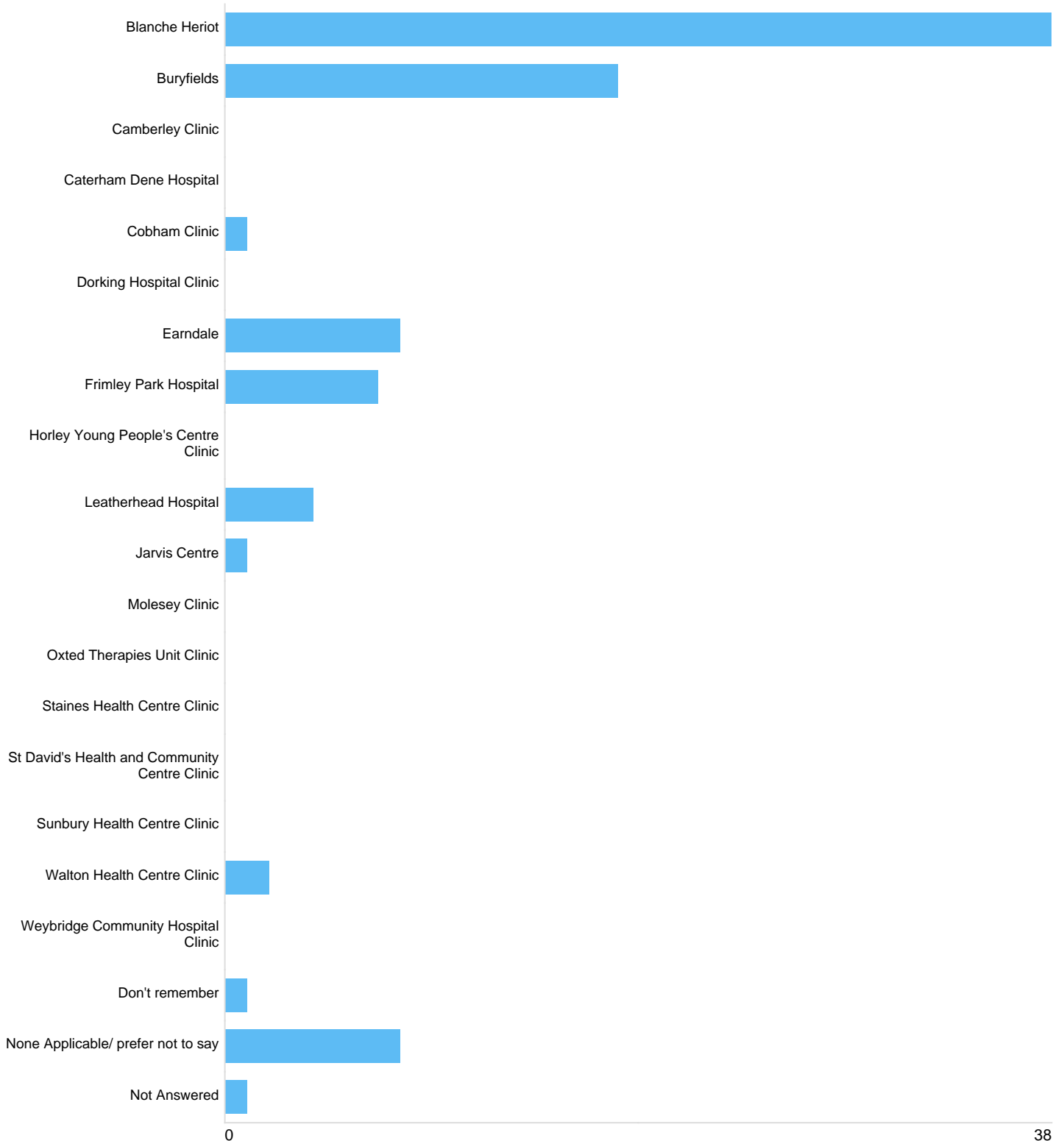
Service user?



Option	Total	Percent
Yes	61	89.71%
No	7	10.29%
Prefer not to say	0	0%
Not Answered	0	0%

Question 2: Which of the following sexual health/HIV Clinic(s) have you attended in Surrey?

Clinic



Option	Total	Percent
Blanche Heriot	38	55.88%
Buryfields	18	26.47%
Camberley Clinic	0	0%
Caterham Dene Hospital	0	0%
Cobham Clinic	1	1.47%
Dorking Hospital Clinic	0	0%
Earndale	8	11.76%
Frimley Park Hospital	7	10.29%
Horley Young People's Centre Clinic	0	0%
Leatherhead Hospital	4	5.88%
Jarvis Centre	1	1.47%
Molesey Clinic	0	0%
Oxted Therapies Unit Clinic	0	0%
Staines Health Centre Clinic	0	0%
St David's Health and Community Centre Clinic	0	0%
Sunbury Health Centre Clinic	0	0%
Walton Health Centre Clinic	2	2.94%
Weybridge Community Hospital Clinic	0	0%
Don't remember	1	1.47%
None Applicable/ prefer not to say	8	11.76%
Not Answered	1	1.47%

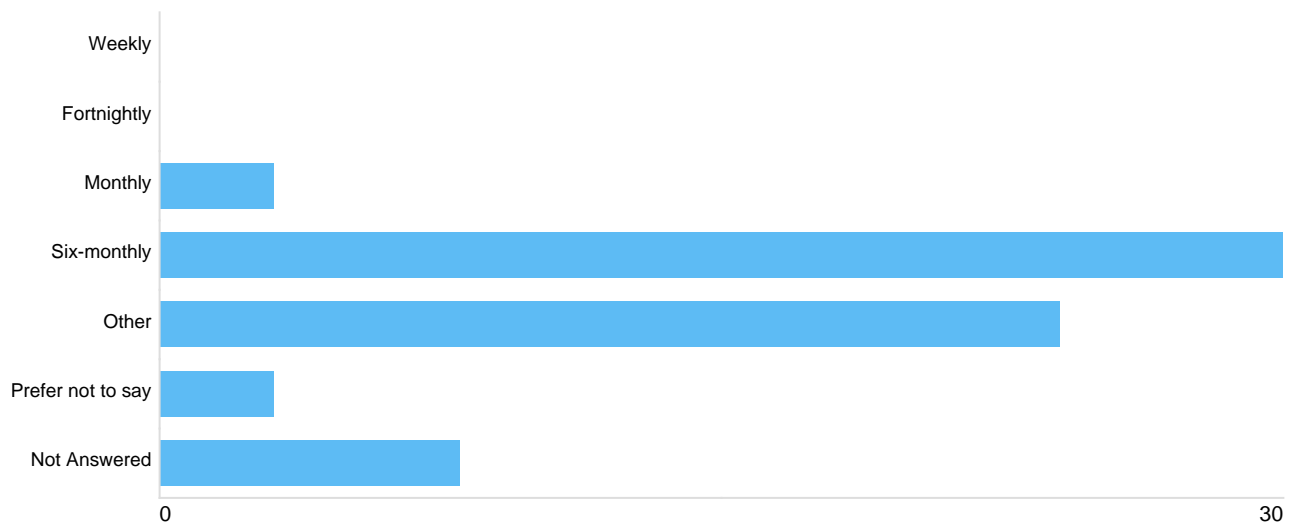
Question 3: Thinking about the clinic you have used most often since 2015, when did you first visit it?

First used the clinic in...

There were **62** responses to this part of the question.

Question 4: Thinking again about the clinic you have used most often since 2015, how frequently have you used it between then and now, February 2018?

Frequency of service use



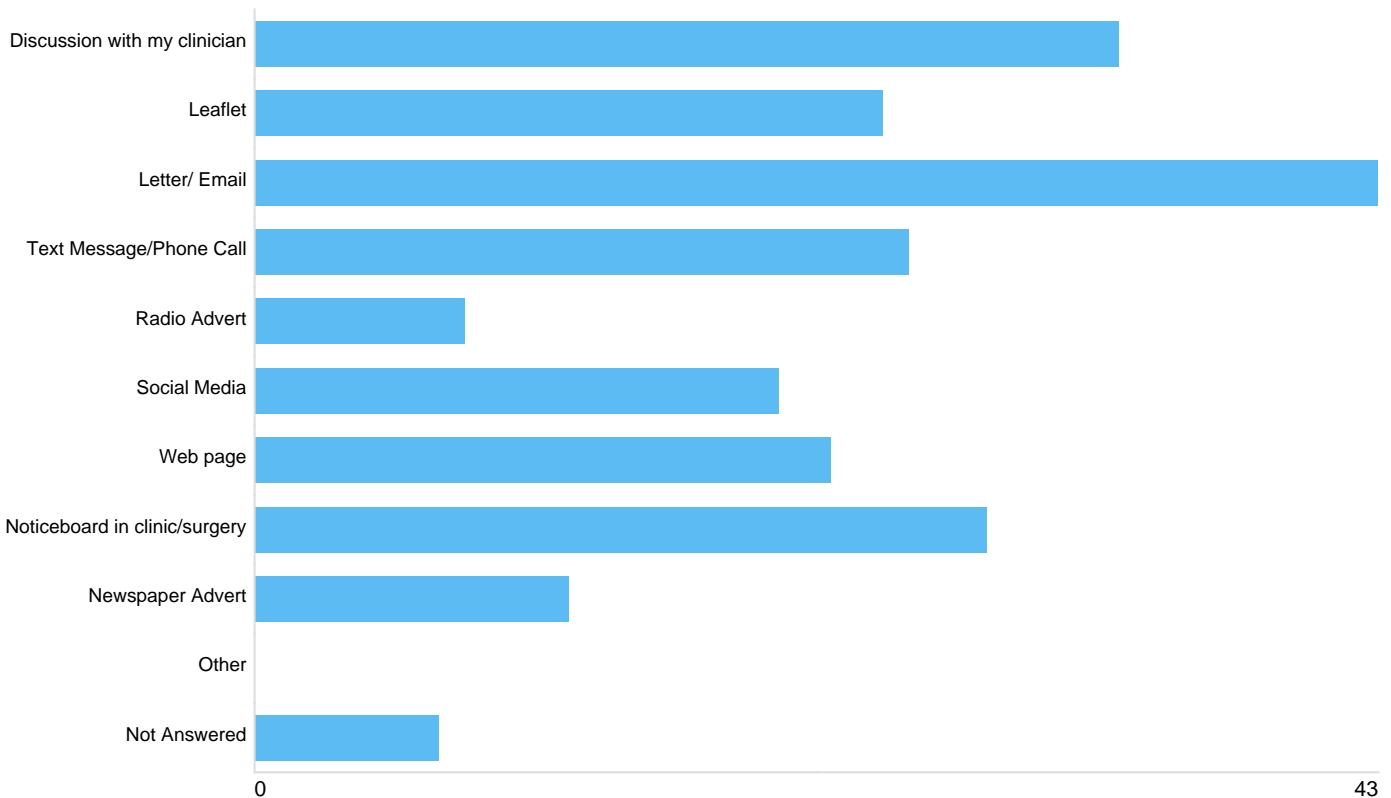
Option	Total	Percent
Weekly	0	0%
Fortnightly	0	0%
Monthly	3	4.41%
Six-monthly	30	44.12%
Other	24	35.29%
Prefer not to say	3	4.41%
Not Answered	8	11.76%

Other- please specify

There were **23** responses to this part of the question.

Question 5: How would you expect to be engaged with by Surrey County Council and NHS England regarding changes to the delivery of Sexual Health & HIV Services?

Engagement methods



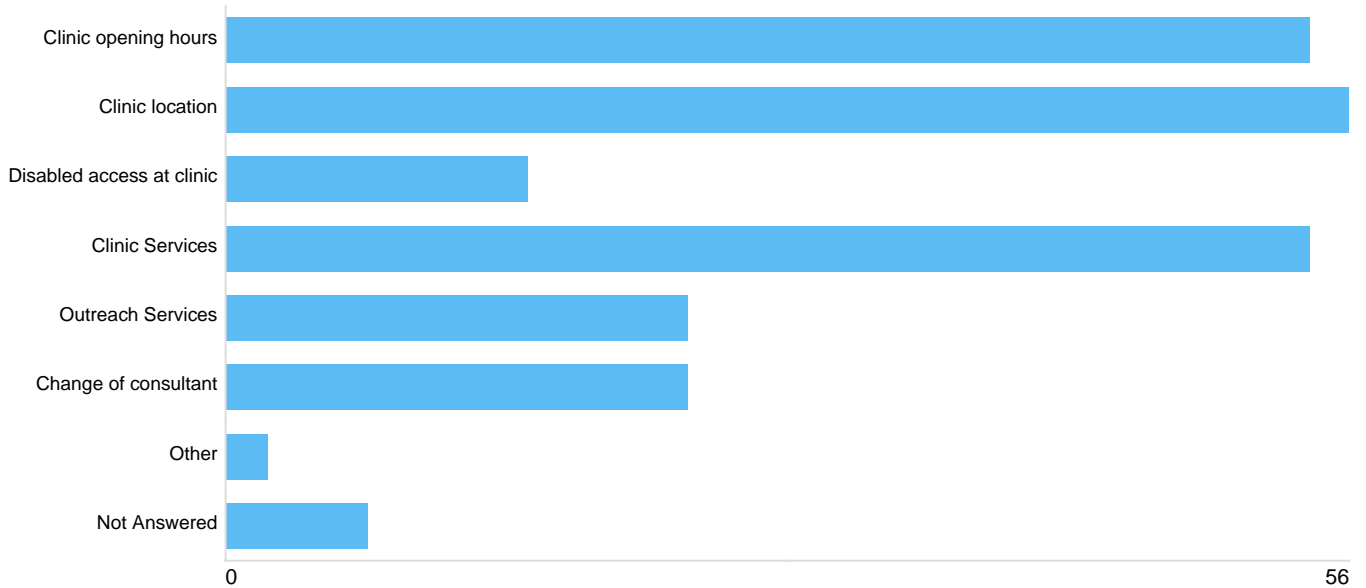
Option	Total	Percent
Discussion with my clinician	33	48.53%
Leaflet	24	35.29%
Letter/ Email	43	63.24%
Text Message/Phone Call	25	36.76%
Radio Advert	8	11.76%
Social Media	20	29.41%
Web page	22	32.35%
Noticeboard in clinic/surgery	28	41.18%
Newspaper Advert	12	17.65%
Other	0	0%
Not Answered	7	10.29%

Other- please specify

There were **0** responses to this part of the question.

Question 6: Changes to which of the following aspects of the service would you expect to be asked about as part of this engagement?"

Engagement expectations



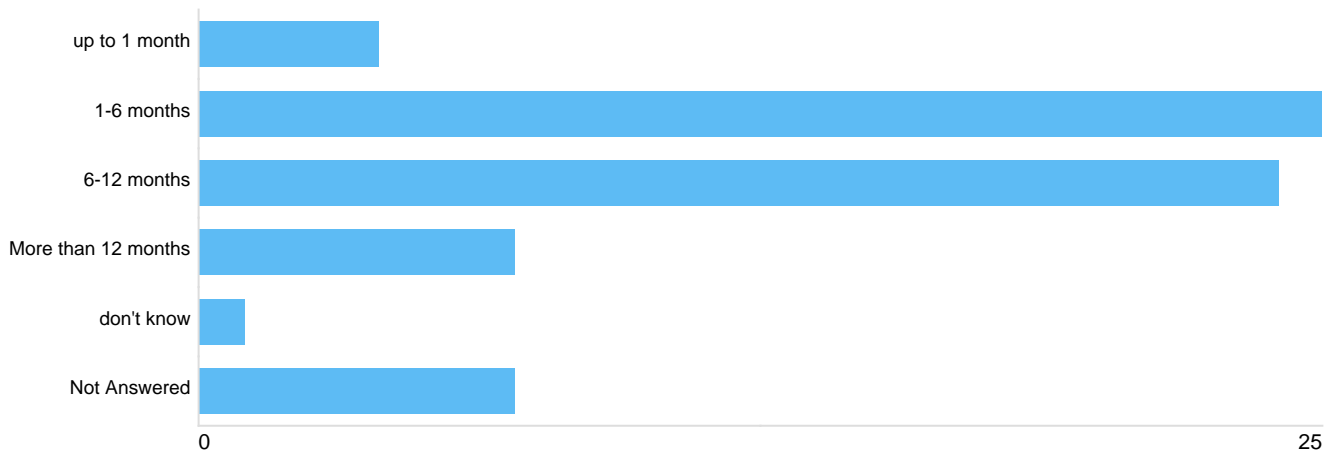
Option	Total	Percent
Clinic opening hours	54	79.41%
Clinic location	56	82.35%
Disabled access at clinic	15	22.06%
Clinic Services	54	79.41%
Outreach Services	23	33.82%
Change of consultant	23	33.82%
Other	2	2.94%
Not Answered	7	10.29%

Other- please specify

There were 3 responses to this part of the question.

Question 7: How much notice would you expect to be given about changes to the service?

notice expectations



Option	Total	Percent
up to 1 month	4	5.88%
1-6 months	25	36.76%
6-12 months	24	35.29%
More than 12 months	7	10.29%
don't know	1	1.47%
Not Answered	7	10.29%

Question 8: Were you aware that a review of Sexual Health and HIV services in Surrey took place in 2015?

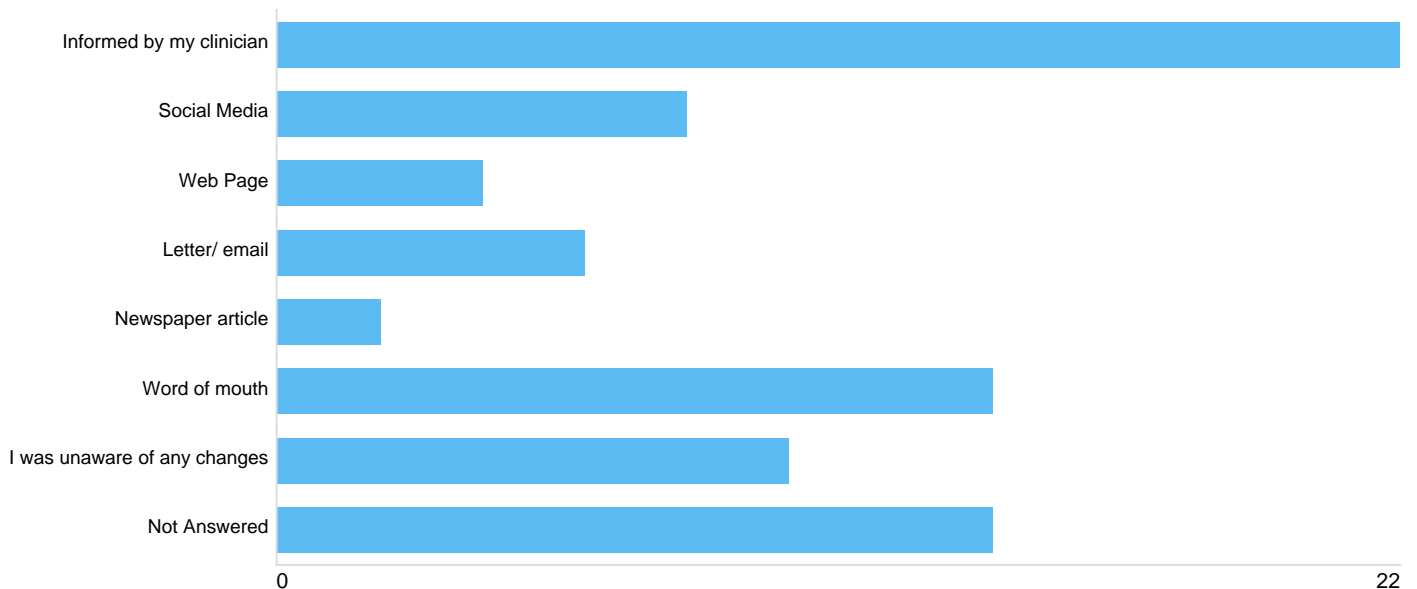
Aware of sexual health services review?



Option	Total	Percent
Yes	8	11.76%
No	52	76.47%
Not sure	1	1.47%
Not Answered	7	10.29%

Question 9: How did you first find out that the delivery of Sexual Health and HIV Services in Surrey would be changing?

How changes were communicated



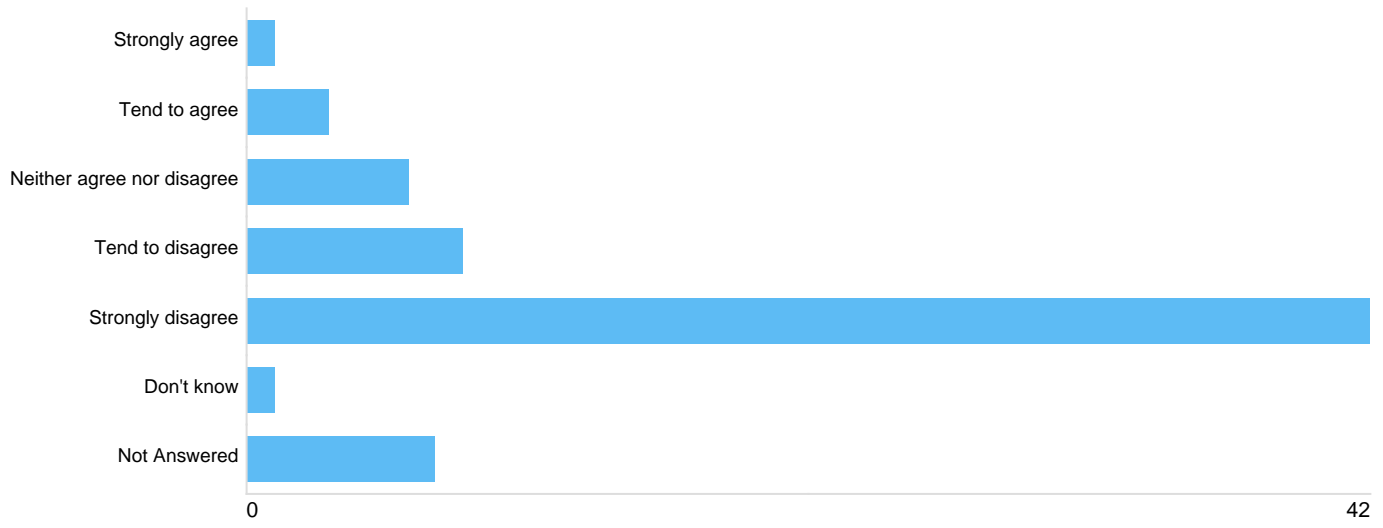
Option	Total	Percent
Informed by my clinician	22	32.35%
Social Media	8	11.76%
Web Page	4	5.88%
Letter/ email	6	8.82%
Newspaper article	2	2.94%
Word of mouth	14	20.59%
I was unaware of any changes	10	14.71%
Not Answered	14	20.59%

Other- please specify

There were **8** responses to this part of the question.

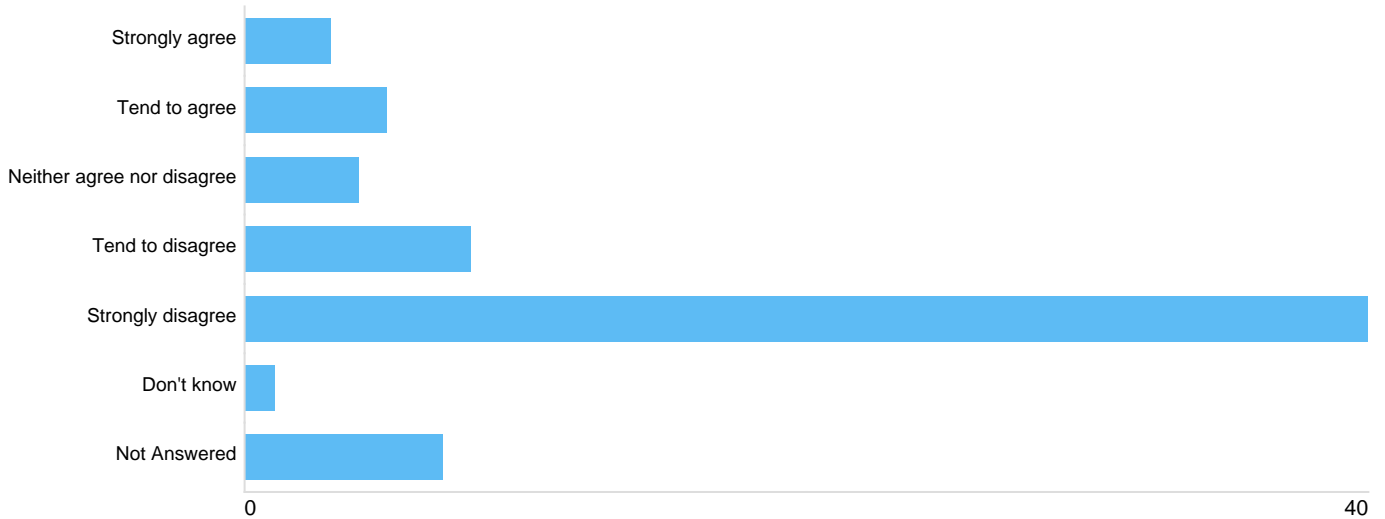
Question 10: Thinking about the following statement, please say to what extent you agree or disagree that:

Statement responses - The rationale behind the changes to service delivery were explained clearly to me



Option	Total	Percent
Strongly agree	1	1.47%
Tend to agree	3	4.41%
Neither agree nor disagree	6	8.82%
Tend to disagree	8	11.76%
Strongly disagree	42	61.76%
Don't know	1	1.47%
Not Answered	7	10.29%

Statement responses - The actual changes to the delivery of Sexual Health and HIV Services were explained clearly to me



Option	Total	Percent
Strongly agree	3	4.41%
Tend to agree	5	7.35%
Neither agree nor disagree	4	5.88%
Tend to disagree	8	11.76%
Strongly disagree	40	58.82%
Don't know	1	1.47%
Not Answered	7	10.29%

Question 11: Prior to the Sexual Health Services Needs Assessment being published in January 2016, a survey was available in all clinics. Do you remember seeing this survey?

Clinic survey 2015-16



Option	Total	Percent
Yes	3	4.41%
No	55	80.88%
Don't know	3	4.41%
Not Answered	7	10.29%

Question 12: Did you fill in this survey?

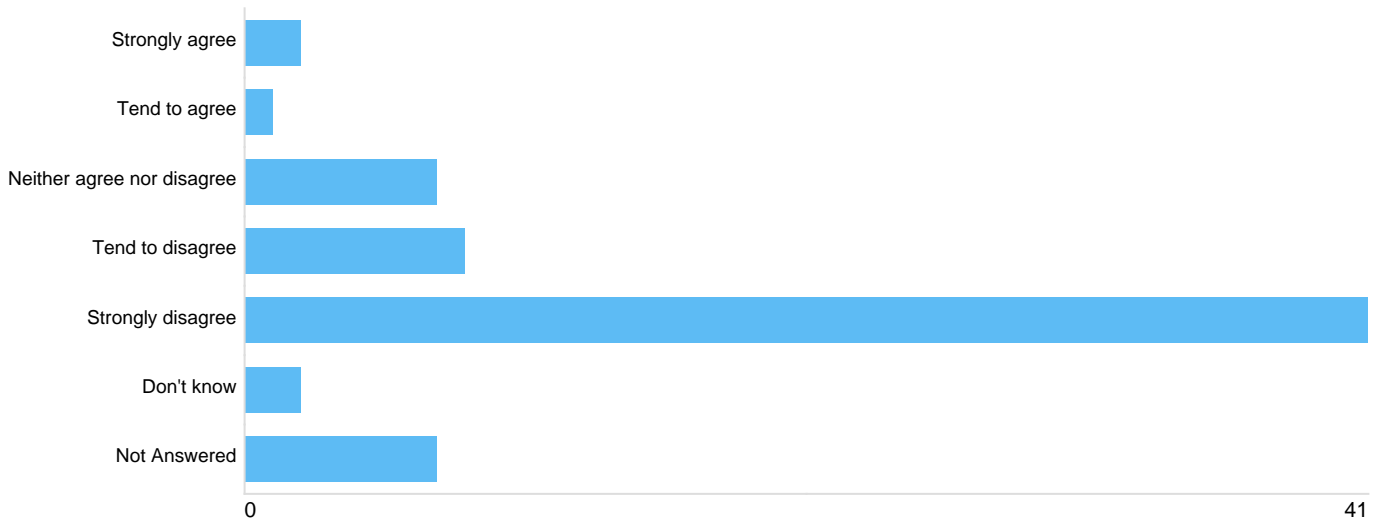
Survey completion 2015-16



Option	Total	Percent
Yes	4	5.88%
No	47	69.12%
Can't remember	10	14.71%
Not Answered	7	10.29%

Question 13: Thinking about the following statement, please say to what extent you agree or disagree that:

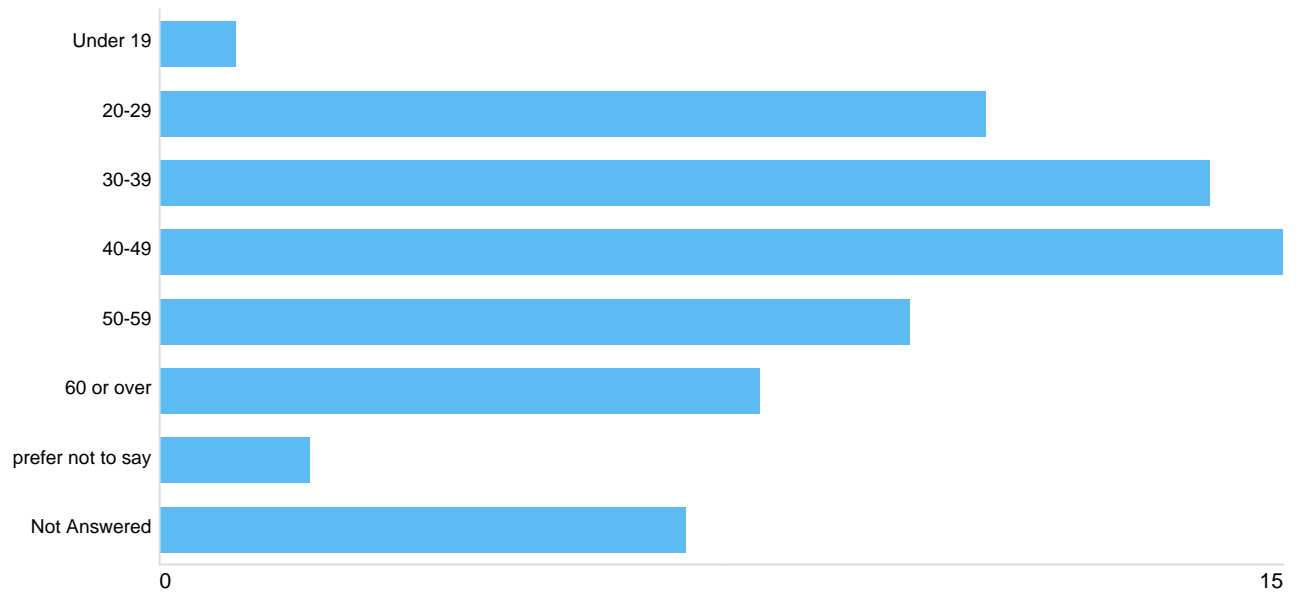
Statement response on involvement in ongoing care - Throughout the service changes, I felt involved in my ongoing care arrangements



Option	Total	Percent
Strongly agree	2	2.94%
Tend to agree	1	1.47%
Neither agree nor disagree	7	10.29%
Tend to disagree	8	11.76%
Strongly disagree	41	60.29%
Don't know	2	2.94%
Not Answered	7	10.29%

Question 14: What is your age?

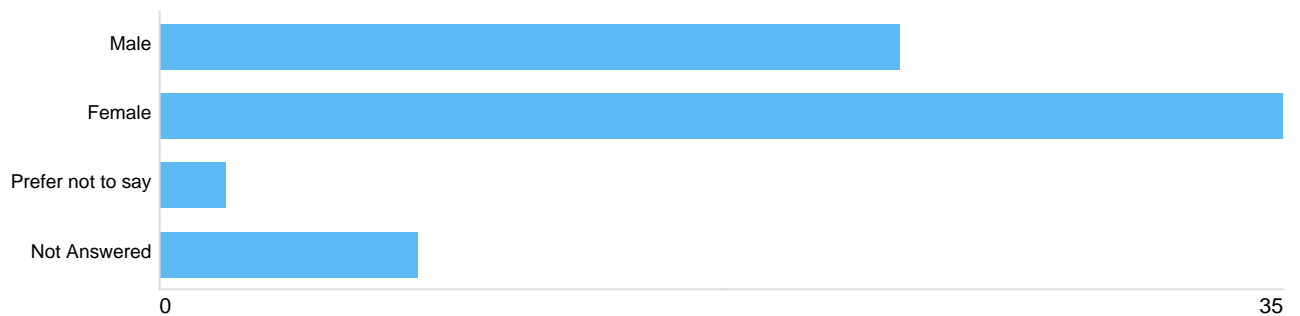
Age



Option	Total	Percent
Under 19	1	1.47%
20-29	11	16.18%
30-39	14	20.59%
40-49	15	22.06%
50-59	10	14.71%
60 or over	8	11.76%
prefer not to say	2	2.94%
Not Answered	7	10.29%

Question 15: What best describes your gender?

Gender



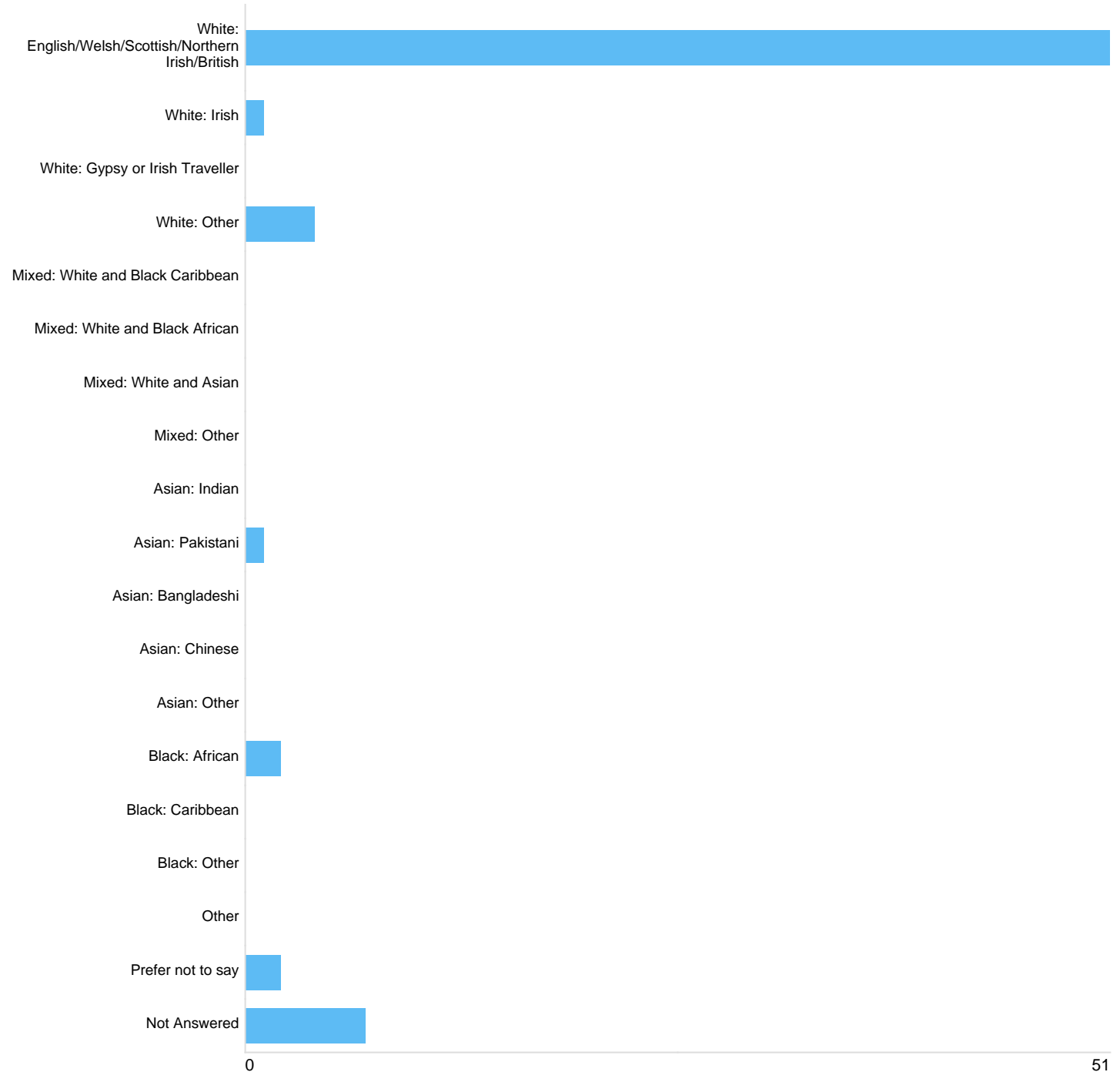
Option	Total	Percent
Male	23	33.82%
Female	35	51.47%
Prefer not to say	2	2.94%
Not Answered	8	11.76%

Prefer to self-describe

There were **0** responses to this part of the question.

Question 16: What is your ethnic group?

Ethnic group



Option	Total	Percent
White: English/Welsh/Scottish/Northern Irish/British	51	75.00%
White: Irish	1	1.47%
White: Gypsy or Irish Traveller	0	0%
White: Other	4	5.88%
Mixed: White and Black Caribbean	0	0%
Mixed: White and Black African	0	0%
Mixed: White and Asian	0	0%
Mixed: Other	0	0%
Asian: Indian	0	0%
Asian: Pakistani	1	1.47%
Asian: Bangladeshi	0	0%
Asian: Chinese	0	0%
Asian: Other	0	0%
Black: African	2	2.94%
Black: Caribbean	0	0%
Black: Other	0	0%
Other	0	0%
Prefer not to say	2	2.94%
Not Answered	7	10.29%

This page is intentionally left blank