

Surrey Integrated Sexual Health and HIV Services

Surrey County Council Health, Integration and Commissioning Select Committee Sexual Health Task Group Recommendations

CNWL has welcomed the opportunity to work with the Sexual Health Task Group and has considered the recommendations made in the Final Report. We would like to provide some further information and assurance to the Select Committee in response to the Recommendations in Section 4 of the Report.

Recommendation 5

We accept that initial arrangements for the central contact centre and online booking did not deliver access as planned. We quickly responded to the feedback received and the initial implementation issues have now been resolved. Any future service developments will include co-ordinated user testing with commissioners.

Recommendation 6

Communicating with patients is key when services are transferring and coordinating with incumbent providers is a critical success factor. We acknowledge the difficulties CNWL faced in this area and a joint Communications Plan is now in place with Surrey County Council and NHS England. The Plan will ensure residents receive up to date, accurate information about sexual health and HIV services. Also in development is a Patient Engagement Strategy with actions for engaging, consulting and involving patients and partners in the ongoing delivery and development of services.

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