



Health, Integration and Commissioning Select Committee

DATE: 7 November 2018

TITLE: Surrey Integrated Sexual Health and HIV Services

Purpose of report:

To update the Health, Integration and Commissioning Select Committee on the performance of the sexual health and HIV service contracts.

Introduction

1. This is a joint report between Surrey County Council (the Council) the commissioners of sexual health services and NHS England South (NHSE), the commissioners of HIV treatment and care services in Surrey and the main provider of sexual health services in Surrey: Central and North West London NHS Foundation Trust (CNWL).
2. In April 2017, CNWL began delivering sexual health and HIV treatment and care services in Surrey. There was a phased transfer of services from the three previous providers of sexual health services: Virgin Care Services Ltd, Frimley Health NHS Foundation Trust (FHFT) and Ashford and St Peter's NHS Foundation Trust (ASPH) to CNWL. Implementation of the new model of care began in October 2017.
3. A [report](#) was presented to the Adults and Health Select Committee on 4 April 2018 detailing:
 - Surrey's ambitions for integrated sexual health and HIV services
 - Service provision
 - Ongoing engagement and communication
 - Performance and operational issues
 - Governance
 - Reflections and lessons learnt
 - Recommendations
4. This report will outline:
 - Service model and update
 - Safeguarding
 - Pathway with the sexual assault referral centre
 - Performance and quality
 - Ongoing engagement and communications
 - Implementation of the sexual health task group recommendations
 - All Party Parliamentary Group for sexual and reproductive health recommendations

- Recommendations
5. The integrated sexual health service is one part of sexual health services delivery in Surrey. The Council also commissions general practice to deliver long acting reversible contraception (LARC) and community pharmacy to deliver chlamydia and gonorrhoea testing and emergency hormonal contraception (EHC). Further information on these services can be found here [GP and Pharmacy Services](#).

<h3>Service Model and Update</h3>

6. Surrey's ambitions for sexual health and HIV services are to provide:
 - an integrated service aiming to offer a one-stop-shop for service users;
 - a service which has links with other services addressing risky behaviours, particularly in younger people;
 - a service which is focussed on improving sexual health, reducing Sexually Transmitted Infections (STIs) and unintended conceptions building self-reliance and resilience;
 - a cost effective and modern service meeting the needs and expectations of users, making full use of developing technologies; and
 - targeted universalism that will ensure services for all with additional support for those at risk of poorer sexual health
7. The service model commissioned has a greater focus on prevention and innovation meaning a shift from the traditional service model of face-to-face consultations to a service model where online booking, online triage and self-sampling (where service users are sent testing kits in the post and return a sample to the provider for testing) become more prominent. This allows consultant time to be carefully managed and targeted to focus more on acute care with dual trained nurses (who are trained to deliver both contraception services and genito-urinary medicine, GUM) providing a significant proportion of the general care. This development of a modern and efficient model of service delivery is in line with changes being made nationally by other local authorities and enables the Council to continue to deliver services within a reduced financial envelope.
8. The sexual health provider in Surrey, CNWL, provides sexual health services from three main hub clinics in the county. These are located in Woking, Guildford and Redhill. In July 2018 clinic opening hours were extended improving availability and access to services at these sites. Clinics now open earlier, later in the day and on Saturdays.

Clinical Hub	Opening times	
Buryfields (Guildford)	Monday	8.00am - 8.00pm
	Tuesday	10.00am - 6.00pm
	Wednesday	8.00am - 8.00pm
	Thursday	8.00am - 8.00pm
	Friday	10.00am - 6.00pm
	Saturday	10.00am - 2.00pm
Earnsdale (Redhill)	Monday	10.00am - 6.00pm
	Tuesday	12.00pm - 8.00pm
	Wednesday	10.00am - 6.00pm
	Thursday	12.00pm - 8.00pm
	Friday	8.00am - 4.00pm
	Saturday (alternate)	10.00am - 2.00pm
Woking Community Hospital	Monday	8.00am - 8.00pm
	Tuesday	8.00am - 8.00pm
	Wednesday	8.00am - 4.00pm
	Thursday	12.00pm - 8.00pm
	Friday	8.00am - 4.00pm
	Saturday (alternate)	10.00am - 2.00pm

9. In addition, CNWL operate clinical outreach spokes in Leatherhead, Epsom, Addlestone and Staines:

- Leatherhead Community Hospital : Mondays 3:00pm to 6:00 pm
- Epsom (Derby Medical Centre): Wednesdays 3:00pm to 7:00 pm
- Spelthorne (Staines Health Centre): Alternate Tuesdays 3pm to 6pm
- Runnymede (Addlestone Youth Centre): Alternate Tuesdays 3pm to 6pm

10. More information on clinic locations and opening times can be found on the Healthy Surrey website (sexual health pages) and the CNWL website:

<https://www.healthysurrey.org.uk/your-health/sexual-health>

<https://www.sexualhealth.cnwl.nhs.uk>

The CNWL website also allows patients to book appointments online and offers online access to home screening kits for chlamydia and gonorrhoea targeted for under 25s as well as online screening kits for chlamydia, gonorrhoea, syphilis and HIV for over 18s.

11. Since 1 April 2013, local authorities in England have been mandated to ensure that open access, confidential sexual health services are available to all people who are present in their area (whether resident in that area or not). This means that Surrey residents are able to access out of county services and that the local provider offers services to non-Surrey residents. The activity is cross charged at the locally commissioned rate and supported by backing data. Surrey is part of a South East Commissioners network that has developed a regional policy that addresses cross charging to ensure that there is a consistent approach.

Safeguarding

12. CNWL has a skilled and experienced children's safeguarding team who continue to work within Surrey's sexual health services providing high-quality sexual health care. This includes dedicated safeguarding leads for Surrey sexual health services.

13. The local safeguarding teams are supported by a Sexual Health Safeguarding Multi-disciplinary Team and CNWL's central Safeguarding Teams.

14. Young people, including vulnerable groups such as looked after children, are a priority for the service. A full assessment of safeguarding vulnerabilities is taken as part of every clinical assessment. Looked after children and those under 16 can walk in to any of the clinics and are offered extended appointments.

15. CNWL are contractually obliged to comply with all policies and processes of the Surrey Safeguarding Children's Board (SSCB), they are part of the SSCB's structure and their safeguarding lead attends the SSCB Quadrant Risk Management Meetings and the Sexual Assault Services Group that reports to the Sexual Exploitation, Assault and Missing Management Board.

Pathway with the sexual assault referral centre

16. CNWL work in partnership with Surrey's Sexual Assault Referral Centre (SARC) including the development and implementation of pathways for survivors of sexual assault.

17. Referrals from the SARC are to two main sites: Buryfields in Guildford and Earnsdale in Redhill. In response to concerns around access to sexual health services following referral from the SARC, the SARC manager and CNWL's safeguarding lead have agreed a referral and follow up process

from the SARC to the sexual health service. CNWL provide the SARC with quarterly reporting on attendances and follow up. The SARC team are able to book sexual health appointments online directly with CNWL through the website. The SARC can also email referrals to the Guildford and Redhill clinics who then contact the patient to arrange an appointment. Commissioners review this pathway at CNWL's quarterly contract meetings.

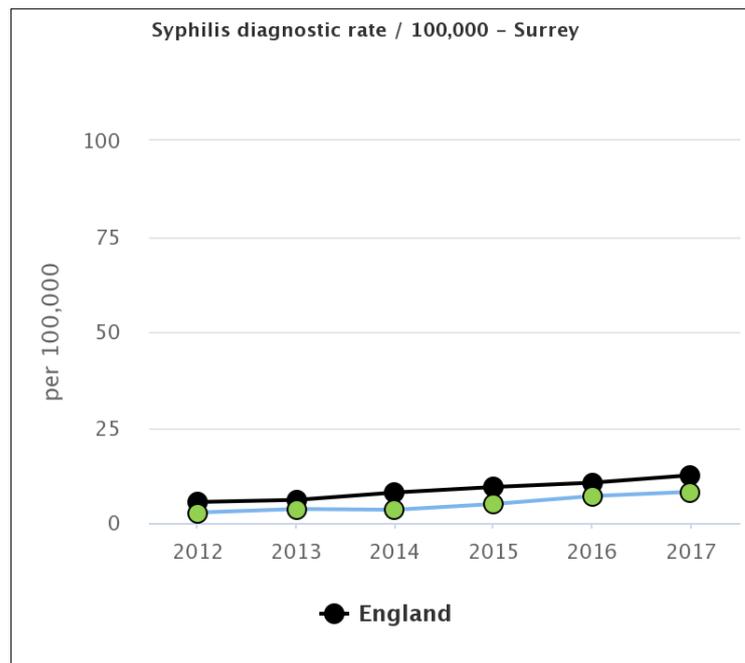
Performance and quality

18. The performance and quality of the sexual health service are monitored through three methods:
 - the Public Health Outcomes Framework indicators (PHOF);
 - quarterly monitoring reports, that include key performance indicators (KPIs) presented at contract meetings; and
 - patient and stakeholder feedback.
19. CNWL are commissioned to deliver against a set of nationally agreed outcomes. These are set out within the PHOF (Appendix 1).
20. Performance of the contract is monitored robustly through a series of key performance indicators (KPIs) as detailed in the service specifications and reviewed at the joint quarterly contract meetings with Council and NHSE commissioners. Highlights from the latest six months of quality reports can be found in Appendix 2.
21. Commissioners review both the validated data from the PHOF and the quarterly quality reports that CNWL produce. Combined, these tell us the local story of how services are performing and the following provides highlights from both.
22. The Public Health England PHOF website, known as 'Fingertips', allows commissioners to drill further into the data to see trends over time.
23. The table and link in Appendix 1 shows a summary of the PHOF sexual health outcomes in Surrey. The data shows the trend and how Surrey compares to the South East and England. The latest validated data for the PHOF is for the entirety of 2017 with the exception of teenage conceptions which is for 2016.
24. The table in Appendix 1 shows that the sexual health outcomes for Surrey are, in the main, better than or similar to the sexual health outcomes for the South East and England.

25. Graphs 1 and 2 below show that nationally there is a rise in cases of syphilis and gonorrhoea which, although this has been replicated in Surrey, the rates are lower than those seen in the rest of the country. The Council continues to monitor this with Public Health England colleagues to ensure that the local service is reaching those that are most at risk through the delivery of outreach services and access to testing and treatment.

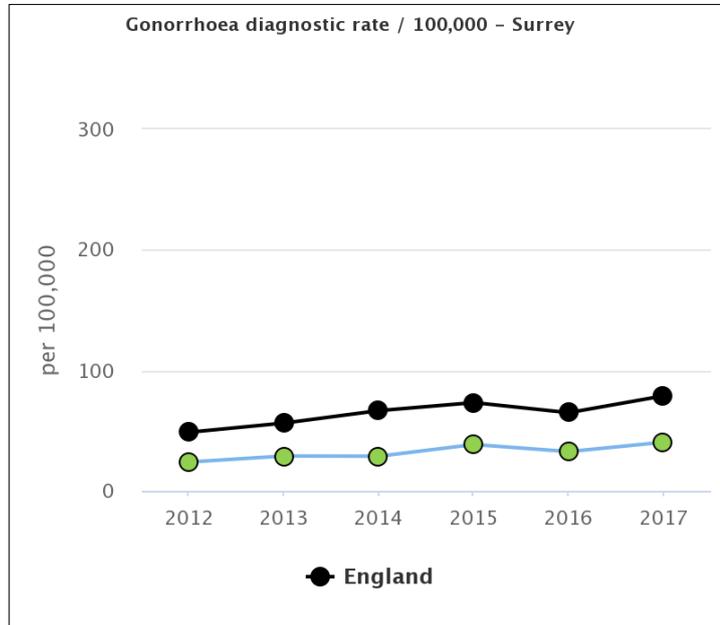
Graph 1: Syphilis diagnosis rates 2012 to 2017 for Surrey (green) compared to England (black).

Source: PHOF



Graph 2: Gonorrhoea diagnosis rates 2012 to 2017 for Surrey (green) compared to England (black).

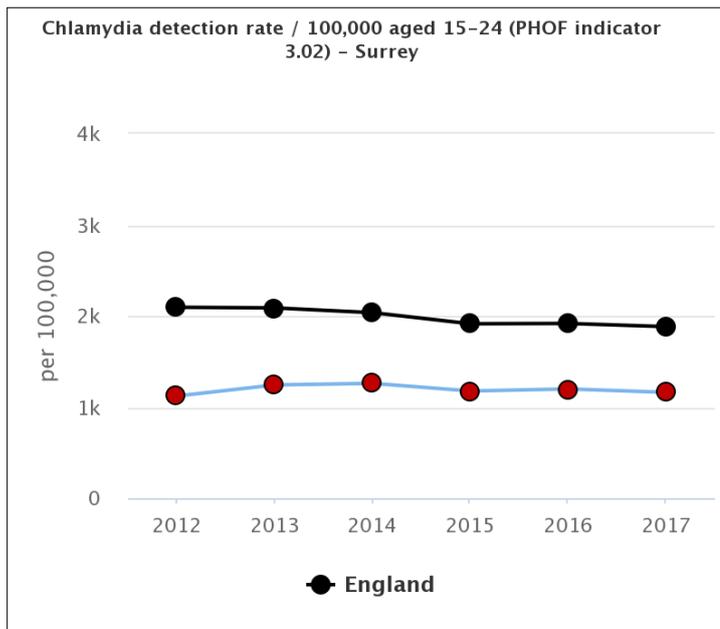
Source: PHOF



26. Graph 3 demonstrates that there is a need to screen more at risk young people for chlamydia as screening rates are below those for England. This action is part of the CNWL outreach plan.

Graph 3: Chlamydia detection rates 2012 to 2017 for Surrey (red) compared to England (black).

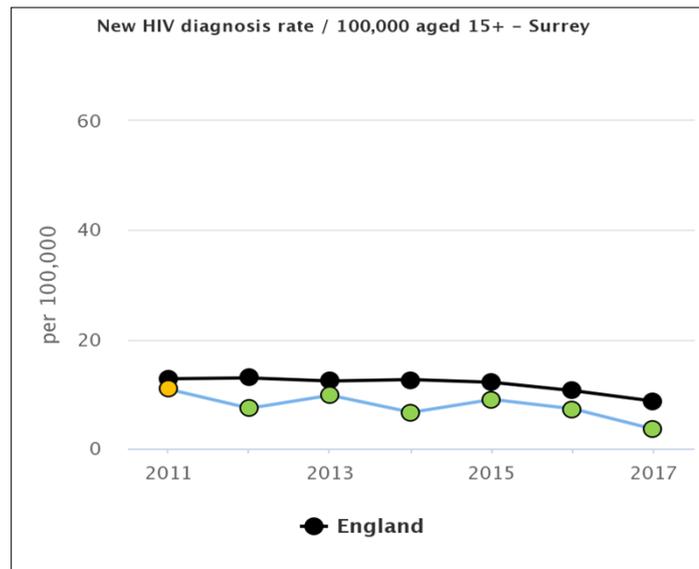
Source: PHOF



27. Graph 4 shows nationally there is a decline in the number of new HIV diagnoses. This is reflected locally. This is largely due to access to HIV testing, enabling early diagnoses and treatment. The chances of onward transmission of HIV are dramatically reduced if the infection is detected early and once treatment is initiated.

Graph 4: HIV diagnosis rates 2011 to 2017 for Surrey (green) compared to England (black).

Source: PHOF



28. The validated under 18 teenage conception data is available up to the end of June 2017. This can be seen in Table 1 below and includes the previous year for comparison. The data is shown as a rate of conceptions per 1000 women aged 15-17. Surrey compares favourably with the South East and England. CNWL continue to work on the reduction of teenage conceptions as part of the outreach service and with wider partners. Commissioners also continue to monitor termination of pregnancy activity with CCG colleagues.

Table 1: Conceptions per 1000 women aged 15-17.

Source: PHOF

Area of usual residence	March 2016	June 2016	Sept 2016	Dec 2016	March 2017	June 2017
Surrey	12.3	11.1	11.8	9.9	10.5	10.2
South East of England	15.7	15.3	14.4	14.7	14.5	15.1
England and Wales	19.9	19.3	17.9	18.7	18.7	18.5

29. The latest quality report for CNWL shows that there continues to be a monthly increase in activity for sexual health. Highlights from the quality report for quarter 2 in Appendix 2 show that:

- 100% of patients needing emergency contraception had access within 48 hours of contacting the service;
- 89% of patients provided feedback on their appointment experience exceeding the 70% target. Patient feedback is gathered in a number of ways including via anonymous customer feedback cards;
- 100% of test results are communicated in under seven days as per the national target; and
- partner notification for chlamydia and gonorrhoea testing exceed the national target. The target is 1:0.6 for both and chlamydia was at 1:1.29 in September and gonorrhoea was at 1:1.57

30. Between April 2018 and September 2018 there were 16,575 attendances by Surrey residents at CNWL sexual health clinics in Surrey. The majority of these attendances are to the three main sexual health hubs. Table 2 shows the contracted annual activity and the actual year to date activity along with any actions being taken.

31. The Service has diagnosed and treated 598 cases of chlamydia and 128 cases of gonorrhoea in this time period in the hubs.

32. In addition to this, by the end of September 2018, 2,680 home testing kits were sent out via the CNWL website and 1,801 kits were returned (67% return rate). 79 diagnoses were made, results have been communicated, and patients have been made aware of their infection and accessed care for treatment. The diagnoses were as follows:

- 60 Chlamydia, of which 44 (63%) were in those under 25 years
- 4 Gonorrhoea
- 4 Syphilis
- 1 HIV

Table 2: CNWL Headline activity April to September 2018

Service	Contracted annual activity	Actual activity year to date (April – Sept 2018)	Actions to meet contracted activity
Clinic attendances	40,000 attendances	16,575 attendances	Introduction of walk in services at Buryfields and Earnsdale and

			development of new online contraception service to broaden access county wide
Online STI testing	5000 kits returned	2,680 kits requested 1801 kits returned	Likely to exceed planned activity

33. To improve access to STI testing, treatment for those with symptoms and access to non-complex contraception CNWL will be introducing a daily walk-in service from the hubs in Buryfields (Guildford) and Earnsdale (Redhill) which will commence on 5 November 2018. Currently 'walk-ins' are only available at Buryfields on a Monday and a Friday morning. Booked appointments for the Woking Clinic, HIV patients, those with complex contraception needs and for GUM treatments will remain in place.

34. Commissioners continue to monitor the accessibility and availability of appointments via the online booking system. New appointments are released on a rolling basis every two weeks. This is to ensure that the service limits the amount of people that do not attend appointments. Monitoring of the walk-in services will also commence from 5 November.

35. CNWL is developing a new online contraception service which will launch in the winter. The service will be for women who want the pill for the first time as well as for repeat prescriptions.

36. Wherever patients access services they receive treatment in accordance with standard best practice treatment guidelines that operate across all of CNWL's services and these are regularly reviewed as part of CNWL's clinical governance framework.

37. CNWL has introduced new and more effective ways of testing for sexually transmitted infections. These are molecular tests for [Trichomonas Vaginalis](#) and [Mycoplasma Genitalium](#).

38. In conjunction with University College London, CNWL offers patients' access to Clinical Trials. Currently, CNWL are part of the National Pre Exposure Prophylaxis (PrEP) Impact Trial. PrEP is a new way for people to reduce their risk of getting HIV. CNWL have been allocated 55 places and to date 46 patients have joined the trial. CNWL expect the trial to be fully enrolled by the end of the year.

39. The public health team have produced a public health contracts quality governance framework to demonstrate high level quality information for all public health contracts. An early draft of this has been shared with the Surrey Heartlands Quality Committees in Common and will shape the way public health shares quality information with CCG colleagues and wider stakeholders.

Ongoing engagement and communications

40. CNWL, the Council and NHSE Specialised Commissioning South have a joint communications plan. The communications plan includes specific activity for each of the priority groups identified in the Sexual Health Needs Assessment, including young people, and delivery of the plan is overseen at CNWL's quarterly contract meetings. CNWL have also produced a draft Patient Engagement Strategy that compliments the communications plan. This was presented to the Blanche Heriot patient Working Group in August and October 2018 for input. This is currently being shared with wider stakeholders, including Healthwatch, to gain feedback. It has been further reviewed at CNWL's contract meeting in October. In addition, a number of communication activities have recently taken place or are due to take place in the coming months. These include:

- stickers and posters for the Chlamydia and Gonorrhoea home testing kits for under 25s to display in pharmacies;
- a leaflet and poster for under 25 year olds has been developed. The leaflets will be given to young people accessing the sexual health clinics and sent directly to youth groups, universities, sixth form colleges and leisure centres. Posters are in the process of being sent to all relevant organisations including the SARC, and residential homes for children to be displayed;
- information was included in the schools bulletin in September and the content of the leaflets (as above) have been shared with Healthy Schools Surrey to circulate to school personal, social, health and economic education (PSHE) and Healthy Schools leads in September as part of a PSHE update session;
- short, social media video clips are being developed to help with frequently asked questions and include information about consent (building on the theme for the annual national sexual health week held in September);
- from September for one-year, sexual health services feature in the Surrey Football Association programme. This is the information pack which they give out at every game throughout the year. The programme includes one-page information piece about the services CNWL offer for under 25s. There is evidence to suggest that this type of publication

reaches a lot of young people and in particular young men, an audience that can be hard to engage with;

- redevelopment of the main service leaflet to highlight the extended opening times and provide clear information about the home testing kits and other online services and condom distribution scheme;
- the main leaflet and poster updates were sent to GPs earlier in October to display in waiting areas and discuss with anyone who may want to access the service;
- introduction of a 'request a home testing kit' button on each of CNWL's website clinic pages and an option built into the homepage website symptom checker so people can choose whether they want to book an appointment or order a self-test kit; and
- following feedback from service users, the user experience on the website has been improved so that some information is pre-populated when moving from the clinic pages to and from the link above and the homepage symptom checker.

41. Copies of the promotional material can be found attached at Appendix 3 to this report.

Accessibility

42. At the beginning of 2018 CNWL commissioned Disabled Go <https://www.disabledgo.com/> to conduct access audits and produce access guides for the three sexual health hubs in Surrey.

43. The access guides were published in May 2018 and can be found on the Disabled Go website <https://www.disabledgo.com/access-guide/central-and-north-west-london-nhs-foundation-trust>

44. Following the publication of these guides, CNWL identified a number of recommendations which included:

- Buryfields Clinic – improve lighting levels on the stairs.
- Buryfields Lift – improve the colour contrast between the external lift control plate and the wall.
- Earnsdale Clinic – Improve lighting levels in the corridors.

45. The CNWL sexual health leadership team have applied for funding to implement these recommendations.

46. As part of ongoing conversations and actions from the Blanche Heriot Patient Working Group, commissioners met with representatives from

Surrey Coalition of Disabled People in September 2018 to discuss access routes to the three main clinical hubs. Actions from this meeting included:

- the creation of accessible journey maps from the local stations to all three hubs to be completed by January 2019;
- commissioners to clarify the eligibility criteria for non-urgent patient transport with the manager of the local contract for this transport service by December 2019; and
- all CNWL sexual health services in Surrey to be 'mystery shopped' by Surrey Coalition of Disabled People in January 2019, including testing of online and telephone booking.

47. Throughout the recommissioning and transformation of sexual health services in Surrey, there has been a live and updated Equality Impact Assessment (EIA.) The latest version of the EIA can be found here [Sexual Health Services EIA August 2017](#). The EIA is currently being updated to reflect the ongoing work on access and once it has been approved by equality leads internally and externally it will be published here [Equality Impact Assessments](#).

Implementation of the sexual health task group recommendations

48. At the Health, Integration and Commissioning Select Committee in July the Sexual Health Task Group that was convened in September 2017 presented their [report](#).

49. The report contained a set of eight recommendations for commissioners to respond to and implement in future work. The recommendations had a focus on communication and information sharing as well as ensuring that commissioners receive robust performance data from their providers to inform future commissioning work.

50. The commissioner responses to the recommendations can be found at item 9 of the agenda for this meeting.

51. The recommendations have been presented to the Public Health Team and shared with the Council's Director of Commissioning to share and embed learning.

52. The Public Health Team have incorporated the recommendations into a commissioning checklist that covers all work prior to tender, the invitation to tender stage, contract mobilisation, and ongoing contract management. This

is continually monitored to ensure that all learning is embedded into practice.

53. NHSE have shared this work with their senior leadership team for dissemination.

All Party Parliamentary Group for sexual and reproductive health recommendations

54. In 2015, the All Party Parliamentary Group for sexual and reproductive health made a set of recommendations called "[Breaking Down The Barriers](#)" for the wider sexual health system to consider and implement. The recommendations fall into the broad themes of:

- accountability;
- commissioning responsibilities;
- monitoring, evaluation and data;
- payment, tendering and contracting barriers;
- future funding;
- workforce, education and training;
- school and population wide education; and
- patient and user involvement.

55. One of the panel members who contributed to the 'Breaking Down the Barriers' inquiry is former Faculty of Sexual and Reproductive Health President and consultant with CNWL, Dr Chris Wilkinson.

56. In Surrey, officers have reviewed the recommendations the 'Breaking Down the Barriers' report to ensure they are implementing locally where applicable. Examples of how they have implemented the recommendations include:

- using the [Making It Work](#) commissioning guidance for sexual health to align the sexual health commissioning responsibilities of the Council with the HIV treatment and care responsibilities of NHSE Specialised Commissioning;
- having greater focus on incorporating meaningful and measurable KPIs to support contract monitoring and ensure that detailed activity levels are captured throughout the life of contracts.
- development of a county wide communications plan to ensure the delivery of consistent messages on sexual and reproductive health
- development of a county wide patient engagement strategy to enlist the expertise of patients and service users in ongoing service development.

Recommendations

That the Health, Integration and Commissioning Select Committee notes the performance of the sexual health and HIV treatment and care service contracts.

Commissioners:

Surrey County Council – Commissioning sexual health services

Lisa Andrews. Senior Public Health Lead (Commissioner for Sexual Health)
Email: lisa.andrews@surreycc.gov.uk Tel: 01483 519634, Mobile: 07881 328238

NHS England (South) – Commissioning HIV treatment and care

Fiona Mackison. Service Specialist (Specialised Commissioning)
Email: fionamackison@nhs.net Mobile: 07568 431721

Providers:

Central and North West London NHS Foundation Trust (CNWL)

Stephen Tucker. Deputy Service Director, Sexual Health and HIV
Email: stephentucker@nhs.net Tel: 020 3317 5480, Mobile: 07725 918 046

Sources/background papers:

Appendix 1 – PHOF indicators
Appendix 2 – CNWL quality report
Appendix 3 – Promotional materials
Appendix 4 – Sexual Health Task Group Recommendations and Commissioner Response

Sources/background papers:

None

Glossary of Terms

ARVs - Anti Retroviral Drugs
ASPH - Ashford and St Peter's NHS Foundation Trust
CCGs - Clinical Commissioning Groups
CNWL – Central and North West London NHS Foundation Trust
EHC - emergency hormonal contraception
FHFT - Frimley Health NHS Foundation Trust (FHFT)
GUM – genito-urinary medicine
CASH - contraception and sexual health
KPI - key performance indicators

LARC - long acting reversible contraception
LMC - Local Medical Committee
LPC - Local Pharmaceutical Committee
PHE - Public Health England
POP - progestogen-only pill
PrEP - Pre-exposure prophylaxis
SCC – Surrey County Council
STI - Sexually Transmitted Infection