

Briefing on new Sexual health and HIV services in Surrey

Central and North West London NHS Foundation Trust (CNWL) took over Sexual Health and HIV treatment and care (outpatient) services in Surrey on 1 April 2017. This briefing provides information about the newly commissioned services, where they will be based and how patients can use them. This briefing refers to a range of terms in common use when talking about sexual health services and these are described within the briefing.

How to contact the new services

For patients wanting to attend the service:

- In person at the three main Hub Clinics or outreach clinics (see contact details below)
- Telephone 020 3317 5252 (staffed Monday to Friday 9am until 5pm)
- Website at www.sexualhealth.cnwl.nhs.uk
- Email sexualhealth.cnwl@nhs.net

Residents can go online to book appointments for HIV, sexual health and contraception or call to book an appointment. Later in the year residents will be able to order online home sampling kits for STI and HIV screening so they will not always need to come into the clinic if home testing would be more convenient for them.

For Health professionals wanting advice:

HIV referrals: HIV-referralsandadvice.CNWL@nhs.net (non-urgent)

For urgent queries call 020 3317 5077 during clinic hours (09:00-19:00 Monday to Thursday, 09:00-16:00 Friday)

1. Hub Clinics

These are the three main CNWL clinics in Surrey from which services are now being delivered. The services available from the Hub Clinics are the same as the services that were delivered by the previous providers. Over the first year of the new CNWL services we will be developing the Hub Clinic services further, e.g. by offering more STI (Sexually Transmitted Infections) screening in the Woking Clinical Hub and extending opening hours. The three Hub Clinics are:

- Buryfields Clinic
61 Lawn Road
Guildford GU2 4AX
Tel: 020 3317 5252
- Earnsdale Clinic
2 Whitepost Hill
Redhill RH1 6BD
Tel: 020 3317 5252

- Woking Clinic
Woking Hospital
Heathside Road
Woking GU22 7HS
Tel: 020 3317 5252

Services available from Hub Clinics

- Booked appointments
- Full range of STI and HIV screening
- STI treatment and follow-up
- Full range of contraceptive services and support (this is often referred to as Sexual and Reproductive Health care), including access to LARC (Long-Acting Reversible Contraception)
- Booked appointments for specialist STI and contraception care and support (for those with complicated conditions)
- Booked appointments for HIV treatment and care outpatients and follow-up (this is at Buryfields and Earnsdale, with the aim to make the Buryfields Clinic the main HIV treatment and care outpatient clinic)
- Psychosexual support
- Chlamydia and Gonorrhoea Screening and treatment for Under-25s

2. HIV Treatment and Care Services

We provide free and confidential HIV treatment and care outpatient services from the Buryfields Clinic in Guildford and the Earnsdale Clinic in Redhill - please see our website for more detailed information (www.sexualhealth.cnwl.nhs.uk). For patients transferring from the Blanche Herriot Unit at St Peter's Hospital we are also running transition clinics to support the transfer of care.

We provide a full range of advice, treatment, care and support and this includes options for home delivery of medication. Later in the year patients will also be able to securely and confidentially collect medication from community locations.

HIV Treatment and Care Transition Clinics at St Peter's Hospital

The HIV Transition Clinics will run for six to nine months so patients living with HIV who previously attended the Blanche Herriot Unit at St Peter's Hospital have an opportunity to have their first appointment with the new CNWL service on the St Peter's site. The service will work closely with patients to agree a care plan for the safe transfer of their care either to the CNWL HIV service or to another HIV service of their choice.

HIV Information Line: 020 3317 5100

We have a dedicated information line for patients who need information, advice or support, including advice and support about transferring their care to the new CNWL service.

3. CNWL Spoke Clinics

CNWL Spoke Clinics operate in other areas of the County on a regular basis, often from clinical rooms in the community. The CNWL Spoke Clinics are different from the Spoke Clinics that were operated by the previous provider. Information about the spoke clinics is available on the sexual health website (www.sexualhealth.cnwl.nhs.uk) and patients can book an appointment by calling 020 3317 5252. During the clinic sessions information will be given about contraception care and STI/HIV screening and Chlamydia and Gonorrhoea screening for under 25s. We want the new CNWL Spoke Clinics to be run at times that are convenient for patients. The CNWL Spoke clinics are:

- Leatherhead Hospital
Mondays and Fridays, 10:00 am to 12:30 pm
- Epsom Clinic
Mondays 4:00 pm to 7:00 pm and Wednesdays 3:00 pm to 7:00 pm
- Staines Health Centre
1st and 3rd Wednesday of each month from 3:00 pm to 6:00 pm (starts mid-October 2017)
- Runnymede area: We are currently working with local GPs to agree sites in these areas

Services available from Spoke Clinics

- Drop in education, advice and support sessions
- STI and HIV screening
- LARC (Long-Acting Reversible Contraception) – injections and implants
- Patients will be able to book appointments in the Hub Clinics for the full range of contraception services and support (including LARC) and STI and HIV treatment and follow up
- HIV patients blood screening, significantly improving convenience and access
- Chlamydia and Gonorrhoea Screening and treatment for Under-25s
- Condom Distribution, including the Condom Distribution Scheme (C-Card) for young people

4. Surrey Sexual Health Outreach Programme, including Chlamydia and Gonorrhoea screening in Under-25s

‘Outreach’ is the term we use to describe the delivery of sexual health services and health promotion which takes place in community settings and this includes Chlamydia and Gonorrhoea screening for young people under-25 and the C-Card (Condom Distribution) Scheme for young people. The Outreach Programme can be contacted on 01483 846 421.

Free Chlamydia and Gonorrhoea self testing kits for under-25s

This is a free, confidential and easy to use service for under-25s. Only a urine sample is needed and the kits arrive at the address provided in discrete and plain packing. Free treatment is available in the CNWL hub clinics and also in community based services

Residents can order self testing kits in three ways:

- Text the word REACH, followed by the full name, address and date of birth to 80010
- Call the Chlamydia and Gonorrhoea Outreach Team to request a kit on 014183 846 421
- Pick up a kit at a local pharmacy.

Over the first year we will be developing the Outreach Programme further, for instance we are working on running young people’s clinics on alternate Saturdays from Earnsdale Clinic and Buryfields clinics. CNWL will maintain the outreach services delivered by the previous provider and therefore there will be no reduction in provision for residents.

Outreach services are designed and targeted at those most in need, either because they are at high-risk of sexual ill health or unintended pregnancy or are unable or do not want to use mainstream sexual health services. Reducing health inequalities and improving sexual health outcomes is a key aim of outreach services and this is why CNWL has been commissioned to work with the following priority populations who are disproportionately affected by sexual ill health or unintended pregnancies:

- Young people under 25
- Black and Minority Ethnic communities
- Sex Workers
- Men who have sex with men (MSM)
- People with disabilities
- Those engaged in ChemSex
- Trans* communities.

The outreach service will be promoted by posters and leaflets in community settings, on the website, social media and in the Hub and Spoke clinics. A calendar of events will be available later in the year when the service is fully functional.

Services available through Outreach

The services we deliver for residents in community settings are not the same as the services available from the CNWL Hub and Spoke Clinics. However, the development of modern clinical testing technology and electronic communication means we can now offer an

extensive range of services and support, without the need for people to attend a clinical site (although those with more complex needs may need to attend a clinic).

You may have heard of the term '**Clinic in a Box**', which is the phrase we use for the sexual health resources that we place in a mobile container (often a suitcase on wheels) which we use to transport sexual health resources into community settings). These resources mean we can make available the following services and support:

- Health Promotion, including advice information and support around reducing risk, unplanned pregnancy and self-care
- Onward referral for issues related to mental health, smoking, drugs and alcohol
- Full STI and HIV testing
- Chlamydia and Gonorrhoea testing targeted and tailored for under-25s
- Condoms and lube, including the Condom Distribution scheme for young people
- Rapid pathways to the CNWL HUB clinics for GUM and Contraception treatment and care and support and LARC
- Targeted support to reduce teenage conceptions, including pregnancy testing
- Support, advice and referral relating to:
 - Safeguarding
 - Child sexual exploitation
 - Harmful Traditional Practices; including Female Genital Mutilation, Forced Marriage and Honour based violence
 - Domestic Abuse
 - Gangs and associated sexual health violence/exploitation
- Education sessions, advice, information and support for Professionals in General Practice, Pharmacies, Young People's Services, School Nursing, Family Nurse Partnership Team, Youth Centres, Looked After Children, Youth Offending, Schools and Colleges.
- Comments cards, quarterly surveys and focus groups to gather patient feedback

Community settings

'Community settings' is a catch-all term that can refer to all sorts of community based events and services, including:

- Health Events and Social and cultural venues
- Universities and Fresher's Fairs
- Schools and Colleges and those delivering Relationships and Sex Education
- Youth Centres
- Gay Venues
- Lesbian, Gay, Bisexual and Trans* groups
- Disability services including learning disabilities
- Sex Workers within flats, brothels, homes and in the community
- Gyms and sports clubs
- Clubs and Bars
- Churches, Mosques, faith organisations
- Prisons
- Army Barracks

- Public Sex Environments
- GP Surgeries
- Pharmacies
- Youth Support Services (SCC)
- Young Parent's support
 - Family Nurse Partnership
 - Parent-Infant Mental Health Services (PIMHS)
 - Children's Centres
- Clinical Commissioning Groups
- Social Services
- Education
- Domestic Abuse services
- CSE services
- Black and Minority Ethnic groups and organisations
- Migrant Centres / Pathway places
- Looked After Children and Foster Carers

About CNWL

Central and North West London NHS Foundation Trust is one of the largest trusts in the UK, caring for people with a wide range of physical and mental health needs. We provide a wide range of services to treat people with a variety of health needs. In broad terms, these include common physical health problems, long-term conditions, mental health, learning disabilities, eating disorders, addictions and sexual health and HIV. We are here to provide support for people through every stage of life.

The majority of our services are provided in the community, which means treating people in their homes or from clinics close to home. Where community care is not possible we offer a number of facilities to treat people in hospital or residential environments. We also provide healthcare in prisons in London and the surrounding areas.

We are committed to providing services that meet the needs of the people who use them, and we actively encourage involvement from local people who can help make a difference.

CNWL Sexual Health is one of the country's largest and most respected services, with over 150,000 patient attendances a year and we support over 4, 600 HIV patients. The CQC has rated our sexual health and HIV services as Outstanding. We are pioneers of integrated sexual health provision and patients access all their care at once so there is no need for separate contraceptive and sexual health appointments.

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