

Public & Patient Engagement Report: Relocation of RUH's Sexual Health Clinic

Background to the engagement

The genitourinary medicine service (GUM), commonly known as the Sexual Health Clinic currently operates from the RUH Combe Down site.

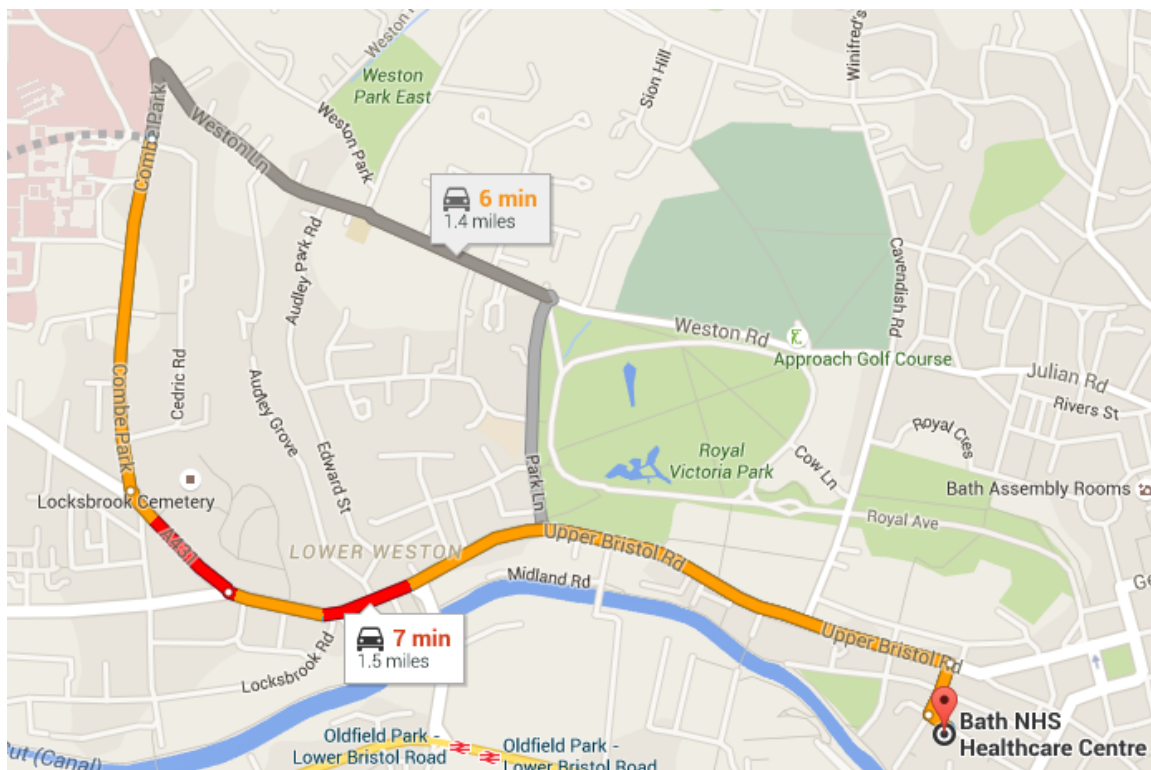
The Trust is planning to relocate the Sexual Health Clinic, along with clinicians and support staff, at the end of 2016, to the Riverside Health Centre in Bath. The clinic will share ground floor premises with Sirona's Contraception and Sexual Health Service (CaSH). Other services currently located at the Riverside Centre include, Bath and North East Somerset Enhanced Medical Service (BEMMS) and Avon & Wiltshire Mental Health Partnership (AWP).

The RUH will continue to provide the same range of services at the Sexual Health Clinic located at the Riverside Health Centre and patients will continue to be seen and treated by the same team to the same high standards, only the location will change.

A non-acute, city centre location would benefit many of our sexual health patients, making it easier to access, and co-locating with the CaSH service could make it easier for patients to access both services and bring benefits for our staff, including future opportunities for shared training and development.

The Riverside Health Centre, Bath is located at James Street West, less than two miles from the RUH Combe Park site. The clinic is within walking distance of the Bath bus and train station, and a number of local bus routes service the area, including the Newbridge Park and Ride service. Bike racks are available at the Riverside site and paid parking is available at nearby Avon Street and Charlotte Street car parks.

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The space vacated at the RUH will form part of the RUH's 'Fit for the Future' programme of estates redevelopment work, specifically the creation of a new, purpose built RNHRD and Therapies Centre.

In order to ensure the continued sustainability of the services currently provided at the Mineral Water Hospital site, the ability to fully integrate and align services on a single site was a core component of the original business case for the acquisition of the RNHRD by the Royal United Hospitals Bath (RUH). It will improve efficiency and effectiveness, improving patient experience, ensuring continuity of care, and quality of service delivery as well as increasing value for money from the public purse. Clinicians continue to be integral to planning the future of their services to ensure the delivery of high quality effective services.

This report outlines what the Sexual Health Clinic currently provides and the outcomes of the engagement work carried out to inform relocating the Clinic.

What does the Sexual Health Clinic currently provide?

The service runs Monday to Friday and offers a mixture of open access and clinics by appointment. The majority of patients self-refer with the remainder referred from their GP or directly from other clinics, other services or secondary care. The clinic provides care for around 200 HIV patients from across the B&NES, Bristol, Wiltshire and wider

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area, with around 80 patients from the B&NES area.

The clinic team includes Consultants, Dr's with a specialist interest in sexual health, nurses, health advisers, a Sexual Health Technician, health care assistants, receptionists and secretaries. The clinic offers around 6000 appointments per year, as described in the table on the following page. In 2014/15 the Clinic served approximately 2250 patients from B&NES.

		2013/2014	2014/2015	2015/2016	Total
360 - Genitourinary Medicine	Outpatient New	4,527	4,442	1,836	10,805
	Outpatient FUP	1,515	1,415	582	3,512
Total:		6,042	5,857	2,418	14,317

Please note: 15/16 represents part year data.

What service changes are being proposed for the future?

RUH is planning to relocate the Sexual Health Clinic, along with clinicians and support staff, at the end of 2016, to the Riverside Health Centre in Bath. The clinic will share ground floor premises with Sirona's Contraception and Sexual Health Service (CaSH). Other services currently located at the Centre include, Bath and North East Somerset Enhanced Medical Service (BEMMS) and Avon & Wiltshire Mental Health Partnership (AWP).

The RUH will continue to provide the same range of services at the Riverside Health Centre, including clinics for patients with HIV, and patients will continue to be seen and treated by the same team to the same high standards, only the location will change.

Although the Sexual Health Clinic will share the building with other healthcare providers, there will be a separate reception desk and waiting room area for patients, as well as dedicated clinical space and facilities, this design has been developed in conjunction with clinic staff, taking into account feedback from patients.

Methodology

A programme of Public and Patient Engagement (PPE) was carried out to seek the views of patients, staff, local health care providers and anyone with an interest in the service using a variety of channels to capture:

- benefits,
- concerns,
- what is good about the current service,
- how the service could be improved in the future,
- anything else people feel we need to consider ahead of moving the service

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A brief questionnaire was also developed to address these key issues, and capture open ended information from stakeholders. Engagement activities on the plan to relocate the Sexual Health Clinic ran for a ten week period, from 18th April to 27th June 2016, to allow people to share their views on the planned move.

Engagement activities included;

- Providing update reports at BaNES Sexual Health Board and Wiltshire Sexual Health Board.
- Writing to BaNES, Wiltshire and Somerset scrutiny bodies, to advise of plans and intention to carry out PPE and to invite additional questions.
- Writing to all Clinic HIV patients (who had provided consent to be contacted in this way).
- Providing information (posters, banner, paper questionnaires, flyer with website link) at the Sexual Health Clinic, outlining the plan to relocate the service and inviting feedback.
- Providing information on the RUH website, outlining the plan and encouraging feedback via an on online survey or comments via email.
- Providing RUH website link and poster to relevant stakeholders, for sharing with their staff groups, key individuals and associated groups.
- Updating local media, to encourage people to have their say and feedback.
- Providing a dedicated email address to provide feedback.
- A detailed list of all engagement activities can be found in Appendix 1.

Those who completed the engagement questionnaire described where they had heard about the plans and the opportunity to provide feedback, source of information mentioned included the Sexual Health Clinic, receiving a letter from the RUH, RUH or other websites, RUH magazine, Bath Chronicle, posters, word of mouth, emails from other organisations eg BaNES, newsletters eg Bath Spa University and Twitter. This suggests that information about the planned move, and the opportunity to provide feedback was widely distributed.

Results (you said)

A total of 148 people completed at least some of the engagement questionnaire, with around 80-90 completing the full questionnaire (respondents were able to complete as many or as few questions as they wished)

Just over half of respondents (52%) were willing to confirm that they had previously used the RUH's Sexual Health Clinic.

The overwhelming majority of patients who completed a questionnaire were from the BA postcode area, covering areas such as Bath, Radstock, Frome, Bradford on Avon and Trowbridge.

Respondents believe expertise of staff, confidential service and being treated with dignity and respect are the three most important factors to consider in relation to patients who attend the clinic.

79 respondents gave their opinion on the RUH's plan to relocate the service, with the majority positive about the idea, citing amongst the positive reasons:

- easier travel and access including better public transport links,
"seems a positive way of improving access, particularly for people reliant on public transport"
- Central location
"for people with further to travel, central Bath is probably easier"
- colocation with CaSH and opportunities for single service,
"positive, will enable a more joined up service with CaSH and ensure I can get contraception with my STI care"

Respondents could identify a range of benefits as a result of relocating the Sexual Health Clinic to the Riverside Health Centre, key themes amongst the 73 responses are:

- Easier access to public transport,
"Riverside is easier to access for the majority of people, especially young people who might rely on public transport"
- Central location.
"town location better for vulnerable users that can't walk to the RUH or afford bus prices"

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“being relocated to a central city venue will enable me to do other things in the centre more easily and reduce time and cost if this is what I wanted/needed”

- One stop shop, more joined up with CaSH.
“Higher chance of integrated approach with CaSH for patients, ie when we need contraception advice and STI checks, more likely patients will do this if in the same building.”
- Perceived better access for young people/students.
“much more accessible for people living and working in the city, and for the student community too, Bath centre is much more accessible for everyone than the RUH”
“city centre probably better for young people to drop in”
- Better parking
“large venue with some local parking”
- Improved location
“less intimidating location”
“less likely to bump into people I may know visiting the hospital that do not know about my sexual health.”

Respondents were also asked if they could identify any disadvantages to relocating the Sexual Health Clinic. Of the 73 respondents who completed this question, around a third didn't think there were any specific disadvantages.

Potential disadvantages raised by respondents include

- Operational issues eg where prescriptions would be collected from, would the clinic still be able to perform the same tests/scans?
“if medication is prescribed, will patients need to go the RUH pharmacy to collect?”
- Discretion and concerns about being in a more prominent/less private location.
“It is in too visible a place and it may deter people going if they think they may be recognised or seen. If someone has an STD, they are feeling awkward and embarrassed, at least the GUM clinic is tucked away at the RUH”
“less discreet, but alternatively if it is more noticeable, may encourage more openness and encourage people to use the services that they may otherwise be embarrassed to.”
- Confidentiality.

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“need to maintain confidentiality especially for patients of the HIV clinic.”
“my appointments are always on a xday, with other patients with HIV, would this move to the Riverside change this? Would I be sharing with CaSH service patients and/or non HIV patients? This could potentially be very uncomfortable and would make me consider going elsewhere. The general exclusivity of xday appointments at the RUH is of massive importance to me”

- Potential confusion.
“is there a risk that patients will be confused as to which service they should see?”
- Parking

The Trust is developing a detailed operational plan to support the service relocation, which already takes into account all of the issues captured during the PPE activities. These, along with the Trust’s mitigating actions are detailed below:

Specific area of concern captured through PPE	Mitigating action
Operational issues <ul style="list-style-type: none"> • Support from RUH pharmacy for offsite service • Provision of supporting services, medical supplies and estates supplies required to maintain current services 	<ul style="list-style-type: none"> • Current level of support provided by pharmacists will be maintained at the Riverside Health Centre. • Access to supporting services delivered at the RUH Combe Park site such as microbiology (bacteria) /pathology (FBC, chemistry) /virology and medical and estates supplies will be maintained at the Riverside Health Centre.
HIV Clinic timings	<ul style="list-style-type: none"> • All Sexual Health services will relocate with the Sexual Health Clinic, including services for patients with HIV. The HIV Clinic will continue to run on the same mornings as a

	<p>separate clinic, so patients will share the dedicated waiting area only with other HIV patients during this time and not with other Sexual Health patients.</p>
Access to HIV medication	<ul style="list-style-type: none"> • A Specialist pharmacist is currently available during the HIV clinics, this will continue in the Riverside Health Centre. • Homecare medication delivery system will continue (85% of patients receive medication this way). • HIV clinics are pre-booked appointments; therefore any medication that cannot be stored at the Riverside site can be prepared on the RUH site and delivered to the Riverside on the day. Should a patient not attend clinic or need a different prescription the drug would have to be recycled at Riverside or destroyed, and the patient would need to collect their medication from a nearby pharmacy or the RUH.
Continuation of discreet service	<ul style="list-style-type: none"> • The Riverside Health Centre houses a number of other NHS services, and a range of patients and staff will be accessing the clinic. The nature of the service being accessed will not be obvious to passers-by or the general public. • All providers in the Riverside Health Centre are providing NHS contracts, under NHS contractual conditions. • There will be a separate reception desk and waiting room for patients attending the Sexual Health Clinic. • The Trust has carried out a Privacy Impact Assessment (PIA) which made recommendations about separate toilet facilities and the provision of a confidential waiting space for those patients who wish for further privacy, these recommendations will be incorporated into works to prepare the Riverside Health Centre for the Sexual Health Clinic.

Respecting Confidentiality	<ul style="list-style-type: none"> • Confidentiality will continue to be fully respected in keeping with relevant legislation. • Appropriate information governance systems will be in place. • Information Governance Toolkit, legislation and other contractual requirements applied to providers (Sirona, AWP) set a standard for dealing with patient confidential information which protects the rights of all patients to have their data treated appropriately. The Toolkit includes meeting appropriate levels of staff awareness and training in dealing with patient confidential information. • Secure storage facilities will be available for all patient notes kept on site.
Potential confusion	<ul style="list-style-type: none"> • Clear signage and way finding will be included as part of the overall programme of works to accommodate the Sexual Health Clinic. • Appointment letters will continue to provide detailed information on appointment location.
Access to Parking	<ul style="list-style-type: none"> • The Riverside Health Centre, Bath is located at James Street West, less than two miles from the RUH Combe Park site. The clinic is within walking distance of the Bath bus and train station, and a number of local bus routes service the area, including the Newbridge Park and Ride service. Bike racks are available at the Riverside site and paid parking is available at nearby Charlotte Street carpark. • Avon Street carpark is also nearby but scheduled to close in 2017

In addition, a communications plan will be developed to support the relocation, to ensure that patients and the public are fully informed of the clinic move and can be confident that the necessary planning is in place to ensure current and future patients will not be disadvantaged as a result of the relocation.

Other issues that the RUH has taken into account as part of the relocation planning process include:

- **Appropriate clinical and reception space** – The Riverside Health Centre Bath will be modified and adapted to create an appropriate space for the Sexual Health Clinic, including sufficient levels of privacy and dignity in line with statutory requirements and adequate spaces for patient facilities and clinical and administrative requirements, including record keeping. There will be a separate reception desk for RUH Sexual Health Clinic patients.
- **Support for HIV in-patients at the RUH Combe Park site** – patients will continue to have access and support from the Sexual Health team and clinicians will continue to visit the RUH Combe Park site.
- **RUH In-patient referral to Sexual Health Clinic** – same day or less urgent referrals for RUH inpatients at the Combe Park site to the Sexual Health Clinic will continue.
- **Training and non-clinical commitments for RUH staff** – relevant Sexual Health team members will continue to attend the RUH Combe Park site for training or non-clinical commitments as required.

Next Steps

The overall response to the planned relocation has been positive, and the move will bring benefits to current and future sexual health patients, as well as benefits to the wider health care community as the relocation will facilitate building a new RNHRD and Therapies Centre on the RUH site.

Concerns raised by patients around confidentiality, discretion and anxiety around potential changes to services provided will be addressed as part of the operational planning process. Patients will continue to receive the same services, delivered by the same team, only the location will change.

Concerns around confidentiality, discretion, potential confusion and parking can also be addressed through clear communications in the period ahead of relocating the service.

Work to accommodate the relocated services can go ahead as planned. However, we will continue to work with staff and the people who access these services to ensure the new location continues to meet their needs.

We would like to thank all of the people who took part in this programme of engagement and provided feedback on the planned relocation

Appendix 1

Activity	Purpose
Dedicated email address for general feedback on all service relocations established ruh-tr.haveyoursay@nhs.net	Provide a dedicated channel for stakeholder feedback.
Jan – April 2016 regular meetings with RUH Sexual Health Clinic consultant/team member/service manager to develop Public Patient Engagement Template	To ensure Sexual Health team had input in engagement activity, so that engagement activity was meaningful and relevant. To develop a stakeholder list to ensure relevant individuals/groups could be informed of the plan to relocate and have the opportunity to provide feedback and to agree on the best way to reach stakeholders.
Public Patient Engagement Template to support engagement activity circulated to LHE communications working group	To gain feedback from group and agreement on engagement approach and key stakeholders to engage with.
April 2016 Information about the plan to relocate Sexual Health Clinic from the RUH available on RUH website	Inform current and future patients of proposals and signpost opportunities to feedback and influence.
April 2016, online questionnaire available on RUH website	Capture feedback on plan to relocate services.
April 2016 Media release circulate to local media	Raise awareness of the plan and channels for feedback. Featured online and in print in Bath Chronicle
April 2016 information circulated to Somerset CCG for onward cascade/inclusion in newsletter	Inform on plans and invite feedback.
April 2016 Letters sent to HIV patients (who were willing to be contacted in this way) outlined: <ul style="list-style-type: none"> the proposal to relocate the clinic the rationale for change supporting background information provide channels to feedback, email address, survey link (a hard copy of the survey was also enclosed). 	Inform on plans and invite feedback.
April 2016 information circulated to Bath university for inclusion in student newsletter	Inform on plans and invite feedback.

25 th April briefing provided for Wiltshire Sexual Health Board	Provide outline of plans, rationale, benefits and engagement activity and invite any further questions. Provide material for onward distribution to relevant stakeholders.
27 th April Somerset County Council Sexual Health	Outlined plans - provided briefings along with supporting material for onward distribution to relevant stakeholders.
May 2016 letter to Somerset CCG Wiltshire CCG BaNES CCG Request to cascade information within organisation as appropriate, and with scrutiny officer. Request for scrutiny to suggest any further questions to feed into PPE activity	Update on the next stage of the RUH's planned service relocations relocation of Sexual Health Clinic, cascade information and engagement opportunity to relevant stakeholders
May 2016 Information/weblink/poster circulated for inclusion in Bath College newsletter/website	Inform on plans and invite feedback
May 2016 Information/web link/poster circulated for inclusion in Eddystone communications	Inform on plans and invite feedback
May 2016 information/weblink/poster circulated to onward cascade to Wiltshire Healthwatch Somerset Healthwatch B&NEs Healthwatch Genesis Trust Sirona School Nurses Project 28 Bristol University Hospital The Bridge Off the Record Great Western Hospital Salisbury Sexual Health Terence Higgins Trust/NAM	Inform on plans and invite feedback. To request onward cascade to other relevant stakeholders, to ensure broad reach of engagement
May 2016 Paul Sheehan (BaNES Sexual Health lead cascaded information to: <ul style="list-style-type: none"> Sexual health promotion team Public Health team 	Inform on plans and invite feedback

- CCG commissioners
- B&NES Childrens Services commissioners
- B&NES education lead
- School nurse team
- Health visitors team
- Family Nurse Partnership
- Social care teams
- Voluntary organisations
- Youth offending team
- Youth services leads
- Participation team lead
- Paper Surveys delivered to Peasdown Youth Club following a request from the Youth Workers

22nd June presented at BaNES Sexual Health Board

Provide outline of plans, rationale, benefits and engagement activity and invite any further questions.