

## Sexual Health Services Engagement Frequently Asked Questions

### FAQs

	Question	Answer
1	<b>What are Sexual and Reproductive Health (SRH) Services?</b>	SRH Services <b>provide information, advice and support on a range of sexual health issues</b> , such as Sexually Transmitted Infections (STI's), contraception, relationships, abortion care and vasectomies. In the Aneurin Bevan University Health Board area, we offer a range of services over 6 days a week.
2	<b>Why do SRH Services need to change in Gwent?</b>	<p>We want to make sure that we provide the best care possible for people accessing Sexual Health Services in Gwent.</p> <p>There are lots of challenges facing these services, including:</p> <ol style="list-style-type: none"> <li>I. Difficulty in getting and keeping the workforce needed to run all the current clinics across Gwent which means the service has to close its clinics temporarily and cancel appointments.</li> <li>II. With reduced nurses and doctors, often we can only provide limited services locally. This means we are unable to provide the full range of sexual health treatment and service users have to travel to our main clinic in Newport.</li> <li>III. The service needs to modernise so it can provide the most effective, high quality care to its community. That's currently not possible because of the way the service currently runs.</li> <li>IV. People are accessing sexual health services very differently to years ago. Services can be provided by GPs, Pharmacies even from leisure and education facilities. Tests can be done at home and contraception can be provided on an annual basis or longer. This means that there are many clinics in the community that are not being used that frequently.</li> </ol>
3	<b>What is the service proposing to change?</b>	We would like to change our service so that patients can receive all their sexual health treatment and contraception locally. This would avoid patients having to travel further afield particularly for more specialist treatment. The service would like to deliver this through a 'hub' and 'spoke' model. The service will also maintain the triage telephone line established during the COVID-19 pandemic
4	<b>What is a hub and spoke model and what would it look like in Gwent?</b>	The SRH Service is proposing that in each locality (Monmouthshire, Torfaen, Caerphilly, Newport and Blaenau Gwent) there would be a:

		<p><b>Hub Clinic</b> (a larger clinic that provides a full range of services including more specialist services such as contraceptive Implant and Coils, diagnosis and treatment for more complex sexual health diseases and outreach services for more vulnerable patients)</p> <ul style="list-style-type: none"> <li>The hub clinics would be located in the following areas:</li> </ul> <table border="1"> <tr> <td>Newport:</td> <td>Cordell Centre</td> <td>Blaenau Gwent:</td> <td>Ysbyty Aneurin Bevan Hospital</td> </tr> <tr> <td>Torfaen:</td> <td>Cwmbran Clinic</td> <td>Monmouthshire:</td> <td>Nevill Hall Hospital</td> </tr> <tr> <td>Caerphilly</td> <td colspan="2">Oldway House, Bargoed</td> <td></td> </tr> </table> <p><b>Spoke clinic</b> (a smaller clinic that provides more routine, core services such as contraceptive pills, smears and treatment of uncomplicated sexual health diseases). These will be located in the following areas:</p> <table border="1"> <tr> <td>Newport:</td> <td>Ringland</td> <td>Blaenau Gwent:</td> <td>Tredegar</td> </tr> <tr> <td>Torfaen:</td> <td>Pontypool</td> <td>Monmouthshire:</td> <td>Caldicot</td> </tr> <tr> <td>Caerphilly</td> <td colspan="2">Ysbyty Ystrad Fawr (procedures) and Denscombe (Pick up centre)</td> <td></td> </tr> </table>	Newport:	Cordell Centre	Blaenau Gwent:	Ysbyty Aneurin Bevan Hospital	Torfaen:	Cwmbran Clinic	Monmouthshire:	Nevill Hall Hospital	Caerphilly	Oldway House, Bargoed			Newport:	Ringland	Blaenau Gwent:	Tredegar	Torfaen:	Pontypool	Monmouthshire:	Caldicot	Caerphilly	Ysbyty Ystrad Fawr (procedures) and Denscombe (Pick up centre)		
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5	<b>Will there be any services no longer available to service users?</b>	The proposed model will mean that a greater range of services will be available locally that can be accessed outside normal office hours making it easier for patients to access treatment. Services would be delivered by a larger team of nurses and doctors who have the skills to provide all levels of care and treatment.																								
6	<b>Will the proposed redesign mean I have to wait longer for an appointment?</b>	Previously there weren't any appointments. There was a walk in service with no guarantee of being seen. This change means that you will get an allocated time for the service that you need. In addition, with larger teams, the service becomes strengthened and this would reduce the need to temporarily close or cancel clinics																								
9	<b>Do our medical staff support the proposed changes?</b>	Yes - SRH Service has actively discussed the challenges and possible solutions with their staff including doctors and nurses who have helped develop the model being proposed.																								
10	<b>Can I choose which hub clinic I want to attend?</b>	Yes – but you may also be able to have an appointment sooner at a different clinic. In addition, there are many other services such as your GP, local pharmacist etc that could provide some sexual health services. Details of the full range of sexual health services provided in Gwent can be found here																								

11	<b><i>I currently access *Location X* for my ***** , will this change after the proposed redesign?</i></b>	Some of the less used venues will no longer be open however there will be an alternative service within your community. Each of the hub and spoke clinics have been identified in areas where there are good transport links and parking facilities (where possible). In addition, there are many other services such as your GP, local pharmacist etc that could provide some sexual health services. Details of the full range of sexual health services provided in Gwent can be found <b><i>here</i></b>
12	<b><i>I used to attend *Location Y* but this is no longer an option under the proposed changes, where will I go now?</i></b>	When you ring the triage line, you can discuss where you are seen with the nurse. In addition, there are many other services such as your GP, local pharmacist etc that could provide some sexual health services. Details of the full range of sexual health services provided in Gwent can be found <b><i>here</i></b> .
13	<b><i>Is there public transport access to the hub clinics?</i></b>	Yes all hub clinics are on main bus routes and have a railway station nearby. More information on local public transport can be found <b><i>here</i></b> .
14	<b><i>Will I have to travel further for treatment?</i></b>	The service has tried to ensure that all the communities have access to core, routine sexual health services in Gwent and the proposed model also ensures patients can access more specialist services without having to travel to the Cordell Centre at the Royal Gwent Hospital (the current model). A travel times analysis has been undertaken looking at how existing users access services which suggests that most patients will not have to travel further. However, the service would continue to review the number of clinics it is providing, and if necessary, additional clinics would be provided.
15	<b><i>How were the locations of the hubs and spoke clinics chosen?</i></b>	The location of the proposed hub and spoke clinics were chosen by: <ul style="list-style-type: none"> <li>• Undertaking a travel times analysis looking at how current users access services.</li> <li>• Identifying those clinics which are not used regularly and are located closely to another or alternative sexual health clinic.</li> <li>• Identifying those clinics that have good access in place such as regular public transport and parking arrangements.</li> <li>• The service also looked at what other sexual health services were provided through GPs, pharmacists etc that could potentially be used as an alternative.</li> </ul>
16	<b><i>What happens next?</i></b>	The service has discussed its plans with the local Community Health Council and are actively engaging with the public and other services, people who have an active interest in these proposals. This is being undertaken through a range of activities and events which is outlined <b><i>here</i></b> . In addition, the service is undertaking an Equality Impact Assessment which helps identify if there are particular vulnerable groups that may be negatively affected by these proposals. Once this is completed, the information gathered will be reviewed and analysed and a decision will be made as to whether the proposals will move forward.

<b>17</b>	<b>How can I get involved?</b>	<p>This is the beginning of our conversation with you about Sexual Health Services in Gwent. We would like to hear your thoughts about what you have read.</p> <p>We are asking specifically:</p> <ul style="list-style-type: none"><li>- Whether you have an understanding of what Sexual Health Services are</li><li>- How services are currently provided</li><li>- The challenges facing the services and some of the options that have been considered for the future organisation and delivery of the services.</li></ul> <p>More information is available via the designated web pages, as well as guidance on how you can get involved and have your say.</p> <p><b>Aneurin Bevan University Health Board:</b> <a href="http://www.abuhb.nhs.wales/">www.abuhb.nhs.wales/</a></p>
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