Cornwall and the Isles of Scilly Sexual Health Services: Consultation Report

26/09/2018

Wellbeing & Public Health
Cornwall Council
Executive summary:

A consultation on sexual health services took place between July and September 2018 through online and paper surveys. More than 180 people participated. The total number of people completing the survey is too small to enable us to draw conclusions about the whole population, however, it offer insight to the opinions and views of stakeholders who completed the surveys. Additionally, we can compare the result of this consultation to the previous one conducted in 2016.

The majority of people completing the surveys want to access a specialist, all age, integrated sexual health and contraceptive service for their sexual health needs and want a mix of bookable and drop in appointments.

The majority of young people under the age of 19 responding prefer to access to an online service and a specialist young people’s contraceptive and sexual health service.

The most common barrier preventing people from using sexual health services was if they were ‘hard to get to’. Other common perceived barriers reported were ‘fears of seeing someone you know’, ‘unfriendly staff’ and ‘embarrassment’.

Week day afternoon/evening services, followed by Saturdays, is the preferred time to access services by the majority of respondents. In addition, respondents have expressed a requirement requesting services to be available at the same time and in the same place, for example contraception and STI testing. Both drop-in clinics and the option of appointments were wanted by the majority of respondents.

The main reason given for attending a contraceptive and sexual health service overall was for contraception, followed by having symptoms of a sexually transmitted infection.

The majority of respondents wanted sexual health information and guidance to be online. Most participants would also like to see other sexual health services online including condoms, testing, and consultations.

Awareness was low among participants of current online services supporting sexual health in Cornwall, including www.cornwallshac.org.uk, and www.savvykernow.org.uk.
Background:

Cornwall Council is responsible for commissioning contraception and sexual health services locally and has an obligation to explore options on the delivery of sexual health services in Cornwall. These services include sexually transmitted infection testing and treatment, HIV testing, chlamydia screening, community contraceptive services, Long Acting Reversible Contraception, emergency contraception, pregnancy testing and sexual dysfunction services.

Sexual Health and wellbeing an important public health topic, linked to inequality, with subsequent negative impacts on physical, emotional and social health for those with poor sexual health outcomes. As such, sexual health is measured by three key outcomes nationally as part of the Public Health Outcomes Framework, which are:

- Under 18 conception rate
- Chlamydia detection rate
- Late HIV diagnosis

From the 16 July 2018 to the 23 September 2018 Cornwall Council undertook a consultation to find out peoples’ views as to how contraception and sexual health services should be delivered in the future.

The consultation aimed to gather information that would support commissioners to understand the needs and preferences of a wide range of current and potential service users, including those from groups at increased risk of poor sexual health.

The views from both current and potential service users will be used to shape the new sexual health delivery model in Cornwall and will influence tender documentation and assessment questions put to potential providers around quality and suitability of the services.

Method:

Consultation and engagement was predominately via on-line survey and printed survey available for download from the Council’s website. The Consultation and Engagement Plan sets out the methodology (Appendix A). The survey questions asked are presented in Appendix B.
Respondents: Individual

In total, 184 people responded to the survey, 168 on-line and 26 via hard copy questionnaire. All paper responses were entered into the online survey tool and included in the final results.

A number of people completed the survey across age groups (Table 1.0) allowing the opportunity to look at views and preferences by age group, of particular importance given the burden of poor sexual health among young people under the age of 25 and our changing needs as we age. 141 people under the age of 25 responded to the survey.

The consultation provided an opportunity for the public, interest groups and stakeholders to give their views on sexual health services. It is important to note that number of people participating in the survey is not a large enough sample to enable generalisations to be made for the whole population of Cornwall and the Isles of Scilly; it does however give insight to the views, experiences and opinions of a large number of diverse stakeholders engaged through the consultation.

Table 1.0: Age
Other demographic information of the participants can be seen below:

A) How do you describe your gender?

B) Is your gender identity the same as you were assigned at birth?

D) What is your current status?
E) Do you consider yourself to have a disability?

- Yes
- No
Results:

**Question 1 asked:** When you need contraception (the pill, implant, coil for example), and/or a sexual health service (such as condoms and sexually transmitted infection testing), would you prefer to go to:

Participants were asked to rank their preferences. 163 people answered this question with 36.8% (56 responses) preferring an All Age Clinic.
When looking at the responses by age of participant, of 92 young people (<25) who answered this question, 29.3% (27 people) preferred a Young Persons Clinic. Of these, 33.3% 13-19 year olds and 26.0% of 20-24 year olds preferred a specific young person’s clinic, fewer in the 13-19 age group would prefer to access an all age clinic (26.2%), but more in the 20-24 age group (32%) would prefer a and all age clinic.

**Question 2 asked:** When you need contraception and/or a sexual health service, would you prefer a service to offer: health service, would you prefer, drop in sessions, bookable appointments, both and other.

149 people answered this question with 25% and 35% preferring drop in and bookable appointments respectively. 40% preferred either and 7% preferred both.
86 young people <25 years old answered this question with 37.2% (32 people) preferring drop in sessions, whereas, bookable appointments were weighted more strongly for those over the age of 25.

**Question 3 asked:** Where would you prefer to get contraception from (please rank you preferences)?

138 people answered this question with 30% (40 people) preferring to get contraception from a contraceptive and sexual health specialist service.
64 young people <25 answered this question with 26.6% (17 people) preferring to get contraception online. Preference for a young people’s online contraception was highest among 13-19 year olds with this answer.

Question 4 asked: Where would you prefer to get tested and treated for a sexually transmitted infection (Please rank your preferences)?

131 people answered this question with 43.9% (58 people) preferring to get tested and treated for sexually transmitted infections at a contraceptive and sexual health specialist service.
57 young people answered this question with 26.3% (15 people) preferring an online service. As with questions 3, the most common preferred choice was an online service among 13-19 year olds.

**Question 5 asked:** What is the best time for you to go to contraception and sexual health services? Tick any options that apply.

131 people answered this question. Monday to Friday evening appointments received the highest proportion of responses (32.8%). Saturday and Sundays were the next most preferred days, followed by weekday afternoons.
50 young people <25 responded to this question. Among 13-19 year olds, Saturday morning was the overwhelming preference (61.9%) while among 20-24 year olds, weekday afternoons was the preferred time (65.5%).

In all age ranges from 25-54, weekday evenings was the most preferred choice (64.7%-71.4%). Among 55-64 year olds the preferred time was weekday mornings. 65-74 year old preferred weekday evenings and Saturday mornings (55.4% respectively).

**Question 6 asked: The main reason I would attend a sexual health service is (tick as many as you like):**

129 people answered this question with 61.2% of respondents said that contraception would be the main reason they would attend a sexual health service. 61.2% also said they would attend if they were experiencing symptoms of a sexually transmitted infection. It is worth bearing in mind that 78.7% of the respondents were female where contraception is a key service in managing reproductive health for women.
The next most common reasons for attending a sexual health service was after unprotected sex (46.5%) and for a sexual health check-up (46.5%).

This varied somewhat by age with all ages confirming that contraception was their first reason for attending (50%-79%). For the age group 55-64 for whom 50% chose contraception as their first choice, having a sexual health check-up was the next most popular reason for attending (44.4%).

**Question 7 asked: What would prevent you from using a sexual health service (tick as many as you like)**

129 people answered this question. The main barrier was that the service was hard to get to/ too far away to travel (60.5%), followed by inconvenient opening times (55.8%).
Unfriendly staff was the next most common barrier cited overall (43.4%) and the most commonly cited barrier for the age group 20-24.

This was different for the young age groups. The main barrier for young people <25 was the fear of seeing someone they know (54.3%). For the 65-74 age group, fear of seeing someone they know was the second most common response (44.4%) following hard to get to/too far away to travel (66.7%).

Of the 7 responses under other, the most common was around inconvenient opening times and unable to get appointments.

**Question 8 asked:** Do you think services for sexual health and services for contraception should be available at the same time and in the same place developed as one single service?

129 people answered this question with the majority of respondents (83.6%, 103 people) saying they would want to be able to access
contraception and sexually transmitted infection testing in the same appointment. This was consistent across all age groups.

Question 9 asked: What, if any, sexual health service would you like to see online? (Tick as many as you like):

127 people answered this question. The answer that received the highest response was advice and information wanted online by 72.4% of people who answered.
The second most common response was condom requests/orders (70.1%) with requests for sexual health testing kits third (67.7%). Advice/information and condom requests were the top 2 choices across all age groups except for the 25-34 group which ranked requests/orders for sexual health testing kits as their first choice (79.0%).

Question 10 asked: Thinking about the services that are available at the moment, do you know where to go to access the following (tick as many as you like):

127 people answered this question in total. Of those responses, 79.5% (101 responses) knew where to get contraception, 70.1% knew where to get sexually transmitted infection testing and 59.8% knew where to get condoms. 12.6% knew where to access online HIV testing and 20.5% knew where to go to access online chlamydia testing. 11.0% did not know where to access any of the services.
112 young people answered this question with 566 responses in total. The results mirrored those for all age groups; however, slightly less reported knowing where to get condoms and emergency contraception.

35-44 year olds were least likely to report not knowing where to access any services (3.3%) while all other age groups ranged from 13.2-14.3%.

**Question 11 asked “Do you feel you have enough information to look after and improve your sexual health”**

126 people answered this question with 69.5% (87 people) stating that yes, they feel they have enough information to look after and improve their sexual health. 24-34 year olds were the least likely to report having enough information to look after and improve their sexual health (64.9%).
When those who reported not having enough information were asked ‘how would you like to receive more information, and what should it be about?’ most responses requested more information that is easy to access online.

**Question 12 asked: Are you aware of the Cornwall SHAC (www.cornwallshac.org.uk) website?**

124 people answered this question with 70.4% (88 people) were unaware of Cornwall SHAC website. 28 young people <25 answered this question with 73.7% (28 people) unaware of Cornwall SHAC website. 35-44 (53.6%) and 65-74 year old (60%) were least likely to be unaware of the website. Most reported to have not used the website as well.

**Question 13 asked: Are you aware of the Savvy Kernow (savvykernow.org.uk) website?**

125 people answered this question with 79.2% reporting not being aware and 90.4% reporting not using the website. 37% of young people <25 reported being aware of the website. 21.1% of young people <25 reported having used the Savvy Kernow website.

**The final question asked: What works well, what needs to be changed, what are the barriers, or anything else?**

All responses to this question can be found in Appendix C.
Respondents: Organisations

There were 16 responses from participants identifying as responding for an organisation. The full results of responses from participants from organisations can be seen in Appendix D.

Most responses were from charitable organisations, local authority and primary care.

![Graph showing type of organisation]

Generally results were similar to the individual responses, but notably organisations overwhelmingly said that online was their least preferred choice for getting contraception and testing for sexually transmitted infections. No organisational respondents indicated that condom requests, consultation/advice from professionals, or emergency contraception should be delivered online and 25% said no sexual health services should be delivered online. Additionally, Weekday afternoons were preferred by organisations while weekday evenings and weekends were preferred by individuals.

Comparisons to previous consultation

A consultation was undertaken in 2016 (see Appendix E). Overall, the results of 2018 consultation reflect many of the same results and needs of the participants who responded. The one major difference is the increased demand for online services from service users.

In 2016 11.3% of participants reported wanting contraception online, while in 2018 23.9% of participants chose online as their first choice. Comparison is somewhat challenging because in 2018 participants were
able to rank their choices, whereas in 2016 they chose only one option because of the more limited choice in the previous questionnaire.

In 2016, 2.3% of participants wanted testing for sexually transmitted infections to be available online, while in 2018 it increased to 19.9%. Again, the same cautions should be observed when interpreting these results.

Another important result from both consultations is the demand for weekend appointments. These were popular choices across age groups in 2016 and 2018.

**Next Steps**

While direct conclusions about the total population cannot be drawn from this consultation, some important information regarding the trends and preferences of current and future service users can be seen.

The results of this survey will be presented to the Cornwall Sexual Health Commissioning Board and Cornwall Sexual Health Partnership Group. The Sexual Health Commissioning Board will consider the results when making decisions regarding sexual health services in Cornwall.

**Acknowledgements**

On behalf of Cornwall Council we would like to thank everyone who gave their time in completing this survey. A special thanks goes to the organisations and individuals that helped disseminate the survey to help reach and engage as many people as possible.
Appendix A: Consultation and engagement plan

Sexual Health Services

Consultation and Engagement Plan

June 2018
Sexual health services

Background
Cornwall Council has an obligation to adhere to the Public Contract Regulations 2015 and is exploring a range of options regarding the delivery of an Integrated Comprehensive Sexual Health Service and would like to engage with the market and consult with stakeholders.

Sexual and reproductive health is an important and wide-ranging area of public health; most of the adult population of England are sexually active and having the right interventions and services in place can have a positive effect on both population and individual health and wellbeing.

The proposed service scope includes:

- Sexually Transmitted Infection (STI) testing, treatment and management across a range of platforms (including requisite laboratory services)
- Local delivery of the National Chlamydia Screening Programme
- Full range of contraception including emergency contraception
- Pregnancy choices and testing services
- HIV prevention services
- General sexual health advice, information and promotion
- Sexual health clinical leadership and oversight of pathways across primary, tertiary and acute care settings
- Delivery of relationship and sex education
- Workforce training and education
- Young people sexual health and contraception services

Clinical services should be open access and available for everyone, regardless of their gender, sexuality, age, race or faith.

A sexual health re-procurement process is a key activity of the Council’s Business Plan 2016-2020.

Purpose and/or scope of the consultation
The Communication and Engagement Plan sets out the approach that the Sexual Health Project Group will use during the commissioning and procurement process to ensure widespread engagement with relevant stakeholders, partners and providers ensuring relevant information is shared and engagement is widespread to allow service users feedback to shape sexual health services.
Supporting information
Consultation and engagement will be undertaken predominately with the use of an on-line survey and printed survey and will clearly explain the purpose, objectives and methods of the consultation process.

Some focus groups will be necessary in order to target vulnerable and most at risk groups.

Aim of the consultation plan
The aim of the consultation is to understand the needs and preferences of a wide range of current and potential service users and to maintain and improve sexual health provision in order to protect sexual health and wellbeing across the whole population. This includes seeking views of people who are at high risk of poor sexual health outcomes in order that the new service can better tackle health inequalities.

Feedback from the consultation will be used to shape service specifications and other tender documentation and will influence assessment questions asked of potential providers around quality and suitability of the services they propose. Commissioners will be looking for a clear link between the needs and views of residents and the service delivery proposed by providers.

Consultation dates
Consultation will take place between 16 July and 23 September 2018. This would allow approximately 9 weeks consultation to take into account that the consultation is happening across the summer.

Key messages
• This will provide an opportunity to refresh the 2016 consultation on sexual health services in Cornwall to ensure that service user needs are adequately met with appropriate service provision.
• Consultation results will be a key consideration in the final decision about provision proposed by providers.
• In response to the Council’s obligation to adhere to the Public Contract Regulations 2015 and ascertain within the market the best possible provision of service for Cornwall.

Key audiences
There are a number of key audiences which the Council needs to consult with to ensure that it has consulted fully on the commissioning of sexual health services in Cornwall. These include:
• Current and potential service users
• Current and potential service providers
• Health partners
• Young people
• Voluntary and Community Sector contacts
• Vulnerable and hard to reach groups

In addition to the above, the following internal Cornwall Council stakeholders have been identified:

• **Portfolio Holders (Adult Social Care, Wellbeing and Public Health, and Children & Young People):** To receive regular communication and updates on progress.
• **Cornwall Council Members** – (via the portfolio holder) to understand the process and raise awareness as required.
• **Community link officers** – to circulate the consultation amongst their community networks.

**Sexual Health Project Board**
Angie Andrews – Head of Commissioning, Children and families
Denis Cronin – Public Health Consultant
Michael Priestley - Sexual Health Commissioning Manager
Whitney Curry – Public Health Practitioner
Jade Cooper-Orton – Legal Officer
Gareth Rees – Strategic Finance Officer
Penni Pollard – Commercial Manager
Christine Stone- Senior Procurement Specialist

**Communication channels**

- Communication sent to all relevant people/providers (outlined above) regarding the outline timescale of the consultation and tender process.

- Posters designed to support the publication of consultation exercise in publically accessible areas.

- Information sent to the Communications and Devolution Service for inclusion and circulation within the Town and Parish Council Newsletter.

- The consultation will be promoted:
  - in a media module on the homepage of the Council’s website
  - on the ‘have your say’ area of the Council’s website [www.cornwall.gov.uk/haveyoursay](http://www.cornwall.gov.uk/haveyoursay)
  - on the Council’s Facebook and Twitter accounts
Meetings will be held with the Communications Team to ensure information is placed on the Council’s face book pages and twitter accounts.

Letters to organisations as well as emails to ensure delivery? In addition, there will be communication with internal Cornwall Council audiences including:

- Regular updates to the Project Board and Sexual Health Commissioning Board
- Communication circulated to key staff members regarding the consultation process.
- Consultation events and survey led by service providers to specific groups.
- Posters to be displayed in GP surgeries, one stop shops and libraries.
- Publication of survey on provider/partner websites
- Development of a web page and link to survey.
- Consideration to developing easy read printed questionnaires.
- Consideration to analysing results to support specifications and feedback to service users.
Appendix B: Survey questions

1. Sexual Health & Contraceptive Services

1. A) Are you responding to this survey as:
   - An individual
   - An organisation

2. Organisation

Which type of organisation are you responding for?
   - Hospital Trust
   - Charitable organisation
   - Voluntary or community group
   - Local authority
   - Primary care
   - Pharmacy
   - Other (please state) ________________________________

By ticking organisation, all subsequent answers will be viewed in that context

3. Contraception

When you need contraception (the pill, implant, coil for example), and/or a sexual health service (such as condoms and sexually transmitted infection testing), would you prefer to go to:

Please rank your preferred options

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<tr>
<th>Option</th>
<th>1st (most preferred)</th>
<th>2nd</th>
<th>3rd</th>
<th>4th (least preferred)</th>
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<tbody>
<tr>
<td>A young person's clinic</td>
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<td>An all age clinic</td>
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<td>GP Practice</td>
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If other please state here

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4. Contraception / Sexual Health Service

When you need contraception and/or a sexual health service, would you prefer a service to offer:

(please tick one)

- [ ] Drop in sessions
- [ ] Bookable appointments
- [ ] Either
- [ ] Other (please state) ________________________________

5. Postcode

Could you please tell us the first part of your post code for example: TR15

We're asking this so we can make sure that we get views and opinions from across the whole of Cornwall

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6. Location

Where would you prefer to get contraception from (please rank your preferences using the options below)

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<td>At a young people's contraceptive and specialist service</td>
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<td>Your nearest participating pharmacy</td>
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### 7. Testing & Treatment of STIs

Where would you prefer to get tested and treated for a sexually transmitted infection (please rank your preferences using the options below)

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<th>Preference</th>
<th>1st (most preferred)</th>
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### 8. Opening Times

What is the best time for you to go to contraception and sexual health services?

Please tick any options that apply

- ☑ Monday - Friday am
- ☑ Monday - Friday pm
- ☑ Monday - Friday evening
- ☑ Saturday am
- ☑ Saturday pm
- ☑ Saturday evening
- ☑ Sunday am
- ☑ Sunday pm
- ☑ Sunday evening
- ☑ Other (please state) ________________________________
9. Attendance

The main reason I would attend a sexual health service is:

(please tick any that apply)

- For a regular sexual health check-up
- For a sexual health check-up if I have, or am thinking about, a new sexual partner
- When I have symptoms of a sexually transmitted infection
- Worried about sexually transmitted infection but do not have symptoms
- After unprotected sex
- For information and advice about sexual health and contraception generally
- For contraception
- For emergency contraception (e.g. the emergency coil or morning after pill)
- For counselling
- HIV test
- For a pregnancy test
- Planning a pregnancy
- Other (please state) ________________________________

10. Access Prevention

What would prevent you from using a sexual health service:

(please tick any options that apply)

- Hard to get to/too far away to travel to
- Not knowing where my nearest service is located
- Not knowing opening times of the service
- Opening times that are not convenient
- Embarrassment
- Fear of seeing someone I know
- Lack of privacy
- Long waiting times
- Nothing would stop me going to a service
- Unfriendly staff
- Other (please state) ________________________________

11. Joint Access to Services

Do you think sexual health services and contraception services should be available at the same time and in the same place as part of the same appointment?

(Please tick one)

- Yes - I want to be able to access sexual health services and contraception services in the same appointment
- No - I want to access different services for different requirements
- Don't know
- Other (please state) ________________________________
12. Online Services

What, if any, sexual health service would you like to see online?
(Please tick any options that apply)

- Condom requests/orders
- Advice and information
- Consultations/advice from a professional
- Advice for relationships or sexual dysfunction
- Request/order sexual health testing kits
- Emergency contraception
- None
- Other (please state) __________________________

13. Current Services

Thinking about the services that are available at the moment, do you know where to go to access the following?
(Please tick any options that apply)

- Contraception
- Sexually transmitted infection screening
- HIV testing
- HIV support
- Young people only clinics
- CCARD
- Condoms
- Sexual dysfunction
- Relationship issues
- Pregnancy testing
- Unplanned pregnancy
- Emergency contraception (emergency coil or morning after pill)
- Online chlamydia screening
- Online HIV testing
- Don't know where to access any of the above

14. Services Information

Do you feel you have enough information to access the sexual health services you need when you need them?
(Please tick one)

- Yes
- No

If you answered 'no' to the above, how would you like to receive more information, and what should it be about?
________________________________________________________________________
________________________________________________________________________
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15. Cornwall SHAC

Are you aware of the Cornwall Sexual Health And Contraception (SHAC www.cornwallshac.org.uk) website?

(Please tick one)

☐ Yes
☐ No

16. Cornwall SHAC

Have you used the Cornwall SHAC website?

(Please tick one)

☐ Yes
☐ No

17. Savvy Kernow

Are you aware of the Savvy Kernow (www.savvykernow.org.uk) website?

(Please tick one)

☐ Yes
☐ No

18. Savvy Kernow

Have you used the Savvy Kernow website?

(Please tick one)

☐ Yes
☐ No

19. Final Comments

Do you have any comments with regards to contraception and sexual health services in Cornwall?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

20. Demographic Information

Now we’d like to ask you some questions about you. These answers will not be shared with anyone else

A) How do you describe your sex?

☐ Male
☐ Female
☐ Intersex
☐ Gender fluid
☐ Non-binary
☐ Other ____________________________

B) Is your gender identity the same as the sex you were assigned at birth?

☐ Yes
☐ No
C) Do you consider your sexual orientation to be:
- Heterosexual / Straight
- Lesbian / Gay woman
- Gay man
- Bisexual
- Asexual
- Pansexual

D) What is your current status?
- Never married and never registered a civil partnership
- Single
- Married
- Separated but still legally married
- In a registered civil partnership
- Divorced
- Widowed
- Separated, but still legally in a same sex civil partnership
- Formerly in a same sex civil partnership which is now legally dissolved
- Surviving partner from a same sex civil partnership

E) Do you consider yourself to have a disability?
- Yes
- No

F) Which age group are you?
- 13-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

G) How do you describe your religion or belief (if any)?
- Buddhist
- Christian (includes Church of England, Catholic Church, Protestant and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- None
- Other (please state) ____________________________
H) How would you describe your ethnic origin:

- White:
  - English
  - Welsh
  - Scottish
  - Northern Irish
  - British
- Mixed: Cornish
- Mixed: White & Asian
- Mixed: White & Black
- Caribbean Mixed:
- White & Black
- African Mixed:
- Cornish
- Asian
- Bangladeshi
- Pakistani
- Chinese
- Indian
- Asian
- Cornish
- Black:
- African
- Black:
- Cornish
- Black Caribbean
- Other:
Gypsy
/Rom

Other: Traveller of Irish Heritage

If any other ethnic origin, please state here:

________________________________________

________________________________________

________________________________________

Thank you for completing our questionnaire
Appendix C: Individual responses

Overall Individual - PDF.pdf
Appendix D: Organisational responses
Appendix E: 2016 Consultation report

Cornwall and the Isles of Scilly Sexual Health Services: Consultation Report

25/10/16
Public Health
Cornwall Council
Cornwall and the Isles of Scilly
Sexual Health Services: Consultation Report

Executive summary:

A consultation on sexual health services took place between May and June 2016 through online and paper surveys. More than 500 people participated. The total number of people completing the survey is too small to enable us to draw conclusions about the whole population, however, it offer insight to the opinions and views of stakeholders who completed the surveys.

The majority of people completing the surveys want to access a specialist, all age, integrated sexual health and contraceptive service for their sexual health needs.

The majority of young people under the age of 19 responding prefer to access a specialist young people’s contraceptive and sexual health service.

The most common barrier preventing people from using sexual health services was if they were ‘hard to get to’. Other common perceived barriers reported were ‘fears of seeing someone you know’, ‘unfriendly staff’ and ‘embarrassment’.

Week day afternoon/evening services, followed by Saturdays, where the preferred time to access services by the majority of respondents and they want services to be available, for example contraception and STI testing, at the same time, in the same place. Both drop-in clinics and the option of appointments were wanted by the majority of respondents.

The main reason given for attending a contraceptive and sexual health service overall was for contraception. However the results varied by age group of participants; other common reasons for those under 19 were for emergency contraception and/or after unprotected sex, for those in their 20’s and early 30’s the second most cited reason after contraception was for a regular sexual health check-up and for those over 35 the most common reason given overall was when they had symptoms of an infection.
The majority of respondents wanted sexual health information and guidance to be online. Some participants would also like to see other sexual health services online including condoms (52%), testing (39%), and consultations (35%).

Awareness was low among participants of current online services supporting sexual health in Cornwall, including www.cornwallshac.org.uk, www.savvykernow.org.uk, online Chlamydia testing and online HIV self-sampling.

**Background:**

Cornwall Council is responsible for commissioning contraception and sexual health services locally and has an obligation to explore options on the delivery of sexual health services in Cornwall. These services include sexually transmitted infection testing and treatment, HIV testing, chlamydia screening, community contraceptive services, Long Acting Reversible Contraception, emergency contraception, pregnancy testing and sexual dysfunction services.

Sexual Health and wellbeing an important public health topic, linked to inequality, with subsequent negative impacts on physical, emotional and social health for those with poor sexual health outcomes. As such, sexual health is measured by three key outcomes nationally as part of the Public Health Outcomes Framework, which are:

- Under 18 conception rate
- Chlamydia detection rate
- Late HIV diagnosis

From the 23 May 2016 to the 8 July 2016 Cornwall Council undertook a consultation to find out peoples’ views as to how contraception and sexual health services should be delivered in the future.

The consultation aimed to gather information that would support commissioners to understand the needs and preferences of a wide range of current and potential service users, including those from groups at increased risk of poor sexual health.

The views from both current and potential service users will be used to shape the new sexual health delivery model in Cornwall and will influence tender documentation and assessment questions put to potential providers around quality and suitability of the services.
Method:

Consultation and engagement was predominately via on-line survey and printed survey available for download from the Council’s website. The Consultation Plan sets out the methodology and details the stakeholders (Appendix A). The survey questions asked are presented in Appendix B.

On completing the on-line questionnaire, some questions restricted answers to just one option, but unfortunately people responding by hard copy questionnaire gave multiple answers to questions. Where multiple answers have been made these hard copy questionnaires are reported on providing the top two responses.

Respondents:

In total, 539 people responded to the survey, 418 on-line and 121 via questionnaire. 60 organisations responded to the survey 30 on line and 30 via questionnaire.

A number of people completed the survey across age groups (table 1.0) allowing the opportunity to look at views and preferences by age group, of particular importance given the burden of poor sexual health among young people under the age of 25 and our changing needs as we age. 141 people under the age of 25 completed the survey and are referred to as ‘young people’ throughout this report.

The consultation provided an opportunity for the public, interest groups and stakeholders to give their views on sexual health services. It is important to note that number of people participating in the survey is not a large enough sample to enable generalisations to be made for the whole population of Cornwall and the Isles of Scilly; it does however give insight to the views, experiences and opinions of a large number of diverse stakeholders engaged through the consultation.

Table 1.0

<table>
<thead>
<tr>
<th>Age Groups</th>
<th>Online</th>
<th>Paper</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-19</td>
<td>39</td>
<td>10</td>
<td>49</td>
<td>9.09</td>
</tr>
<tr>
<td>20-24</td>
<td>63</td>
<td>29</td>
<td>92</td>
<td>17.07</td>
</tr>
<tr>
<td>25-34</td>
<td>76</td>
<td>34</td>
<td>110</td>
<td>20.41</td>
</tr>
<tr>
<td>35-44</td>
<td>56</td>
<td>27</td>
<td>83</td>
<td>15.40</td>
</tr>
<tr>
<td>45&gt;</td>
<td>111</td>
<td>19</td>
<td>130</td>
<td>24.12</td>
</tr>
</tbody>
</table>

Responses by Age (%)
Results:

**Question 1** asked “When you need contraception and/or a sexual health service would you prefer to go to a young persons’ clinic, an all age clinic, GP practice, all or other.

463 people answered this question with 43.6% (202 responses) preferring an All Age Clinic.

When looking at the responses by age of participant, of the 140 young
people (<25) who answered this question, 43.57% (61 people) preferred a Young Persons Clinic. Of these, 66.67% 13-19 year olds and 32.79% of 20-24 year olds preferred a specific young person’s clinic, far fewer in these age groups would prefer to access an all age clinic (5.56% 13-19 year olds and 14.75% 20-24 year olds).

**Question 2 asked “When you need contraception and/or a sexual health service, would you prefer, drop in sessions, bookable appointments, both and other.”**

463 people answered this question with 40.4% (187 people) preferring both – a mixture of drop in sessions and bookable appointments.

141 young people answered this question with 47.5% (67 people) preferring both – a mixture of drop in sessions and bookable appointments.
Whilst the preference for all age groups was to have a mixture of both drop in and bookable appointments, for those who did select either drop in or bookable appointments, drop in sessions were the preference for more of those under 19, whereas, bookable appointments were weighted more strongly for those over the age of 25.

**Question 3 asked “Where would you prefer to get contraception from”.**

461 people answered this question with 52% (242 people) preferring to get contraception from a contraceptive and sexual health specialist service.
141 young people answered this question with 38% (54 people) preferring a contraceptive and sexual health specialist service. Preference for a young people’s contraceptive and sexual health service was highest among 13-19 year olds with this answer. **Question 4 asked “Where would you prefer to get contraception from?”**

![Contraception Preference Chart](chart.png)

509 people answered this question with 61.9% (325 people) preferring to get tested and treated for sexually transmitted infections at a contraceptive and sexual health specialist service.
141 young people answered this question with 45.56% (77 people) preferring a contraceptive and sexual health specialist service. As with questions 3, the most common preferred choice was a young people’s contraceptive and sexual health service among 13-19 year olds.

**Question 5** asked “What is the best time for you to go to contraception and sexual health services” (Tick the options that apply)
460 people answered this question with 884 responses in total. Monday to Friday pm appointments received the highest proportion of responses (32% - 283 responses). Almost all of the 50 ‘other’ responses stated evening or ‘out of work’ hours.

140 young people answered this question with 268 responses in total, of those responses 34.7% of young people (93 responses) Monday to Friday pm appointments.

When is the best time for you to go to a contraception and sexual health service?

<table>
<thead>
<tr>
<th>Time</th>
<th>Percentage of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday pm</td>
<td>31.98%</td>
</tr>
<tr>
<td>Saturday</td>
<td>25.31%</td>
</tr>
<tr>
<td>Sunday</td>
<td>15.25%</td>
</tr>
<tr>
<td>Other (please state)</td>
<td>7.57%</td>
</tr>
<tr>
<td>Monday - Friday am</td>
<td>19.89%</td>
</tr>
</tbody>
</table>

Monday to Friday PM was the most popular preference for all age groups followed by Saturdays at 25% of all respondents. However, whilst Saturdays was a strong preference for many in the 20-24 and 25-34 age groups, as the second highest choice, Monday to Friday AM was preferred by slightly more 35-44 year olds in comparison to
Saturdays and the difference between Monday to Fridays AM and Saturdays was very small for 13-19 and 45+ age groups.

**Question 6 asked “What is the main reason you would attend a sexual health services (tick as many as you like)”**

![Bar chart showing percentage of respondents by reason for attending sexual health services.](chart.png)

461 people answered this question with 1831 responses in total and of those responses 15.62% (267) of all answers and 62% of respondents said that contraception would be the main reason they would attend a sexual health service. It is worth bearing in mind that 67% of the respondents were female where contraception is a key service in managing reproductive health for women.

Other reasons given included cervical screening, PEP, HIV treatment, vaccination, and vulvar pain.
The second most common reason for attending a sexual health service was for a ‘regular sexual health check-up’ or ‘when I have symptoms’ with 56% of respondents giving these answers, though this varied by age with young people under the age of 19’s second and third most common reasons for attending a sexual health service being for emergency contraception and after unprotected sex. The most common answer for those over the age of 35 was if they had symptoms of a sexually transmitted infection.

Question 7 asked “What would prevent you from using a sexual health service (tick as many as you like)”

459 people answered this question with 1092 responses in total. 20.42% (223) of all answers and almost half of everyone who answered this question stated that services being ‘hard to get to’ would prevent them from using a sexual health service. This was also the main barrier for young people reported for young people.
Long waiting times was the second most common barrier cited overall (17% of all answers and 41% of people who answered), and the most commonly cited barrier for the age group 20-24.

36% of all people who answered said that unfriendly staff would prevent them from using services and fear of seeing someone you know (31% people who answered) was also a barrier.

Of the 23 responses under other, the most common was around inconvenient opening times.
Question 8 asked “Do you think services for sexual health and services for contraception should be available at the same time and in the same place as one single service”

461 people answered this question with the majority of respondents (79.39%, 366 people) saying they would want to be able to access contraception and sexually transmitted infection testing in the same appointment.

119 young people answered this question with 67.23% (80 people) saying they would want to be able to access contraception and sexually transmitted infection testing in the same appointment.

Question 9 asked “What, if any, sexual health service would you like to see online (tick as many as you like)”

448 people answered this question with 940 responses in total. The answer that received the highest response was advice and information wanted online by 79% of people who answered.
52% of people answering stated that they could like to access condoms online, and this was the second most common answer among all age groups, followed by sexual health testing by 39% of respondents.

112 young people answered this question with 204 responses in total. Of those responses, 85% (95 responses) said that they would like to access advice and information, 42% condoms and 25% for both consultation and sexual health testing online.
There were few ‘other’ responses (5%) but of those the most common recurring answers were repeat prescriptions for contraception and appointment booking online.

Question 10 asked “Thinking about the services that are available at the moment, do you know where to go to access to the following (tick as many as you like)”

443 people answered this question with 2276 responses in total. Of those responses, 92% (411 responses) knew where to get contraception, 85% knew where to get sexually transmitted infection testing and 84% knew where to get condoms. Only 7% (29 responses) knew where to access online HIV testing and 17% (64 responses) knew where to go to access online chlamydia testing.

What, if any, sexual health service would you like to see online?

![Bar chart showing the number of responses for different services and age groups.](chart.png)
112 young people answered this question with 566 responses in total. The results mirrored those for all age groups; however, slightly less reported knowing where to get condoms and emergency contraception.

Question 11 asked “Do you feel you have enough information to look after and improve your sexual health”
454 people answered this question with 90.09% (409 people) stating that yes, they feel they have enough information to look after and improve their sexual health. 136 young people answered this question with 86.03% (117 people) confirming the same.

**Question 12 asked “Are you aware of Cornwall SHAC (www.cornwallshac.org.uk) and Savvy Kernow (savvykernow.org.uk) websites”**

463 people answered this question with 82.29% (381 people) unaware of Cornwall SHAC and Savvy Kernow websites. 141 young people answered this question with 85.11% (129 people) unaware of Cornwall SHAC and Savvy Kernow websites.

The final question asked “Do you have any comments with regards to contraception and sexual health services in Cornwall? What works well, what needs to be changed, what...
There were 152 individual responses to this question. Many of the reoccurring comments were around distance to clinics from home, infrequency of local clinics, and difficulties getting to clinics because of transport or opening hours:

"I work full time so evening and weekend appointments would be helpful especially in St Austell where at the moment is only Monday mornings!"

"North Cornwall - not well provided for - not enough/appropriate services, especially for young people"

"There needs to be regular clinics so that people can rely on the service."

"Some clinics are not easily accessible without a car."

"Distance to be travelled for sexual health testing is ridiculously bad in Cornwall. Young people should be able to access it locally throughout the week, not just a short drop-in clinic once a week or have to travel for an hour instead."

A few comments expressed difficulty when accessing GP services:

"It is useful going to GPs to seek oral contraception but with regards to seeking advice or sexual health screenings, GPs tend to be a lot less friendly and make the situation altogether a lot more embarrassing and less comfortable."

Though others expressed a preference for seeing a GP:

"Going to a sexual health clinic is too inconvenient and embarrassing, going to GP would be better - no-one knows what you're there for."

There were also many positive comments about current sexual health services and staff in Cornwall:

"I have used the service since I was 18. I have always had a positive view of the clinics (truro and st Austell) and recognise the importance
of them, I recommended the service to family and friends and not to be embarrassed, the nurses, Drs (including reception staff) are amazing, very professional and when I needed support on a HIV test, the staff were warm and showed they genuinely cared, I hope this service continues.”

“Truro sexual health centre is brilliant, if they do not have a suitable or available time for you then they can refer you to one that has locally. However the staff there are amazing so non-judgemental happy friendly supportive, warming reassuring thorough will the information given gentle with the treatment ensure you know what is going on... the list is endless.”

All responses to this question can be found in Appendix C.

**Next Steps**

The results of this survey will be presented to the Cornwall Sexual Health Commissioning Board and Cornwall Sexual Health Partnership Group. The Sexual Health Commissioning Board will consider the results when making decisions regarding sexual health services in Cornwall.

**Acknowledgements**

On behalf of Cornwall Council we would like to thank everyone who gave their time in completing this survey. A special thanks goes to the organisations and individuals that helped disseminate the survey to help reach and engage as many people as possible.
Prepared by:

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Wellbeing and Public Health Service
November 2016

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