London Sexual Health Transformation Programme

Headline findings from the pan-London online survey

April 2016
Overview

- This report presents the findings from a second phase of service user engagement to inform the work of the London Sexual Health Transformation Programme (following on from a waiting room survey across 12 clinics in 2015).

- It presents the findings from a pan-London online survey which ran from January to March 2016, capturing the views of 2,231 respondents.

- Among London respondents there was a roughly even split between male and female respondents. Just over half (53%) were heterosexual and 42% were gay, lesbian or bisexual. Just under three-quarters of survey respondents (69%) were White, 11% were Black, 8% were Asian and 7% were mixed ethnicity. 59% of respondents were aged 25-44.

- Findings are presented at a pan-London as well as sub-regional level.

- Individual borough data is available although numbers for some boroughs are low (ranging from 6 to 136 responses).
**Aims**

- To understand why sexual health service users chose the services that they do
- To gauge appetite for increasing GUM and SRH services within primary care
- To gauge appetite for increasing use of online testing
- To gauge appetite for increasing integrated GUM and SRH services

**Methodology**

- The survey was open for 11 weeks (7 January to 29 March 2016) which was hosted and promoted through boroughs in the network.
- The survey was also advertised in sexual health services across London including on electronic notice boards in GUM service waiting rooms.
- While the response rate was high, the sample should not be considered as representative of all sexual health service users in London.
Who responded to the online survey?

There were 2,231 respondents to the online survey. 72% of respondents (1,610 people) were resident in London. The residence of 26% (527 people) of respondents was not stated. 2% of respondents (46 people) were resident outside London.

Source: Pan London Online Sexual Health Survey 2016
Who responded to the online survey?

Of the 1,610 responses from people who stated they were resident in London, the highest percentage (33%, 526 people) came from NCL residents.

15% of London responses came from NWL Outer whilst 14% were from SEL residents.

The smallest percentage of responses (5%, 74 people) came from the Other London region consisting of Barking & Dagenham, Greenwich, Hillingdon, Hounslow & Sutton.

Source: Pan London Online Sexual Health Survey 2016
### Who responded to the online survey?

<table>
<thead>
<tr>
<th>LA</th>
<th>Number of respondents</th>
<th>% of London respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barking and Dagenham</td>
<td>7</td>
<td>0.4%</td>
</tr>
<tr>
<td>Barnet</td>
<td>136</td>
<td>8%</td>
</tr>
<tr>
<td>Bexley</td>
<td>6</td>
<td>0.4%</td>
</tr>
<tr>
<td>Brent</td>
<td>104</td>
<td>6%</td>
</tr>
<tr>
<td>Bromley</td>
<td>9</td>
<td>0.6%</td>
</tr>
<tr>
<td>Camden</td>
<td>85</td>
<td>5%</td>
</tr>
<tr>
<td>City of London</td>
<td>26</td>
<td>2%</td>
</tr>
<tr>
<td>Croydon</td>
<td>17</td>
<td>1%</td>
</tr>
<tr>
<td>Ealing</td>
<td>69</td>
<td>4%</td>
</tr>
<tr>
<td>Enfield</td>
<td>43</td>
<td>3%</td>
</tr>
<tr>
<td>Greenwich</td>
<td>20</td>
<td>1%</td>
</tr>
<tr>
<td>Hackney</td>
<td>102</td>
<td>6%</td>
</tr>
<tr>
<td>Hammersmith &amp; Fulham</td>
<td>86</td>
<td>5%</td>
</tr>
<tr>
<td>Haringey</td>
<td>48</td>
<td>3%</td>
</tr>
<tr>
<td>Harrow</td>
<td>71</td>
<td>4%</td>
</tr>
<tr>
<td>Havering</td>
<td>7</td>
<td>0.4%</td>
</tr>
<tr>
<td>Hillingdon</td>
<td>20</td>
<td>1%</td>
</tr>
<tr>
<td>Hounslow</td>
<td>18</td>
<td>1%</td>
</tr>
<tr>
<td>Islington</td>
<td>86</td>
<td>5%</td>
</tr>
<tr>
<td>Kensington &amp; Chelsea</td>
<td>25</td>
<td>2%</td>
</tr>
<tr>
<td>Kingston upon Thames</td>
<td>11</td>
<td>1%</td>
</tr>
<tr>
<td>Lambeth</td>
<td>109</td>
<td>7%</td>
</tr>
<tr>
<td>Lewisham</td>
<td>48</td>
<td>3%</td>
</tr>
<tr>
<td>Merton</td>
<td>21</td>
<td>1%</td>
</tr>
<tr>
<td>Newham</td>
<td>49</td>
<td>3%</td>
</tr>
<tr>
<td>Redbridge</td>
<td>12</td>
<td>0.7%</td>
</tr>
<tr>
<td>Richmond upon Thames</td>
<td>21</td>
<td>1%</td>
</tr>
<tr>
<td>Southwark</td>
<td>53</td>
<td>3%</td>
</tr>
<tr>
<td>Sutton</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>Tower Hamlets</td>
<td>82</td>
<td>5%</td>
</tr>
<tr>
<td>Waltham Forest</td>
<td>39</td>
<td>2%</td>
</tr>
<tr>
<td>Wandsworth</td>
<td>125</td>
<td>8%</td>
</tr>
<tr>
<td>Westminster</td>
<td>46</td>
<td>3%</td>
</tr>
</tbody>
</table>
36% of respondents in London were aged 25-34 years.

23% of respondents in London were aged 35-44 years. 16% were aged 45-54 years and 6% between 55-64 years.

Only a small percentage of respondents were aged under 18 (1%) or aged between 65-74 years (1%) or 75+ years (1%).
69% of London respondents were White and 47% were White British.

11% of respondents were Black. 5% were Black African and 5% Black Caribbean.

8% of respondents were Asian and 7% were mixed ethnicity.

2% of respondents preferred not to give their ethnicity.

Source: Pan London Online Sexual Health Survey 2016
London respondents by sexuality and gender

Sexuality
- 52% were heterosexual.
- 36% were gay or lesbian.
- 7% were bisexual
- 4% of respondents preferred not to answer.

Gender
- 52% were male
- 48% were female
- 1% were transgender
- 2%* of respondents preferred not to answer or did not answer.

* Percentages may not add up to 100 due to rounding.
88% of London respondents used sexual health services; 12% did not.

Usage varied by London region with 96% of NWL Inner respondents using sexual health services in London compared with 73% of SWL respondents.

Source: Pan London Online Sexual Health Survey 2016
Sexual health service use among London resident survey respondents

54% selected GUM Clinic as the service they used last. However there was variation by region with 44% of SWL respondents selecting GUM clinic compared with 70% for NWL outer.

Contraceptive Clinic (9%) and Other Service (9%) were the next most commonly selected followed by Young People’s sexual health service (8%) and GP Surgery (4%).

4% of respondents did not know which service they used and 12% did not answer.

Note: Other London has not been shown due to small numbers. Other & community pharmacy have been combined due to small numbers.

Source: London Sexual Health Survey 2016
Sexual health service use among London resident survey respondents

Respondents were asked the reasons for their last use of the service and could give multiple reasons.

52% of respondents selected that they required a check-up (no symptoms). The next most frequently selected responses were that they had symptoms of a sexually transmitted infection (STI) (19%) and started a new relationship and wanted STI tests (18%).

11% of respondents (185 people) did not respond.
Sexual health service use among London resident survey respondents

Approximately how many times have you used sexual health services in the last THREE years?

- None: 4%
- 1: 14%
- 2 to 4: 34%
- 5 to 7: 17%
- 8 to 10: 9%
- More than 10: 11%
- Can't remember: 1%
- Not answered: 11%

Source: Pan London Online Sexual Health Survey 2016
How did people find out about the service they last attended?

48% found out about the service as they had previously used the service. 16% found out from online research, 12% from the recommendation of a friend or partner and 7% were referred by a GP or healthcare professional.

Less than 1% found out from an advert or article about the service in a magazine or newspaper or from a telephone advice line/Telephone directory.

11% of respondents did not answer and 2% could not remember.

Source: Pan London Online Sexual Health Survey 2016
How did people find out about the service they last attended?

Previous use of the service:
- 57% of men reported that they had previously used the service compared with 39% of women.
- 67% of gay or lesbian respondents said that they had previously used the service compared with 37% of heterosexual respondents

Online research:
- 25% of 18-24 years found out about the service from online research which was the highest percentage of any age group.
- 19% of heterosexual people found out about the service online compared to 10% of gay or lesbian respondents
Sexual health service use among London resident survey respondents

Respondents selected where they would have gone if the service had not been available. The three most common choices were a sexual health clinic in another area (39%), a GP (16%) or an NHS Walk-in centre (12%).

8% would not have used another service.

This was broadly similar across age groups and ethnicity. Women were less likely to use a sexual health clinic in another area (32%) than men (40%).

Source: Pan London Online Sexual Health Survey 2016
Where would you have gone if you hadn’t attended the service that you last went to?

– Results were broadly similar by ethnicity and age although older age groups were less inclined to answer and 12% of the 18-24 year old group would have used the young people’s sexual health service.
– Women were less likely to use a sexual health clinic in another area (32%) than men (40%) however women were more likely to go to a GP (19%) than men (12%).
– There were differences by sexuality with a higher percentage of gay or lesbian respondents (43%) selecting a sexual health clinic in another area compared to heterosexual respondents (32%).
Choice of sexual health service

What is important to you when choosing a sexual health service?

<table>
<thead>
<tr>
<th>What is important</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>It's confidential</td>
<td>1,069</td>
</tr>
<tr>
<td>Waiting times are not long</td>
<td>1,018</td>
</tr>
<tr>
<td>Convenient opening times</td>
<td>984</td>
</tr>
<tr>
<td>I can walk in</td>
<td>967</td>
</tr>
<tr>
<td>It's close to my home</td>
<td>808</td>
</tr>
<tr>
<td>It's well set out/welcoming</td>
<td>799</td>
</tr>
<tr>
<td>It meets my personal needs</td>
<td>703</td>
</tr>
<tr>
<td>I can book appointments online</td>
<td>681</td>
</tr>
<tr>
<td>It has good transport links</td>
<td>627</td>
</tr>
<tr>
<td>I have a good relationship with</td>
<td>518</td>
</tr>
<tr>
<td>healthcare professionals</td>
<td></td>
</tr>
<tr>
<td>I can book appointments by phone</td>
<td>518</td>
</tr>
<tr>
<td>It's close to my work/study place</td>
<td>489</td>
</tr>
<tr>
<td>Choice of male or female members of</td>
<td>308</td>
</tr>
<tr>
<td>staff</td>
<td></td>
</tr>
<tr>
<td>A personal recommendation</td>
<td>117</td>
</tr>
<tr>
<td>Recommendation by GP/healthcare</td>
<td>0</td>
</tr>
<tr>
<td>professional</td>
<td></td>
</tr>
<tr>
<td>Access the service online</td>
<td>0</td>
</tr>
<tr>
<td>to use at home and send off for results</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Pan London Online Sexual Health Survey 2016
Choice of sexual health service

- What is important in choosing the sexual health services you attend?
  - Confidentially, waiting times and convenient openings times were the most important factors for respondents which was similar across age, groups, gender, sexual orientation and ethnicity

- Other responses stressed:
  - The importance of non-judgemental and friendly staff as well as the knowledge and expertise of staff.
  - Services being disabled-friendly; HIV-friendly and trans-friendly
  - Increased availability of weekend and extended weekday appointments (before and after 9-5 working hours) and reduced waiting times for booked appointments
  - Rapid test results (same day)
Integrated contraception and GUM services

Would you prefer separate services for contraception and testing and treatment for sexually transmitted infections; or integrated services which offer both?

- 37% would prefer one service which offers both sexual health testing and treatment as well as contraception.
- 31% would prefer a separate service for testing and treatment for sexually transmitted infections.
- 4% would prefer a separate service for contraception.
- 12% have no preference.
- 3% say it depends.

Source: Pan London Online Sexual Health Survey 2016
Integrated contraception and GUM services

- Women, 18-24 year olds and heterosexual respondents had a higher preference for integrated contraceptive and sexual health testing services.

- Further comments provided in the online survey highlighted the positives of integrated services, through the convenience of having both services under one roof.

- However, some reservations were expressed including:
  - The importance of equal weight being given to both services, not one being a ‘bolt-on’ or diluting staff expertise
  - Losing female only spaces for contraception where staff have specific contraception knowledge and expertise
  - The potential impact that this might have on extending waiting times in getting an appointment for testing/treatment of STIs.
51% of respondents whose last visit was for a check-up or treatment for a STI said they were offered or discussed contraception.

66% of respondents whose last visit was for contraception said they were offered or discussed a sexual health check up.

Source: Pan London Online Sexual Health Survey 2016
Integrated contraception and GUM services

- A higher percentage of 18-34 years olds, gay or lesbian and Black respondents were offered contraception when it was not their primary reason for attending.

- A higher percentage of women, under 18 and 18-34 year olds, Black and heterosexual respondents were offered a sexual health check when it was not their primary reason for attending.
Online testing

- **51% would consider using an online service** to order sexual health kits that could be used at home for checking for sexually transmitted infections if it was available
- **27% were not sure**
- **22% responded No**

- This was similar across age groups and ethnicity.
- A higher percentage of men responded no or were not sure (54%) compared with women (44%)
- A higher percentage of gay or lesbian responded no or were not sure (57%) compared to heterosexual respondents (43%)
Online testing

- Reluctance to use online testing based on further comments given, centred on:
  - Inability to speak with a professional, to be asked questions and have them answered straight away.
  - Concerns over the reliability of test results, including a lack of confidence in administering the test correctly (swabs as well as bloodletting) and belief that a face to face appointment is a more thorough examination.
  - Delay in receiving results waiting for postal delivery.
  - Delay in accessing treatment if positive test result received, and having to then book an appointment for treatment.
  - Concerns over the lack of support if receiving a positive diagnosis via post, text or phone.
  - Concerns over confidentiality: kits being sent to home or work addresses; unreliability of postal delivery particularly in multiple occupancy buildings.
  - Comments also indicated that while people had answered no, they felt these were more appropriate for people who asymptomatic and only for some sexually transmitted infections (Chlamydia/Gonorrhea but not HIV).
Any finally….

- Open-ended responses for participants to feed in comments on any other areas included:
  - Praise of 56 Dean Street and Dean Street Express and repeated calls to replicate this
  - Positive comments about staff at Middlesex Hospital; Northwick Park; West London Sexual Health Centre; West Ham Clinic; Mile End Hospital; Tower Hamlets Contraception and Sexual Health Service; Charring Cross Hospital; Claire Simpson; Homerton; Patrick Doody; Roehampton; St Barts and St George’s
  - Three requests not to close Margaret Pyke Centre
  - Frustrations at the delay in receiving test results
  - Need for more walk-in availability (including evenings and weekends)
  - Confidentiality concerns with names being called by staff in reception (suggestion for a number system)
  - Scope to improve inter-personal skills among some staff