

**Sefton Sexual Health Service**

**Non Service User Questionnaire 2018**

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**BACKGROUND**

A vital aspect of the sexual health service is the ongoing consultation with service users to inform the continued good practice of the service. This consultation is also a requirement from our commissioners in Sefton Council and is built into the service’s key performance indicators (KPIs) in order to monitor ongoing performance on issues such as accessibility for hard to reach groups. Issues such as this and acceptability contribute to the reduction of health inequalities as well as helping to identify barriers to access, be they physical or perceived.

**AIMS & OBJECTIVES**

The project aims to ask people who do not currently use the service what they think about the sexual health service and any areas they would like to improve.

The 2018 survey was reviewed by the Trust’s Audit & Effectiveness Department and recommendations were considered and revised accordingly prior to distribution throughout the community clinic settings. Over a period of 5 weeks, individuals who are participants of local community organisations throughout Sefton, where asked if they wished to complete the questionnaires which were entirely voluntary.

37 questionnaires in total were completed which is an improvement from 2017, where only 14 had been completed in the same survey for 2017.

This year the service used the online facility Survey Monkey as a means of engaging with respondents in a non-face to face way. Promotion of the survey was done through Emails and Twitter profiles for the service, as well as an embedded link on the Service’s website.

Recommendations from the 2017 audit were followed to include:

* The option of respondents stating why they have not used the service before. This will provide insight as to what can be done to address any barriers to those individuals who are not getting good quality sex and relationships education and clinical support.
* Raise the profile of Sefton’s sexual health service amongst vulnerable adult services by promoting the importance of good quality SRE and access to contraception /screening services for the age group 50+. This group remains difficult to reach within the community. It is anticipated that by engaging via with a wide range of community groups & social media the service can widen its reach to older age group.

**Methodology**

* A link to access the survey was uploaded to the Sefton Sexual Health Twitter account.
* A link to access the survey was sent to various outside organisations for their service users to complete.
* 37 questionnaires were completed via survey monkey and paper copies.

**Demographic information**

The survey included additional questions to include characteristics of the participants- this included race, ethnicity, gender, age, religion, sexual orientation, nationality and a question on disability.

**Results**

1. **Where would you prefer to access your local sexual health service?**

**Please tick all that apply.**

|  |  |
| --- | --- |
| **Answer Choices** | **Responses** |
| Local clinic/health centre | 73% (27) |
| Local pharmacy | 16% (6) |
| Local community building | 24% (9) |
| Your GP | 30% (11) |
| Hospital or walk-in centre | 24% (9) |
| School or college | 5% (2) |
| Other | 11% (4) |
|  | **Answered 37** |

Very little change has occurred in the expectations of respondents in terms of location of service. As has been the trend year on year during audit, a local clinic or health centre is the preferred location. The 2017 results showed a hospital or walk-in centre to be the next most popular, however this has altered again in 2018 to show a GP is the next most popular setting.

1. **If you were accessing our services would you feel more comfortable if the Doctors and Nurses were wearing :-**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Their own clothes( not in a uniform)? | 43% (16) |
| In uniforms the same as Hospital Doctors and Nurses? | 43% (16) |
| In uniform specific to the Sexual Health Service? | 40% (15) |
|  | Answered 37 |

This question was not asked in previous years so there are no results to compare the respondents answers too, however there is very little variation in this year’s respondents answers.

16 respondents preferred the staff in their own clothes; 16 preferred the staff in the same uniform as the hospital doctors and nurses, and the final 15 respondents preferred the staff to be in a uniform specific to the sexual health service.

1. **If you wanted a sexual health screen, would you be happy to order a testing kit from our website to use at home?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Yes | 68% (5) |
| No | 32% (2) |
|  | Answered 7 |
|  | Skipped 30 |

68% of respondents would be happy to order a testing kit from our website, however 32% would not be happy to order from the website- there was not an option for respondents to state why this was the case.

1. **What are your preferred opening times? Please tick all that apply.**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Mornings 9-11am | 25% (9) |
| Afternoons 1-4pm | 28% (10) |
| Early evenings 5-7 pm | 72% (26) |
| Saturdays 10:30-1-30pm | 53% (19) |
| Saturday 12-3pm | 47% (17) |
| Sundays | 36% (13) |
|  | Answered (36) |
|  | Skipped (1) |

The results for this question were similar to 2017’s audit in that early evenings between 5-7pm proved most popular. Saturday mornings 10:30-1-30pm were the next most popular followed by Saturday afternoon 12-3pm sessions. Sunday opening proved popular with 13 respondents out of the 36 who completed this question.

1. **Which do you prefer to attend?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| An appointment clinic | 57% (20) |
| A Drop-in clinic? | 49% (17) |
|  | Answered (35) |
|  | Skipped (2) |

The 2018 audit has shown there has been a change from previous audits in that this year respondents have stated that they would prefer an appointment clinic rather than a drop-in.

1. **Are there any groups that you think would benefit from having their own**

**Clinic sessions (e.g. any particular age groups, male or female clinics or sexuality?)**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Any particular age group | 22% (8) |
| Male Only Clinics | 32% (11) |
| Female Only Clinics | 41% (14) |
| LGBTQI | 29% (10) |
| Young people's under 19's | 44% (15) |
| Other ( Please specify below) | 3% (1) |
| Other (please specify) | 15% (5) |

44% of this year’s, respondents stated that under 19’s should have their own specific clinic. This question was not asked in previous years as the service provided an under 25clinic (not under 19 years) so there is nothing to compare this result too.

29% stated there should be an LGBTQI only clinic. In the 2017audit, 50 % of all respondents stated this group should have their own specific clinic.

1. **What is your preferred way to get information?**

**Please tick all that apply**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| From our website | 69% (25) |
| Social Media platforms | 36% (13) |
| Leaflet/poster | 17% (6) |
| A Sefton sexual health phone app | 44% (16) |
| From a National Health service website | 25% (9) |
| From other community workers | 17% (6) |
|  | **Answered 36** |
|  | **Skipped 1** |

There has been a 5 % increase this year (69% 2018 64% in 2017) from 2017’s audit figures, showing the website is still the most popular place to obtain information about the service. This year a sexual health app has proved the second most popular method, followed by social media platforms.

1. **If Social Media, please name your preferred platform e.g. Twitter, Facebook etc.**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Facebook | (11) |
| Website | (1) |
| Instagram | (2) |
| Twitter | (5) |
| Any | (1) |
|  | **Answered 20** |
|  | **Skipped 17** |

Facebook is the most popular social media platform for information, followed by Twitter, the website proved surprisingly low with only 1 respondent out of 17 choosing this method.

|  |
| --- |
| 1. **If you are under 19, have you heard of C-Card (Free condom scheme)?** |

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Yes | 59(16) |
| No | 41 (11) |
|  | **Answered 27** |
|  | **Skipped 10** |

The response answer to this question was 50% in 2017, which has now increased to 59.26% in 2018 16 out of 27 respondents were aware of C Card

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Yes | 11(3) |
| No | 89 (24) |
|  | **Answered 27** |
|  | **Skipped 10** |

**10) If you are under 19, have you ever used the C Card service?**

|  |  |  |
| --- | --- | --- |
| **YES** | **3** |  |
| **No** | **24** |  |
| **Skipped** | **10** |  |

Only 3 respondents (11%) out of 27 had used the C Card which is a very low percentage.

1. **Do you think the C Card scheme should be for all ages?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Yes | 90 (28) |
| No | 10 (3) |
|  | **Answered 31** |
|  | **Skipped 6** |

Most respondents thought that the C Card should be open to all ages and not just available for under 19’s.

1. **Is there any reason you have not attended one of our clinics before?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| No | (5) |
| No Reason | (2) |
| Not Comfortable | (1) |
| N/A | (2) |
| Not Needed | (1) |
|  | **Answered 11** |
|  | **Skipped 26** |

1. **Have you any comments about improving the sexual health service?**

**Please state below**

|  |  |
| --- | --- |
| **Answered** | 8 |
| **Skipped** | 29 |

|  |
| --- |
| ‘More LGBTQ+ Friendly, specific’ |
| ‘More accessible and more appointments.  Last time I attended they didn't have the cryotherapy and I had to make another appointment after they ordered it in’ |
| ‘Easier access.  I had concerns but could not get an appointment without having to take time off work which I would have had to inform my employer. The clinics were drop in so potentially I would have had to sit and wait too. Most employers wouldn’t be happy with that. Most clinics were for teenagers only and when ringing to see if I could book something No one answers and answer machine was full. I work in a community setting so had to access the clinic held in my own workplace in the end. Bit embarrassing as I essentially booked an appointment with my colleague taking the booking.’ |
| ‘None. All the staff are friendly, approachable and  Non-judgmental. I have used this service for personal reasons and have referred other people that I work with and have found the service really helpful, easy to use and very informative.’ |
| 4 Respondents answered ‘No’ to this question |

1. **What is your age?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Under 16 | 0 |
| 16-19 | 6% (2) |
| 20-25 | 16% (5) |
| 26-35 | 34% (11) |
| 36-45 | 34% (11) |
| 46-55 | 9% (3) |
| 56 or 0ver | 0 |
|  | **Answered 32** |

The majority of respondents were between 26-45 which is encouraging given the fact the sexual health service is often perceived as a young person’s service, when in fact it is a generic service that provides for al age groups.

1. **Are you:-**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Male | 9% (3) |
| Female | 91% (29) |
| Transgender | 0 |
| Non-Binary | 0 |
| Prefer not to say | 0 |
|  | **Answered 32** |
|  | **Skipped 5** |

This year’s survey has been completed by a far greater amount of females to males – previous years have shown a much higher percentage of men taking part.

1. **Do you have a disability?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Yes | 0 |
| No | 97% (29) |
| If YES please specify below | 0 |
| Other (please specify) | 3% (1) |
|  | **Answered 30** |
|  | **Skipped 7** |

29 ( 97%) of respondents stated they did not have a disability- the respondent who answered yes stated it was due to‘ mobility’

1. **How would you best describe your nationality and ethnic background?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| WHITE | 53% (6) |
| British | 47 (4) |
| Irish | 0 |
| Other White background | 0 |
| ASIAN/ASIAN BRITISH | 0 |
| Indian | 0 |
| Pakistani | 0 |
| Bangladeshi | 0 |
| BLACK/BLACK BRITISH | 0 |
| Black British | 0 |
| Black Caribbean | 0 |
| Black African | 0 |
| Other Black background | 0 |
| OTHER ETHNIC GROUP | 0 |
| Chinese | 0 |
| Other Ethnic Group | 0 |
| MIXED | 0 |
| White and Black Caribbean | 0 |
| White and Black African | 0 |
| White and Asian | 0 |
| Other Mixed background | 0 |
| Skipped | 27 |

All respondents who completed the survey identified as white British, there were no responses from non- white residents.

1. **What is your sexual orientation?**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Heterosexual | 89% (25) |
| Bisexual | 7% (2) |
| Lesbian | 0 |
| Gay | 4% (1) |
|  | **Answered 28** |
|  | **Skipped 9** |

The majority of respondents 89% identified as heterosexual, 7% identified as bi-sexual and 4% identified as gay.

|  |  |
| --- | --- |
| 1. **How would you describe your religion or belief?** |  |

|  |  |
| --- | --- |
| Answer Choices | Responses |
| No Religion | 59% (17) |
| Christian | 34% (10) |
| Buddhist | 0 |
| Hindu | 0 |
| Jewish | 0 |
| Muslim | 0 |
| Sikh | 0 |
| Any other religion | 0 |
| Prefer not to say. | 7% (2) |
|  | **Answered 29** |
|  | **Skipped 8** |

59 % of respondents stated ‘No Religion’, 34 % identified as Christian and 7% preferred not to say.