



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Integration Joint Board
<b>Held on</b>	27 November 2019
<b>Agenda Item</b>	7
<b>Title</b>	Transformational Change Programme Sexual Health Services Implementation Plan
<b>Summary</b>	
<p>As part of the Transformational Change Programme for Sexual Health Services, a new service model is proposed which will provide services in a tiered way with routine, scheduled and unscheduled, urgent and complex, and highly specialist services being provided in the tiers. Online services for the routine testing of sexually transmitted infections will be tested in various areas of Greater Glasgow and Clyde. East Renfrewshire will be one of the locations for the demonstration project.</p>	
<b>Presented by</b>	Rhoda Macleod - Head of Adult Services (Sexual Health, Prison & Police Custody Health Care)
<b>Action Required</b>	
<p>The Integration Joint Board is asked to note the proposed timescale for implementation of the service changes as part of the new service model.</p>	
<b>Implications checklist – check box if applicable and include detail in report</b>	
<input checked="" type="checkbox"/> Finance	<input type="checkbox"/> Policy
<input checked="" type="checkbox"/> Risk	<input checked="" type="checkbox"/> Staffing
<input type="checkbox"/> Legal	<input type="checkbox"/> Directions
<input checked="" type="checkbox"/> Equalities	<input checked="" type="checkbox"/> Infrastructure

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**EAST RENFREWSHIRE INTEGRATION JOINT BOARD**

**27 November 2019**

**Report by Jackie Kerr Assistant Chief Officer, Adult Services,  
Glasgow City Health and Social Care Partnership**

**TRANSFORMATIONAL CHANGE PROGRAMME  
SEXUAL HEALTH SERVICES IMPLEMENTATION PLAN**

**PURPOSE OF REPORT**

1. To report to the Integration Joint Board on the service changes and implications for East Renfrewshire of the above Transformational Change Programme.

**RECOMMENDATION**

2. The Integration Joint Board is asked to note the proposed timescale for implementation of the service changes as part of the new service model.

**BACKGROUND**

3. The plan for the next 3 years to remodel sexual health services in Greater Glasgow and Clyde (GGC) is set out in the Transformational Change Programme – Sexual Health Services (March 2018) which has been endorsed through engagement with our partners and with the public, and was approved by Glasgow City Integrated Joint Board (IJB) in March 2018.
4. The objectives of the Transformational Change Service Review were to:
  - Improve the use of existing resources and release efficiencies through service redesign, with consideration of team structures, skill mix, localities and patient pathways
  - Encourage those who could be self-managing to be supported differently
  - Ensure that Sandyford services are accessible and targeting the most vulnerable groups.
5. Key service improvements which will be delivered as a result of the Service Review are:
  - Access to service for young people aged up to 18 will be improved with new and more service locations established for them, including early evening and a Saturday afternoon service, resulting in better outcomes for young people.
  - An improved model of service for adults allowing more appointments to be offered across fewer service locations, more people able to be seen each year, and to have more of their needs met in ways that better suit them and by the right staff at the right time.
  - People will be able to virtually attend services and access sexually transmitted infection (STI) testing.
  - Improved access to long acting and reversible methods of contraception (LARC) by providing these appointments at all Sandyford locations.
  - Improved access to oral hormonal contraception at some community pharmacies throughout Glasgow

- Access to sexual health services will be improved by expanding the provision of Test Express services (fast access testing service provided by Health Care Support Workers for people without symptoms) across all Sandyford locations.
  - Quicker and easier telephone booking and access, and a comprehensive online booking system introduced.
6. A full and detailed paper on the Transformational Change Programme – Sexual Health Services Implementation Plan is being presented to Glasgow City IJB in November 2019 for approval, and can be sent to East Renfrewshire IJB thereafter.

## REPORT

### Future Service Model

7. The Transformational Change Programme has recommended that the future service model should comprise of 3 tiers of service provision for clients who need to see specialist sexual health services:
- **Tier 3** - one specialist service which will deliver routine scheduled, emergency and urgent/undifferentiated care, and all specialist services; located in Glasgow city centre / North West
  - **Tier 2** – four larger connecting services which will offer routine scheduled, emergency and urgent/undifferentiated care; located in Renfrewshire and Glasgow North West, Glasgow South and Glasgow North East. The South and North East services will also integrate tier 1 services to establish a more comprehensive service provision including evenings.
  - **Tier 1** - smaller, local services which will offer routine scheduled and emergency care; located in East Renfrewshire, Inverclyde, West Dunbartonshire, East Dunbartonshire and Glasgow city
  - **Young people's services** for those aged up to 18 (and older if care experienced) will be improved to allow easier access to services designed for and with them, and better outcomes for those young people. We will provide routine and emergency care in early evening sessions for young people across all HSCP areas, and will work in partnership to develop these. Over time some of these services may be delivered by appropriately trained staff from within the HSCPs.

### Service Improvement and Development Proposals

8. In order to take forward the recommendations of the Service Review, we have developed a range of proposals and activities alongside or as part of the new service model which will mean increased provision of information, prevention and early intervention services; improved access to specialist sexual health care and treatment and appropriately skilled staff; and a better, more efficiently organised service. In East Renfrewshire we will establish a transitional 1 day tier 1 service in Barrhead while online services for East Renfrewshire residents are tested. Young People's evening service will be provided from a suitable location, to be agreed with the HSCP.

### Online Service Development

9. An online service for residents in East Renfrewshire will be developed from January 2020 which will support people with simpler and more straightforward clinical needs to navigate access to the services they need in a timely manner. The service will primarily be for people aged over 18, however 16 and 17 year olds can still access services through additional online safeguarding protocols. The option for people to utilise online testing services places them at the centre of their own healthcare decision making process, and may encourage people to access services who are usually unable to travel or access physical services. By providing a service in this way to those who have more straightforward needs, time and capacity will be freed up at the local services for those with more complex needs to see specialist sexual health staff.
10. People who live in East Renfrewshire and who ordinarily use Sandyford services for routine sexually transmitted infection (STI) tests will be access this online as a fully integrated service to ensure a seamless and fast-tracked pathway for people who need treatment and/or follow up. Service users will have access to a website where they are triaged online, and can then order a home-delivered test for Chlamydia, Gonorrhoea, Syphilis and HIV, receive their results and then be referred to appropriate clinical services for treatment and ongoing care if needed.
11. This online service will be established initially as a demonstration project for 12 months with physical services being retained locally on 1 day a week to allow evaluation of the online service. The objectives of this pilot are to:
  - Evaluate who uses the service, which services they use, and the outcomes.
  - Reduce the need for physical access for routine appointments
  - Redirect resources in order to increase capacity to work with complex clinical cases
12. The anticipated benefits of providing the online service are:
  - Client-centred approach to routine sexual health care needs
  - Timely turn-around reducing waiting times for access to STI testing
  - Clinicians able to focus their time and resources on complex cases
  - Reduced DNA rates for routine appointments
  - Potential to model future online services
  - Demand for services in the East Renfrewshire location may reduce

### Pharmacy Contraception provision

13. We are working with Community Pharmacy colleagues and will establish and test 7 day a week delivery of oral hormonal contraception in sites across East Renfrewshire.

### **ENGAGEMENT AND PARTNERSHIP WORKING**

14. We have engaged with East Renfrewshire HSCP about the service changes in the local area and have met to discuss the specific service model and the introduction of online services for people living in the area. Once the online service has been established we will conduct evaluation and consultation exercises with users of the service, staff and partners (eg Primary Care) to feed in to the evaluation of the demonstration project.
15. Development of the Implementation Plan for the Transformational Change Service Review has had multi-partner and multi-agency involvement. Staff Partnership Forum has been represented on the Implementation Board and Sandyford staff have been involved and informed. We have engaged in discussions with partners in all HSCPs in

GGC in order to agree the number and locations of future tier 1 and tier 2 services. These discussions are ongoing and in some cases will continue throughout the life of this Implementation Plan to determine the exact shape of the future Sexual Health service. We will continue to engage with staff through the Staff Reference Group which was established as part of the Service Review implementation phase. This acts as a forum for the exchange and development of ideas, views and concerns, to enable staff to discuss the emerging Implementation Plan, and to test out the implications of service change proposals for staff.

16. A public engagement process was undertaken between 5th August and 13<sup>th</sup> September 2019. We worked with Glasgow city HSCP and the Scottish Health Council to develop the public engagement in order to gather views on our proposals from a wide range of stakeholders including service users, members of the public, partner organisations, staff, and other interested parties. The engagement process included the following:
  - A summary document outlining the proposals was available as a pdf online on the HSCP and sexual health websites and via Sandyford Twitter, and printed copies were available in all Sandyford services (1500 printed).
  - A short animation was developed, highlighting the proposals of the summary document in a more accessible format.
  - Feedback was sought via a short online survey and also available in paper copies with prepaid envelopes to support returns.
  - Electronic copies of the summary were emailed to 3000 Sandyford service users, 180 voluntary sector and community groups, NHS and partner organisations, and to Sandyford staff
  - Face to face briefing meetings were held with local groups and forums on request.
  
17. Conclusions of the Engagement
  - There was a good level of engagement with the online survey from the public, staff and other professionals
  - Most respondents were positive about the proposed service changes with the public viewing the overall proposals more positively than staff
  - Measures to facilitate faster and easier access to the service were well received and many reported frustrations at the current service access barriers
  - There is a high level of support for some of the innovative approaches and service provision elements
  - The online booking facility is more important to public whilst still rating high for staff and others
  - There is some concern about people needing to travel further to access service especially from staff in a range of services. Alongside this sits concern about relocating services from some of the areas in Glasgow City, especially from areas of deprivation.
  - There was a good level of engagement with young people in a separate survey
  - 91% of respondents (YP) said the proposed opening times 3.30-7.30 pm were ok for them
  - Overall, the majority of respondents (YP) considered the proposed location of the young people's clinic, within their locality, to be acceptable.
  
18. Further engagement and evaluation will take place throughout the life of the Implementation Plan and will focus on issues including:
  - Service user confidence and satisfaction with new services
  - Staff/professional confidence and satisfaction with new ways of working

- Primary Care and other Partners' confidence and satisfaction with new services
- Equity
- A shift of non-complex work away from most senior specialist clinicians
- Impacts on the wider healthcare system
- any emerging issues which could be addressed in the short term and/or any major issues or risks which may impact on long term implementation

19. We will also carry out a marketing engagement exercise to establish the new names of the tiered services that are recognisable and meaningful to service users, partners and professional colleagues, staff and the public.

## **IMPLICATIONS OF THE PROPOSALS**

### Finance

20. There are no financial implications for East Renfrewshire HSCP. Transitional funding will be required to establish the online service, however this will be found from the overall financial framework.

### Staffing

21. There are no staffing implications for East Renfrewshire HSCP

### Infrastructure

22. There are no negative infrastructure implications for East Renfrewshire HSCP. If the online service evaluates successfully and is extended and embedded, accommodation used by the current sexual health service in Barrhead may become available.

### Risk

23. There are some risks associated with the introduction of online services and the establishment of a tiered level of service provision.

- Some people will have to travel further to receive more intensive specialist care
- Some people will be required to utilise technology to access care/advice and services
- Feasibility, acceptability and cost-effectiveness of online testing and other services has yet to be demonstrated in Scotland
- HSCPs and other partners need to actively engage in supporting change, providing and maintaining suitable premises, developing Technology Enabled Care (TEC) services in the community, capacity building in their own workforces

### Equalities

24. In line with policy, an assessment of the impact of any service changes on protected characteristic groups has been carried out alongside the Implementation Plan. The EQIA is appended to this report.

### 23. Policy

25. None

### 24. Legal

26. None

### 25. Directions

27. None

## RECOMMENDATIONS

28. The Integration Joint Board is asked to note the proposed timescale for implementation of the service changes as part of the new service model.

## REPORT AUTHOR AND PERSON TO CONTACT

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## BACKGROUND PAPERS

NHS GGC Equality Impact Assessment Tool - Transformational Change Programme – Sexual Health Services

<https://glasgowcity.hscp.scot/sites/default/files/publications/GCHSCP%20EQIA-Transformational%20Change%20Programme%20-%20Sexual%20health%20Services.pdf>