

January 2015

## Review of ongoing clinic provision at Birkenhead Medical Centre and Moreton Clinic, Sexual Health Wirral

### **Background to the service**

Sexual Health Wirral (SHW) is a local authority commissioned integrated sexual health service which has been in operation since April 2013. SHW offers clients of all ages a full range of contraception and sexual health services including: HIV testing; sexual health screening; all contraceptive methods including long acting reversible contraception; Chlamydia screening; cervical screening; referral for termination of pregnancy; hepatitis vaccination; hepatitis screening; HIV post exposure prophylaxis and pre-conceptual counselling. The National Chlamydia Screening Programme and the psychosexual service also sit within the SHW service. Over 30,000 patients attend the integrated sexual health clinics annually.

SHW operates a 'hub and spoke' model of service delivery with 3 hub clinics; St Catherine's Health Centre, Birkenhead; Wirral University Teaching Hospital and Brook, Birkenhead. Alongside these venues, there are 4 spoke clinics; Eastham clinic, Victoria Central Hospital, Wallasey, Moreton Clinic and Birkenhead Medical Building (BMB).

### **Current Provision**

Sexual Health Wirral (SHW) holds a weekly clinic at BMB in Laird Street, Birkenhead and also at Moreton Clinic. Both clinics have run since April 2013. The clinics run for a 3.5hr period 5.00-8.30 Wednesday evening and 3-6.30 Friday afternoon respectively. SHW has identified a number of issues (detailed below) which affect the quality and efficiency of the service we are able to offer to patients from within these two venues. It is proposed that these two venues are removed from SHW clinic provision to allow more effective use of the staffing resource in venues of a higher clinical quality. The remaining 5 clinics within SHW offer a higher quality environment to patients and to staff and enable the full range of contraceptive and sexual health options to be offered to patients in a streamlined manner.

It is recognised that this decision needs to be balanced with health inequalities evident in these two geographical locations; access to the remaining clinic locations for these populations; and access to other related services in the area. However when benchmarking against other (larger) populations in the North West of England e.g. Liverpool, this larger area is served by an integrated sexual health service which runs from only 3 sites across the conurbation. This brings into question the necessity and cost effectiveness of a seven site service for Wirral.

During this period of service review, SHW commissioners have expressed an interest in the service further promoting a 'self care model' of sexual health on Wirral which would allow patients to access sexual health advice and intervention in a non-clinical setting.

SHW staff have developed a service level agreement with colleagues from Livewell (public health) and training has been delivered to enable Livewell staff to discuss sexual health with their clients during outreach sessions and 'one to one' consultations. Outreach clients can access advice, Chlamydia and gonorrhoea tests and condoms without attending a sexual health clinic. This scheme is currently in its early stages and will be evaluated.

Outreach services have also been developed in Forum housing (social landlord and supported housing) and Phoenix House (drug and alcohol rehabilitation service) again focusing on socially excluded populations within Wirral.

## Rationale for clinic review

SHW has a contract with BMB to cover the rental of clinical areas including: a small reception area, waiting area (combined with other patients attending Walk-In Centre and GP), 3 clinical rooms and a counseling room. Similar accommodation is provided by Moreton Clinic.

The service has identified a number of issues at BMB and Moreton which have a detrimental impact on patient experience and the quality of the service we offer. These issues are related to room availability, IT connectivity, the set up and take down of clinics, waiting room, levels of patient activity and the clinic environment. They are detailed in appendix A

## Patient activity within SHW

Sexual Health Clinic's	Month							Grand Total
	Apr14	May14	Jun14	Jul14	Aug14	Sep14	Oct14	
RY701 - St Caths	700	742	807	883	704	831	875	5542
RY702 - Eastham	117	157	124	139	129	145	125	936
RY703 – VCH	366	347	423	428	371	479	351	2765
RY704 – APH	645	672	575	659	633	641	565	4390
RY706 - Birkenhead Medical Building	110	109	128	121	96	110	125	799
RY717 – Brook	555	569	630	657	607	613	508	4139
RY718 - Moreton	60	86	76	76	90	88	89	565
<b>Grand Total</b>	<b>2553</b>	<b>2682</b>	<b>2763</b>	<b>2963</b>	<b>2630</b>	<b>2907</b>	<b>2638</b>	<b>19136</b>

The average attendance per clinic, over the period shown, for BMC was 25.8. In Moreton the average attendance per clinic was 18. Both clinics have a very similar staffing structure.

## Patient and Public involvement (PPI)

Over a one month period in September 2014, the SHW Wirral Patient Experience Lead carried out a PPI initiative in BMB (41 patients participated) and repeated this for 2 weeks in November in Moreton (18 patients took part). Patients attending each clinic were asked questions including: means of transport to clinic; why they chose this particular venue; what alternative clinic may they attend and how far they had travelled. Patient demographics were recorded.

A copy of the questionnaire is included as appendix B and the results from the questionnaires are included as appendix C

## PPI Summary

- Patients are accessing BMB and Moreton clinic for a range of reasons; however half of all attendees have chosen BMB and 39% of attendees from Moreton based on the time/day of the clinic rather than location.
- Patients are accessing Moreton clinic for a range of reasons, however 55% access the clinic as it is close to their home. Other respondents attended as it was convenient day/time or that it was a convenient location.
- Over half of all patients travel to BMB by car (58%), 24% of respondents walked to the clinic and 17% used public transport. Within the younger age group (under 25 years) 8 patients (40% of respondents) walked to the clinic and 7 patients (35% of respondents) in this younger age group travelled by car.
- 50% of patients travelled to Moreton clinic by car, 28% of all respondents attending Moreton walked to clinic and 22% of attendees used public transport.
- If the clinic no longer ran at BMB 78% of patients said they would still attend SHW, however they would access an alternative clinic. 22% of patients would choose to attend their GP
- If the clinic no longer ran at Moreton clinic 78% of patients would attend an alternative SHW clinic and 22% would attend their GP practice.

- The clinic at BMB costs SHW £9000 pa in rent with a further £400 pa in staff travel costs and the cost of paying staff over-contract hours to prepare clinic for opening. At a time when cost improvement savings have to be made, these resources would be better utilised by increasing capacity in other clinics.

## **Recommendations**

As high percentages of patients indicated that they attended Moreton and BMB based on day/time of operating, we recommend the transfer of both BMB and Moreton clinic services to alternative venues within SHW in April 2015. To ensure clinic capacity is not reduced in the overall timetable we will initiate a clinic within St Catherine's Health Centre on a Wednesday evening. We will also extend the opening hours of the Arroe Park clinic which takes place every Friday. Both of these venues offer higher quality facilities including facilities to conduct cryotherapy and microscopy which are not available in spoke clinics.

Proposing closures in April 2015 allows a period of patient engagement to take place to ensure that regular users of both clinics are aware of all planned changes. This would also allow for a comprehensive communication and marketing strategy to be put in place making use of media and social media to communicate with the local community and local stakeholders.

Both changes will be implemented concurrently moderating any upheaval to service users. The SHW timetable will be subject to one change and then circulated widely to all local stakeholders (including GPs, Children's Centres, pharmacies, local colleges, school nurses etc). Information will be placed in the GP bulletin and be placed on Staffzone (WCT intranet).

Our website will remain fully updated along with Facebook pages and Twitter account. Adverts and information in local newspapers will be utilised.

Staff currently working in these clinics will be relocated to other clinics within SHW with a focus on particularly busy clinics which will reduce patient waiting times and improve the patient experience.

We will continue to increase the outreach element of the service and continue training staff from Livewell to ensure that patients are offered sexual health information and some limited interventions during one to one consultations and outreach events, particularly with hard to reach groups.

**Neil Perris**, Divisional Manager, Lifestyle services, Wirral Community Trust

**Toni Gleave**, Service lead – Sexual Health Wirral, Wirral Community Trust

## Appendix A

### **Overview of issues within BMB**

1. Room availability
  - a. SHW has access to 3 clinical rooms plus one consultation room. This allows a doctor, 2 nurses and 1 HCA to work within the clinic. However the HCA is not able to perform venepuncture due to the lack of clinical rooms. Any blood samples required are then taken by the clinician, lengthening the clinician consultation time and patient waiting time, lengthening the patient journey
  - b. No other rooms are available for use by SHW staff removing the possibility of extra staff working within the clinic to reduce patient wait.
  - c. There is a lack of flexibility by the landlord around the start and finish time of the session. The session cannot be lengthened in an attempt to manage throughput of patients. Patients within this clinic can be faced with a long waiting time, yet BMB sees only 4% of all patient activity within SHW.
2. IT connectivity
  - a. limited IT access for electronic patient databases eg Excelicare which can limit the accessible patient history.
  - b. staff are unable to log-on to e-mails/staffzone, reducing communication with staff working in this clinic and making timely incident reporting impossible.
3. 'Set up' and 'take down' of clinic
  - a. Prior to the start of every clinic all consumables have to be unpacked and moved to the clinical areas. Staff have to be paid 'over contract' hours to attend clinic early and start this process increasing the running costs of this clinic.
4. There is a mixed waiting room. People in waiting room waiting to use other services within the building which has raised issue of a lack of confidentiality
5. The landlord has placed restrictions in the posters/patient information/staff quality posters that we are able to put up in the waiting room and in the patient toilets, limiting our ability to promote self-care.

### **Overview of issues within Moreton clinic**

1. Room availability
  - a. Limited room availability. One clinician is based some distance from other clinicians in an isolated room creating a risk to both patients and clinician. No ability to expand clinic.
  - b. Rooms are not suitable with inaccessible beds, inadequate curtains and difficulty in creating an environment that protects the dignity of patient.
2. 'Set up' and 'take down' of clinic
  - a. Prior to the start of every clinic all consumables have to be unpacked and moved to the clinical areas. Staff have to be paid 'over contract' hours to attend clinic early and start this process increasing the running costs of the clinic.
3. IT connectivity
  - a. There are limited IP addresses allocated to Moreton clinic which means on many occasions staff cannot log onto clinical IT system and have to move to the contingency plan of creating paper records. This has implications for patient care and creates risk to patients if previous patient clinical records cannot be reviewed. It also means that staff have to be paid 'over contract hours' to input patient records, again increasing the running costs of the clinic.
4. Waiting room

- a. The waiting room can get very busy with patients attending the GP surgery and can be 'standing room only', resulting in the issue of a lack of confidentiality.
5. Patient activity
- a. Moreton is the quietest clinic within SHW and only 3% of overall patient activity is seen here. This means that staff are underutilised within this clinic whilst other settings within SHW are extremely busy with long patient waiting times.

Appendix B

We are constantly aiming to improve the services that we provide. We would like to know why you chose this clinic today.

Clinic Venue Moreton Clinic

Date \_\_\_\_\_

Gender: Male   Female 

Age range: 16 or under  17-25  26-35  36-45  46-55  56+

Your postcode: \_\_\_\_\_

**How often do you use this clinic?**

This is my first visit here

I have been once or twice before

I have attended on more than 3 occasions in the last year

**How did you get to clinic today?**

Public transport  Walk  Car  Other \_\_\_\_\_

**Why do you/did you choose this clinic?**

Close to home  Convenient from /to work, school, college

Day of the week and/or time suits me

Which other venue would you be most likely to attend if this clinic did not run?		Please specify any of our clinics you have attended in the last 12 months?	
Victoria Central Hospital, Wallasey	<input type="checkbox"/>	Victoria Central Hospital, Wallasey	<input type="checkbox"/>
Arrowe Park Hospital, Upton	<input type="checkbox"/>	Arrowe Park Hospital, Upton	<input type="checkbox"/>
Brook, Wirral Young Person's Clinic, Birkenhead (under 25's only)	<input type="checkbox"/>	Brook, Wirral Young Person's Clinic, Birkenhead	<input type="checkbox"/>
Eastham Clinic, Eastham Rake Eastham	<input type="checkbox"/>	Eastham Clinic, Eastham Rake Eastham	<input type="checkbox"/>
St Catherine's Health Centre, Birkenhead	<input type="checkbox"/>	St Catherine's Health Centre, Birkenhead	<input type="checkbox"/>
Own GP	<input type="checkbox"/>		
Other clinic/ health centre/ venue	<input type="checkbox"/>		

If other, please state where you would be likely to attend

\_\_\_\_\_

Why would you choose this alternative? \_\_\_\_\_

Your feedback is important to us. Many thanks for completing this questionnaire. WCT will hold this information securely in accordance with the Data Protection Act (1988).

## Appendix C

### PPI questionnaire results

#### BMB

The results show that 87.8% of the respondents were female and 12.2% male. The age range of respondents was as follows:

Aged 25 and under	48.8%
Aged 26-45 years	48.8%
Aged 46+	2.4%

#### Moreton

The results show that 66.7% of the respondents were female and 33.3% male. The age range of respondents was as follows:

Aged 25 and under	22%
Aged 26-45 years	61%
Aged 46+	16.7%

The geographical range was as follows:

BMB		Moreton	
Postcode	% of respondents	Postcode	% of respondents
CH41	30.0%	CH41	5.5%
CH42	2.5%	CH42	5.5%
CH43	27.5%	CH43	11%
CH44	7.5%	CH44	0%
CH45	5.0%	CH45	0%
CH46	5.0%	CH46	44%
CH47	7.5%	CH47	5.5%
CH48	2.5%	CH48	0%
CH49	2.5%	CH49	5.5%
CH61	0%	CH61	11%
CH62	5.0%	CH62	0%
CH63	5.0%	CH63	5.5%
CH64	0%	CH64	5.5%

60% of all respondents who attended BMC live in Birkenhead whilst the largest group of Moreton attendees live within Moreton (44%)

#### Mode of transport to clinics

Whilst considering patients distance to travel to clinics, we also explored by what means they travelled to the clinic. We found that within BMB 58.5% of all respondents travelled to the clinic by car, 24.4% of respondents walked to the clinic and 17% used public transport. We found that 50% of patients travelled to Moreton clinic by car, 27.8% of all respondents attending Moreton walked to clinic and 22% of attendees used public transport.

From the BMB questionnaire 20 of the respondents were aged 25 and under and of this group 35% travelled to BMB via car, 25% used public transport and 40% walked to the clinic. Of those walking, the most common postcode of origin was CH41.

We asked people why they had chosen to come to attend BMB rather than one of SHW's other clinics. Patients could select more than one answer to this question. 50% of responses were 'the day of the

week/time suits me'. This seems to indicate that a high number of patients would have attended a clinic located elsewhere as long as it ran at an equivalent time to BMB and it was the clinic time and not the clinic location that was important to this group of patients. 42% of responses indicated that patients attended BMB as it was close to their home (in some cases building was own GP practice) and 8% of all the answers described the clinic as 'convenient from/to work, school, college'.

When patients were asked why they had attended Moreton clinic rather than one of SHWs other clinics 55.5% of responses where that the clinic was located close to home, 27.7% attended as it was a convenient location and 39% of responses showed that Moreton clinic was chosen based on it day/time of operation (patients could select more than 1 answer).

To enable us to plan for any changes to SHW, we asked people where they would chose to attend if BMB and/or Moreton did not run and again patients may have given more than one answer to this question. 22% of responses were that if patients could not attend BMB they would attend their GP surgery (often in same building). The remainder of responses showed that patients would attend an alternative clinic within SHW. There are a range of sexual health clinics within 2 miles of BMB: the distance to St Catherine's Health Centre is 2 miles; distance to Brook is 1.4 miles and Victoria Central Hospital is 1.9 miles. BMB is located opposite a bus station with buses running to Brook and SCHC.

The closest alternative clinic to Moreton is WUTH (2.4 miles) and most respondents selected this as their alternative clinic. The second closest clinic to Moreton was VCH (4.5 miles). 22% of patients attending Moreton stated that they would attend their own GP as an alternative to a clinic within SHW (often within the same building as clinic).