

Briefing Paper for Essex and Southend Overview & Scrutiny Committees
Proposed Service Redesign of Contraceptive and Sexual Health Service
in South East Essex

Background

NHS South East Essex Community Healthcare currently provides contraceptive services for South East Essex. The GP registered population of Castle Point, Rochford and Southend is approx. 360,000. It is served by a main Contraceptive and Sexual Health service provided from Kingsley-Ward Centre (open six days per week) and seven satellite clinics held in community clinics (see appendix 1 for clinic lists and opening times).

The service has seen a continuous rise in client contacts over the past five years. In the year 2008/2009 36,000 episodes of care were given. Many of the clients who attend clinic arrive with multiple complex problems, which require skilled knowledgeable staff to deal with them. The service runs an open door policy in an attempt to improve access to the young and vulnerable clients, whose lives are often chaotic and who traditionally do not keep appointments.

However there are anomalies within the service and these are demonstrated in the four satellite clinics held at Benfleet, Hadleigh, Thundersley and Kent Elms (see appendix 2) which are held on either a monthly basis or twice a month. In these 4 clinics attendances have been declining (ie dropped 21% in 2 years) and attendance in the under 25 year old age group is low when compared with other clinics. In the year 2008/2009 these four clinics provided only 0.4% of the total episodes of care across South East Essex. The number on the active case load at Benfleet Clinic is 17 clients, at Hadleigh 11, at Kent Elms 18 and at Thundersley it is 23.

The new challenges faced now centre on engaging with traditionally hard to reach groups by working with local partners (e.g. Youth Service, Looked-after Children's Nurse etc). The aim of this work will be to reduce teenage conceptions across South East Essex, increase access to sexually transmitted infection screening and increase Chlamydia screening in the under 25 year old age group to meet national targets.

Having analysed the workload and efficiencies of the service as part of a service review, it has become clear that these four satellite clinics do not meet client needs as well as having very low case loads. It is proposed that these clinics are re-provided in the other Contraception and Sexual Health Care Service clinics. The savings achieved will be re-directed into outreach work which will target vulnerable groups and enhance services at other satellite

services, including access to screening for HIV, Syphilis, Gonorrhoea and Chlamydia. This means the population of South East Essex will not have to travel further than 5 miles to access Contraception and Sexual Health Services.

We plan to advise and engage with the community as well as with clients by using the following routes.

1. Writing to them on an individual basis (where we have had prior permission to correspond with them at home) - this will be possible in approximately 75% of the case load.
2. Communicating clinic changes by use of local media, targeting appropriate publications for different age ranges.
3. Producing flyers to be distributed to all local partners e.g GPs, health visitors, midwives, school nurses, youth services, youth councils and voluntary sector organisations.

Any concerns will be addressed on an individual basis, making individual plans of care where required. An example of this would be for clients who have an underlying health issue such as a long term condition – we might be able to deliver their sexual health care in their own home.

This engagement process will be carried out over a period of two months to allow adequate time for clients/staff to respond and for individual care plans to be agreed.

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Service Manager Contraception & Sexual Health Services
NHS South East Essex
Community Healthcare

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LOCAL SERVICES

HADLEIGH CLINIC

49 London Road
Hadhleigh
Tel: (01702) 578600
1st Friday of every month
Open: 6.30pm – 8.30pm

BENFLEET CLINIC

513 High Road
Benfleet
Tel: (01268) 366840
4th Friday of every month
Open: 6.30pm – 8.30pm

KENT ELMS CLINIC

1 Rayleigh Road
Eastwood, Leigh on Sea
Tel: (01702) 577500
2nd & 4th Tuesday of every month
Open: 6.30pm – 8.30pm

THUNDERSLEY CLINIC

8 Kenneth Road
Thundersley
Tel: (01268) 366820
3rd Tuesday of every month
Open: 6.30pm – 8.30pm

THORPEDENE CLINIC

Delaware Road
Shoeburyness
Tel: (01702) 578800
Monday
Open: 6.30pm – 8.30pm

LOCAL SERVICES (cont....)

CANVEY CENTRAL CLINIC

Long Road
Canvey Island
Tel: (01268) 366400
Every Wednesday
Open 6.30pm – 8.30pm
Every Saturday
Open 11.00am – 1.30pm

RAYLEIGH CLINIC

Eastwood Road
Rayleigh
Tel: (01268) 366600
Every Thursday

Drop-In service 3.00pm – 8.30pm

SOUTHEND CLINIC

KINGSLEY WARD CENTRE

Contraceptive and Sexual Health Services
Warrior House
42 – 82 Southchurch Road
Southend on Sea
Tel: (01702) 577110
Monday to Wednesday 9.00am – 8.30pm
Thursday 10.30-8.30pm

Friday 9.00am – 5.00pm
Saturday 11.00am – 1.30pm
Drop-In Smear Clinic
Saturday 9.00am – 11.00am

South East Essex 
Primary Care Trust

Contraceptive
and
Sexual Health Services

SERVICES OFFERED

- Confidential consultations with expert advice for males and females
- Free Birth Control supplies
- Free Emergency contraception
- Free Pregnancy tests
- Help and advice on unplanned pregnancy, which could include termination referral or advice on continuing with the pregnancy.
- Pre-conception help and advice
- Sexual health advice including chlamydia screening and self testing
- Support for those with disabilities and those in need of social /emotional support
- Coil fitting (intra-uterine devices/systems- assessment and screening is required 2 weeks before the fitting appointment)
- Cervical screening (available to women who have received a letter requesting them to attend for screening). A Drop-In service for cervical screening is available on Saturdays from 9.00am – 11.00am or alternatively an appointment can be made to attend at other times during the week.

WILL I HAVE TO SEE A DOCTOR?

Not always, unless you prefer to, or the Nurse feels it is important for you to do so. It may be possible for some of the Nurses to prescribe certain oral contraception without being first seen by the Doctor. These Nurses have undergone specific additional training and are described as Independent / Supplementary Nurse Prescribers, it will be up to these Nurses whether this is possible depending on your medical history.

PLEASE NOTE APPOINTMENTS CAN ONLY BE MADE DURING CLINIC TIME, CLIENTS WHO DROP IN FOR OUR SERVICES WITHOUT AN APPOINTMENT MUST BE PREPARED TO WAIT FOR OUR ADVICE, PLEASE BE PATIENT WITH US IF WE ARE BUSY, WE KNOW YOUR TIME IS PRECIOUS.

VIOLENT BEHAVIOUR OR VERBAL ABUSE WILL NOT BE TOLERATED, AND FOR THE PROTECTION OF OTHERS THE OFFENDING PERSON OR PERSONS WILL BE ASKED TO LEAVE.

HAPPY WITH THE SERVICE?

PLEASE TELL US OR COMPLETE A COMMENT CARD.

NOT HAPPY WITH THE SERVICE?

PLEASE SPEAK TO SENIOR NURSE ON DUTY AND / OR COMPLETE A COMMENT CARD

Here at the Kingsley Ward Centre, everyone attending, (including under 16 years old), will be treated with respect and will be seen in privacy.

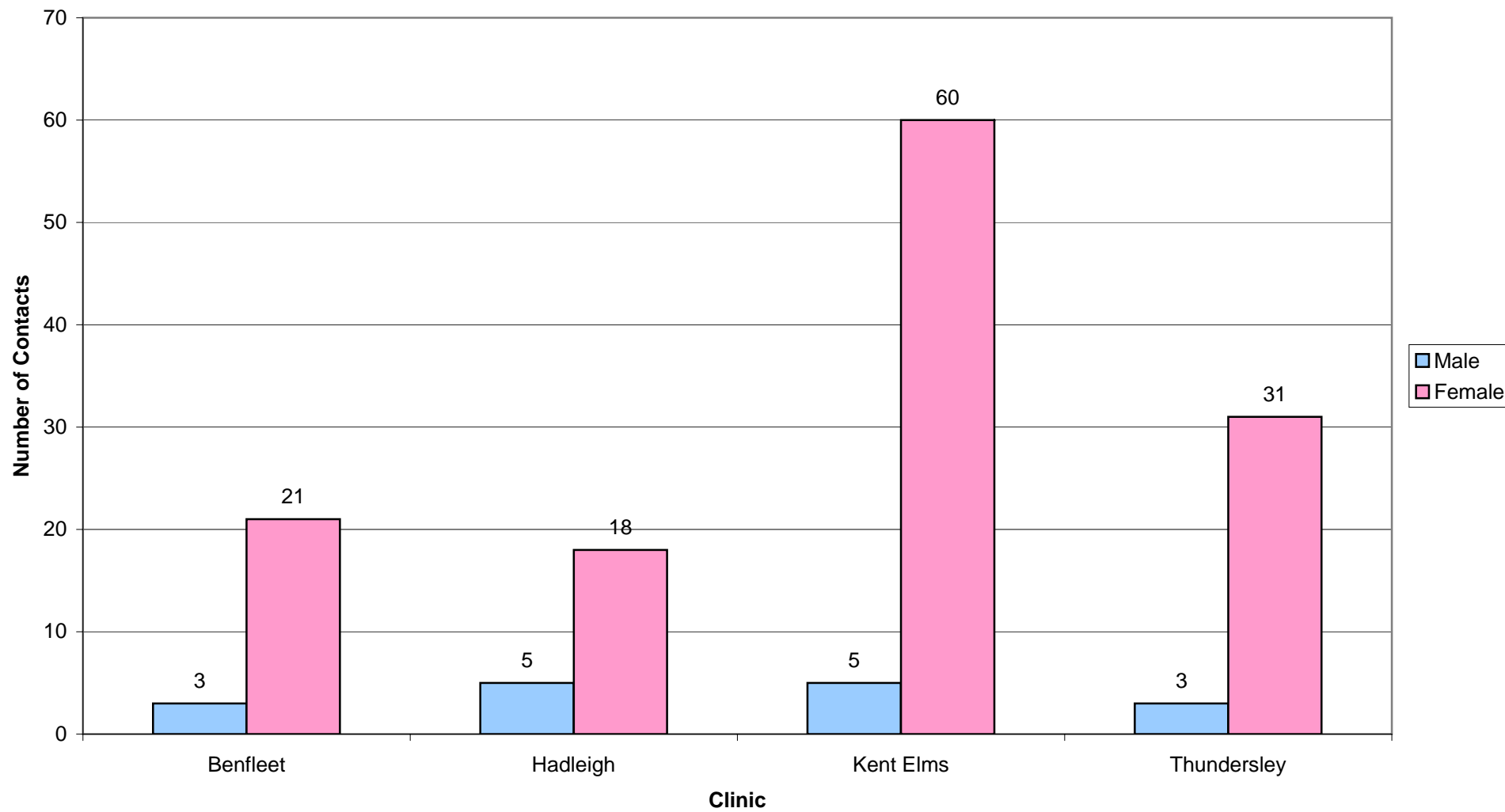
The Fraser Guidelines will apply to any clients under 16 years of age:- and the nurse will ensure that:-

- The young person will understand the professional's advice;
- The young person cannot be persuaded to inform their parents;
- The young person is likely to begin, or to continue having, sexual intercourse with or without contraceptive treatment;
- Unless the young person receives contraceptive treatment, their physical or mental health, or both, are likely to suffer;
- The young person's best interests require them to receive contraceptive advice or treatment with or without parental consent.

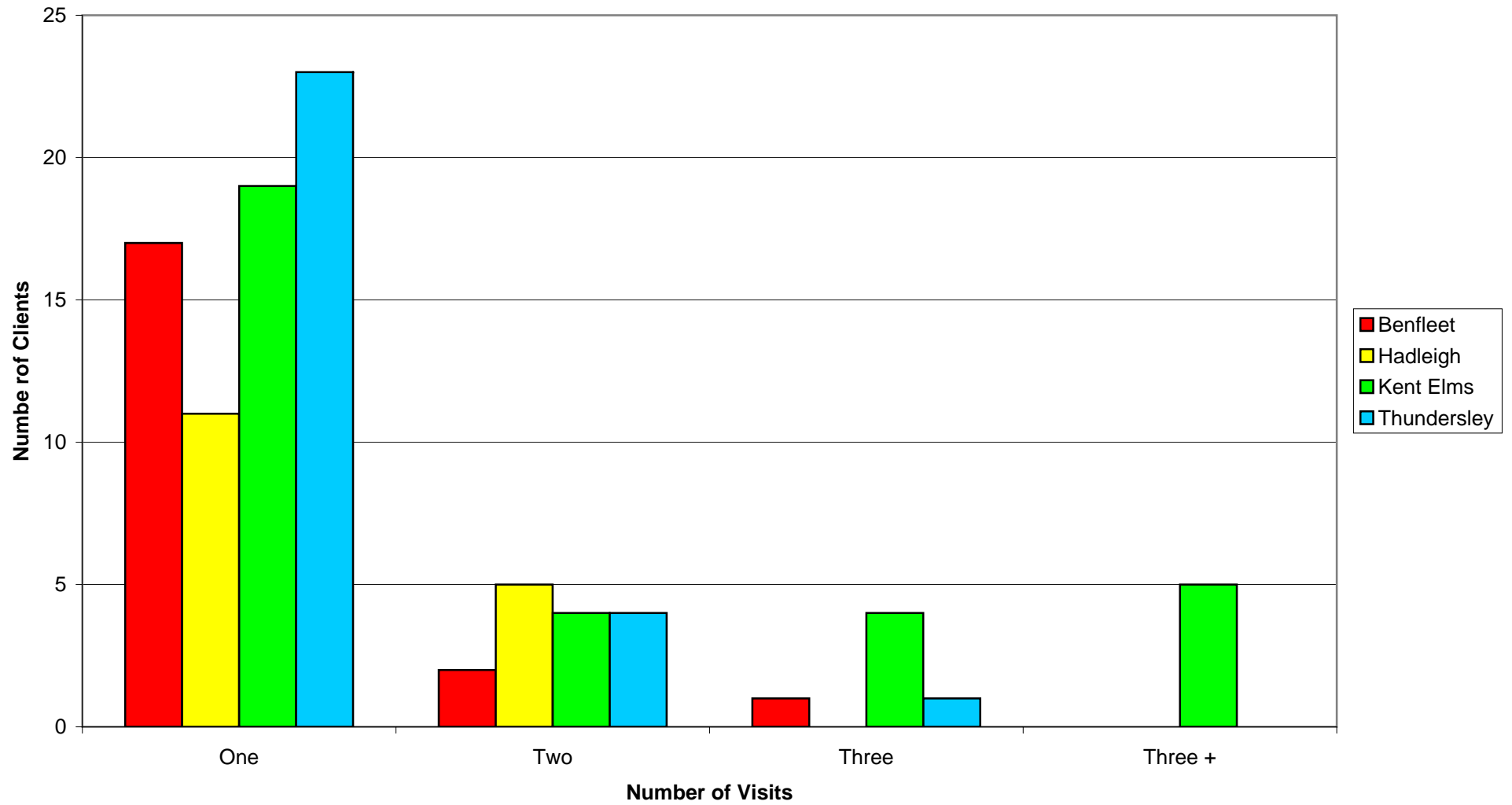


Kingsley Ward Centre, Warrior House, Southend tel 577110

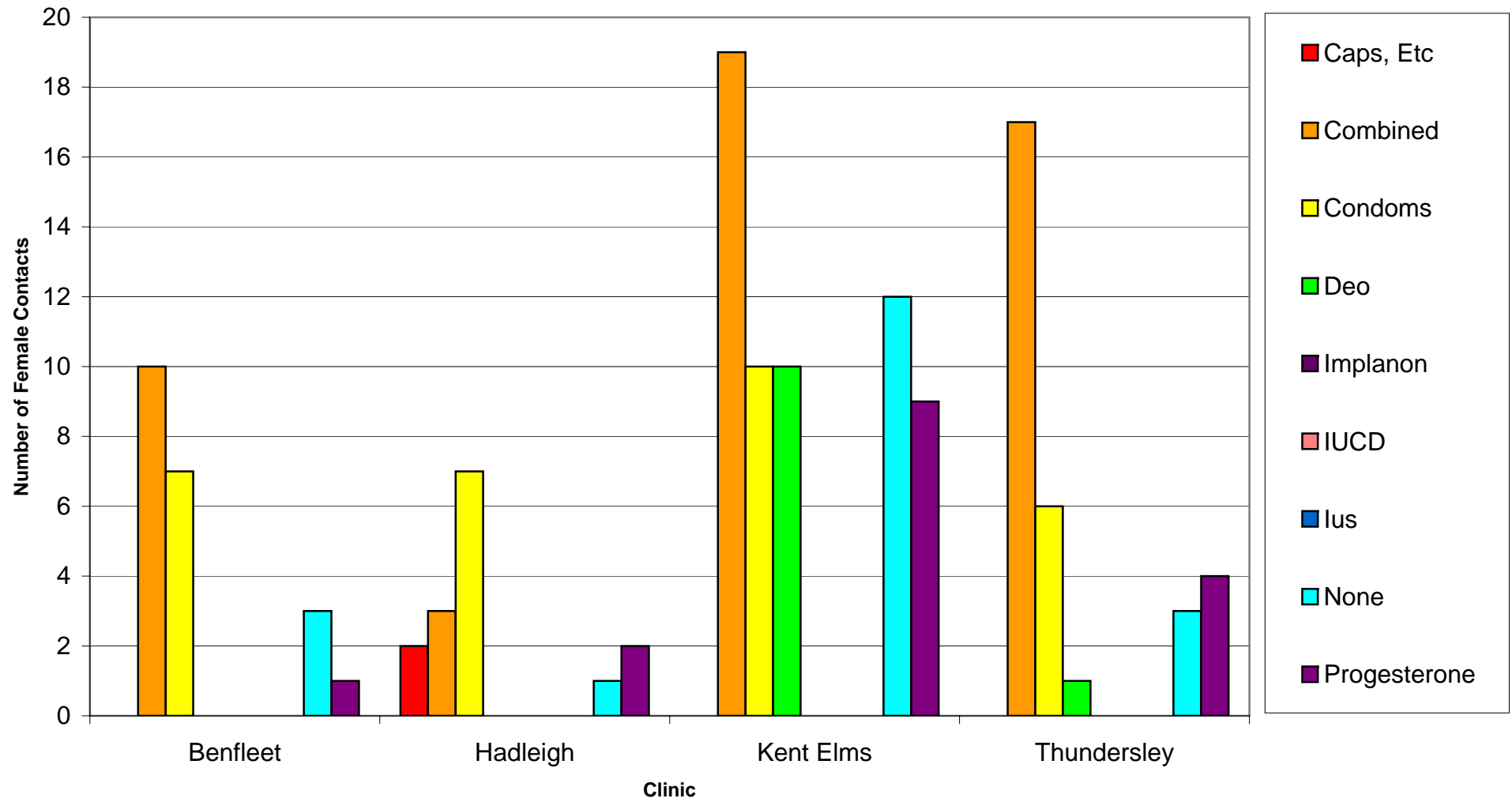
Total Number of Male & Female Contacts 2008-09



Number of Visits per Client



Main Method of Contraception Used by Females



Age Bands of Contacts

