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Adult Social Care

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Dear Kate

Thank you for your letter dated the 8th August 2017, and I am responding on behalf of Kate and myself. We note Healthwatch Surrey's position that engagement and consultation with service users around changes to sexual health services in Surrey, particularly around changes to the HIV services offered through GUM clinics, has not been adequate.

Surrey County Council and NHS England have carried out patient and stakeholder engagement and consultation throughout each phase of the commissioning process for the new integrated sexual health and HIV service for Surrey.

During 2015, a sexual health needs assessment was undertaken, which was managed and delivered by a task and finish sub-group of an existing sexual health expert reference group. The needs assessment included a Survey Monkey questionnaire on current and future sexual health services (nearly 300 responses received), and the responses were distributed to all key stakeholders via the sexual health reference group. In addition focus groups were held with young people across the county. All responses were incorporated into the needs assessment.

In December 2015 Surrey County Council hosted a 'Sexual Health Concept Day' to present the findings and recommendations from the needs assessment, introduce the national service specification and to consult on the model of care. All key stakeholders and patients were invited. An additional survey was published on Surrey Says and allowed for input on how to tailor the service to local needs. The link was published on the Healthy Surrey website and emailed to partners including CCGs and promotional materials were distributed to clinics. The survey was open for a two month period following the concept day.

Feedback from the above was incorporated by Surrey County Council into the development of the service specification for the integrated service. Presentations from the event were published on 'Surrey Says' and further feedback was requested from those who couldn't attend.

With regard to the service specification for HIV services, NHS England is obliged to use the national service specifications developed by national Clinical Reference Groups in 2013. NHS England cannot deviate from these service specifications in contracts with providers and cannot develop local service specifications for specific clinical services.

In April 2016 the Council held a well-attended market engagement event.

Mobilisation formally began in November 2016. As this progressed it was felt the safest option was to extend the contracts at ASPH and Frimley to ensure patient's care was safely transferred. All HIV and GUM patients at Frimley have been written to regarding the transfer of their services and information is continuously updated on CNWL's website as well as on the Healthy Surrey web site (<http://www.healthysurrey.org.uk/your-health/sexual-health/>). NHS England and the Council's commissioners were invited to a meeting with patients at the Blanche Herriot Unit on the 13th May 2017, and follow up meetings and engagement events have been arranged with relevant parties including Healthwatch Surrey. An online survey is also available so that those patients who are unable to attend the events will have an opportunity to share their views.

Individual HIV patient's circumstances will be addressed through the mobilisation stage by clinical staff at ASPH and CNWL in close liaison with NHS England.

The Council and NHS England are committed to ongoing engagement and dialogue with patients, particularly those accessing HIV services. Patients receiving ongoing treatment will be given clear information about future services and supported by both clinical teams at ASPH and CNWL. In addition we have suggested that a group of patient representatives work with the mobilisation and operational groups (CNWL, ASPH, NHS England and Surrey County Council) to shape the new service design and enable us to make sure that all patients have the opportunity to be involved in service delivery.

We hope that we can continue to work closely with Healthwatch Surrey and would like to thank you for your work in ensuring that we are able to continue to reach and work with patients in Surrey who are accessing these services.

Yours sincerely



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cc: Andy Brooks
Helyn Clack
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