**Public report- Buryfields Reactive engagement**

This report is a follow up to the engagement conducted at Buryfields in March 2018, following the re-alignment of Sexual Health Services in Surrey, to be used at a scrutiny meeting on 7/11/18.

**Date identified:** October 2018

**Service provider:** Buryfields Sexual Health Clinic

**Concern topic:** follow up

**Report date:** 6/11/18

**Objectives**

1. Explore whether services have changed in last 12 months/ since our visit in March.
2. If they have changed, is this a positive or negative change?
3. Gather insight around current experiences – specifically:
	1. Access to services, (Booking online, travelling to the location)
	2. Seeing the correct staff
	3. Timely appointment

We also checked whether this was their first visit to Buryfields, and whether they had been seen elsewhere previously, and how they had found out about the services.

**What we did**

One member of staff, and one volunteer with a specific interest in Sexual Health, who were deliberately briefed on the concerns, visited Buryfields Clinic on 31/10/18. Two hours were spent at the service talking to people who were using the service. The team spoke to 11 people.

**What we heard**

Of the 11 people we spoke to,

5 were first time visitors to Buryfields, and they hadn’t used alternative services before.

4 were people who had previously used Buryfields.

2 people were using Buryfields for the first time.

 One had previously visited Blanche Heriot,

1 had previously used the GUM in Camberley.

(Neither of these people were aware that the other services had closed down).

In terms of whether the services have changed, we only spoke to 4 users who had used Buryfields previously:-

* One was very happy with the service provided, but was concerned that due to budget cuts, the health adviser service had been cut, which will impact those who are newly diagnosed with long term conditions. (the health advisers provided psychological support and wellbeing services)
* One reported that the system had improved – previously when it was a drop-in service you could have a long wait for an appointment.

The other two “subsequent” users didn’t comment on the changes but were happy with the service.

**32 themes were identified from 11 people.**

Out of these,

21 were positive (66%)

9 were negative (28%)

2 were neutral. (6%)

**The positive comments were about getting an initial appointment, the online booking system (and also re-booking at previous appointment) works well (for those who were there).**

KN069

This is my first visit here I knew of the clinic from college. It was easy to book the appointment, I booked this morning, and got seen the same day,…..

KN075

I have been to the clinic before, I booked my appointment online, I arrived and was finished within 20 minutes, everything was covered today. Previously (when it was a drop-in service) you could have a long wait. It was a good experience today, everything worked as expected).

**There was also high praise for the standard of care/ quality of treatment – there were no negative comments in this area.**

KN067

I have had all my treatments and consultations here. I have had superb treatment, the team here are very good….

KN068

I booked online. The appointment time was ok for me. I saw the right person who I needed to see, It was my first visit. It was all straightforward in terms of working out where to come. I work nearby so I just left my car at work.

The staff are brilliant!

**Negative comments were around communication to patients: and service co-ordination;**

KN074

This was my first visit. I found out about it online. It wasn’t too bad to get here, parking was the biggest issue. I got everything I needed. The staff are friendly and helpful. I didn’t realise the Camberley GUM (genito-urinary clinic) had shut. It was a half hour journey (car) to get here.

KN071

The booking process was really easy, I used to go to Blanche Heriot at St Peters, this was my first time coming here, I didn’t know Blanche Heriot was shut. It was so much easier than booking at Blanche Heriot, the clinic ran on time here, at BH you could be waiting for an hour, I booked online. This is so much better than Blanche Heriot.

KN067

…..When the services changed, there wasn’t a lot of communication, it would have been helpful to have had a little card with contact details on for general enquiries. The phone number goes to a central location. Patients would have been used to being about to ring their local clinic directly. it would be better if we could do this. ……

**Service co-ordination**

KN067

The health advisers have been cut – they provided psychological support and wellbeing services, it’s a shame it’s been stopped. It will be a loss for new patients. When I was first treated it was really important for me, I have been offered services elsewhere, but I don’t feel I need it now…..

…..If you need to change your appointment you can’t get through to the actual clinic here, you get text message reminders about appointments, although in the beginning I had a few confusing messages with more than one appointment, so I just came to the earlier one.

**Questions raised:**

For those attending Buryfields, the service is working well. However, there is a concern that of the two users who were attending for the first time but had previously attended elsewhere, neither realised that their previous service provider had closed. Does this mean that previous users of other services are “falling through the net”? Should we conduct further research to explore whether previous users of closed down providers are accessing the services, and where?