

# You Said We Did

Following feedback from residents the table below shows how we have listened to feedback and how we have worked with the service HCRG Care Group (the sexual health hub). Cheshire West and Chester council commission HCRG Care Group to deliver sexual health services across the borough.

| You said  | We did  |
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| <p><b>Branding &amp; Marketing:</b><br/>Consistent feedback from all groups attended prior to the survey identified the need to raise the awareness of what sexual health services are available, including the name of the sexual health service.</p>  | <p><b>Branding &amp; Marketing:</b><br/>HCRG care group have reviewed their branding and decided to complete a full rebrand in response to feedback, becoming 'The Sexual Health Hub'. This has included a new logo and colour scheme which have been used on the website and for all marketing and communication documents, like flyers and poster.</p> <p>The Sexual Health service is working with Cheshire West and Chester Council to use their social media platforms to promote services across the borough, such as the digital boards.</p> |
| <p><b>Positive feedback about staff</b><br/>Many individuals report that staff are kind, caring, non-judgmental and professional. Staff are friendly, provide good customer service and are well trained.</p> <p>Here are some examples of the positive feedback received by respondents:</p> <ul style="list-style-type: none"> <li>• "The service was very good and professional. I love the staff. They're very nice and friendly."</li> <li>• "Efficient service on time friendly staff"</li> <li>• "Great friendly staff"</li> </ul> | <p><b>Positive feedback about staff</b><br/>The service aims to continue to have a high level of professionalism and support for patients that is non-judgemental and caring.</p>   |
| <p><b>Access and Booking Issues and Long Waiting Times:</b></p> <ul style="list-style-type: none"> <li>• <b>Access and Booking Issues:</b> Many people expressed difficulty in accessing sexual health services, saying that there is limited availability of out-of-hours services, and challenges with walk-in options. Obtaining an appointment can be difficult, this could be either via telephone or through the online booking</li> </ul>  | <p><b>Access and Booking Issues and Long Waiting Times:</b></p> <ul style="list-style-type: none"> <li>• <b>Access and Booking Issues:</b> the service have looked at their opening hours to try and accommodate more out-of-hours appointments. Current opening hours are:<br/>Fountain Clinic, Chester – Mon, Wed-Fri 8.15am – 11.30am (Under 19's Tues 4-7pm)</li> </ul>   |

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system. Respondents feel they should be able to book an appointment that meets individual needs, including a range of times and days.

- **Long Waiting Times:** Many people mention the long waiting times for appointments, both in terms of getting initial appointments and waiting at walk-in clinics for consultations.

Stanney Lane Clinic, Ellesmere Port –  
Thurs, Fri 8.15am-11.30am, (Under 19's  
Mon 3.30pm-7pm)

Dene Drive, Winsford CW7 1AT Mon 4-  
7pm

There is also a triage system in place during walk in sessions which helps to signpost people to the correct services and manage wait times.

- **Long wait times:** Walk-in appointments are not suitable for those residents who are unable to wait up to 2 hours. These clinics are designed for open access and residents will be seen on a first come basis and there may be a need to wait to be seen. However, those residents with urgent needs are prioritised. Where a walk-in appointment cannot be offered an alternative appointment is offered within 48 hours. Walk-in and pre-bookable appointments are available at the hub in Chester and community clinics.
- **Access to Long-acting Reversible Contraception (LARC):** From 1 August 2024 HCRG have been managing the GP contracts which had historically been individual contracts with the Council. This has helped to reduce waiting times for routine LARC. In addition, there will be ongoing training and education in place to support GPs and nurses to be able to offer LARC at their GP surgery. This will allow people to access LARC more easily and reduce waiting times for residents.  
There is currently no waiting list for routine LARC appointments and the service aim to keep this as low as possible.
- **Access to Condoms:** HCRG care group have created a 'condoms now' service where individuals can access condoms at a registered distribution site across the borough of Cheshire West and

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|  | <p>Chester. This service is also being developed to an online ordering service.</p> <p>Aswell as the above, the following services have been developed to assist in the reduction of waiting times.</p> <ul style="list-style-type: none"><li>• <b>Clinical Community Provision:</b> From 1 June 2024 the Community Service that HCRG deliver, changed to become a clinical community provision. This change in service delivery means the service is nurse led and supported by clinical consultants. This service will allow for ease of access to specialist sexual health services in the community at locations near to where people live. The clinical community team are building links with different venues and the service is continuing to be developed further to support the needs of the community.</li><li>• HCRG Care Group have developed a training package for GPs and nurses so that Cheshire West and Chester residents are able to access some contraception services at their local doctors with shorter waiting times. All service users contacting the sexual health service are offered to attend a walk-in appointment or a 48-hour access appointment. Where this is not possible services users are sign posted accordingly.</li><li>• <b>Chat Health-</b> HCRG care group have a text messaging service which can be used by anyone but is focused on young people aged 13 to 18 years. This service offers support, guidance and information around all aspects of Sexual Health. The service is operational during opening hours but messages are collected out of hours and replied to when once the service is open again.</li></ul> |
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| <p><b>Technological and Administrative Issues:</b></p> <p>There were some comments about technological issues with online booking systems, as well as administrative challenges in making appointments over the phone or in-person. Respondents also expressed that the sexual health service website is difficult to manoeuvre and could have better functionality.</p> | <p><b>Technological and Administrative Issues:</b></p> <p>HCRG Care group have been working on the functionality of the Website and how the booking system can be developed further.</p> <p>HCRG Care Group are aware of the challenges that have been faced for some service users accessing online services. The service is working to improve this problem for those affected.</p> <p>The sexual health service is currently only able to release a limited number of online appointments, this is to ensure that urgent appointments and 48-hour access can still be offered.</p>                                     |
| <p><b>Face-to-Face appointments:</b></p> <p>Some respondents reported that bookable face-to-face appointments are better for individuals.</p>  | <p><b>Face-to-face appointments:</b></p> <p>HCRG Care Group have increased face to face appointment availability and now offer 90% face to face appointments and 10% telephone appointments, for things such as follow-up reviews and repeat contraception.</p> <p>Service users have a wider choice of appointments that are best suited for them, e.g., walk-ins, prebooked, online, telephone, and community services.</p> <p>HCRG care group are developing further arrangements for individuals that require reasonable adjustments, enabling more people to attend appointments, including easy read documents.</p> |