

Sexual Health Services in Newcastle

**Summary of feedback from final
consultation on Proposal and
Integrated Impact Assessment
July 2016**



INTRODUCTION

This document provides a summary of the main themes raised as part of the final consultation on the Council's proposed commissioning plans for an integrated Sexual Health Service.

Consultation on our proposed commissioning plans has now closed.

However, to ensure that we have accurately recorded all feedback received, we would ask all stakeholders who participated in the consultation process to review the feedback set out in this document. Please contact Heather Davidson at heather.davidson@newcastle.gov.uk by Tuesday 9 August with any amendments or feedback which you feel hasn't been reflected in this summary.

BACKGROUND

During May and June 2016, the Council undertook a review of current Sexual Health Services which included:

- **A full health needs assessment** which:
 - summarises national guidance and best practice relating Sexual Health Services;
 - provides an overview of socio-demographics and population of Newcastle.
 - describes the current provision of sexual health services, assessing service performance and service delivery, identifying any gaps between sexual health needs and service provision.

A copy of the health needs assessment is attached alongside this document.

- **Initial consultation** with a range of stakeholders which ran from 6 May to 3 June 2016 on current provision and opportunities for the delivery of an integrated Sexual Health Service, which included:
 - a consultation page on Let's Talk with questionnaires for practitioners (30), GPs (7), Pharmacies (2), service users and residents (58) and children and young people (226). The project team worked closely with colleagues in Education, to promote the consultation through schools, pubs and the Youth Council to promote the consultation with young people.
 - 4 workshops for practitioners and professionals (53)
 - attendance at a staff meeting at Newcroft Centre, the main provider of current services (55), Newcastle & Gateshead CCG Practice Manager Meetings (24) and the North of Tyne Local Pharmaceutical Committee (4)

Over 200 service users and professionals engaged with us as part of the review, conducted face to face and through surveys during May and June 2016.

A copy of the feedback from this initial consultation can be attached alongside this document.

FINAL CONSULTATION

Following completion of the needs assessment and initial consultation, in July 2016 the Council published its final proposed commissioning intentions (“Proposal and Integrated Impact Assessment”) for proposals for future commissioning of sexual Health services in Newcastle.

The “Proposal and Integrated Impact Assessment” was published for consultation on 14 July 2016 and consultation closed on 28 July 2016.

A copy of the “Proposal and Integrated Impact Assessment” document is attached alongside this document.

The Council also made available a summary of the feedback from the initial consultation and the final health needs assessment during this period.

All of the documents were published on the Let’s Talk Website and comments were also invited from anyone who had previously registered an interest or who had contributed to the initial consultation stage. Comment was also requested via email.

Feedback Event

During the final consultation period, a feedback drop in event took place on 22 July 2016. This provided an opportunity for a wide range of providers and stakeholders to come along and look at the proposals and give their views and feedback. Attendees were also asked to think about how Social Value could be incorporated into the model.

The event included opportunities for discussion and attendees were also encouraged to record their comments on table top sheets which were collected at the end of the day.

A copy of the presentation delivered at the event can be found is attached alongside this document.

In total **25 people** attended this event. This included staff from the main Provider of the current clinical service, along with representatives from Voluntary and Community Sector organisations.

In addition to feedback received on the day, the Council received written feedback from 4 stakeholders via email.

SUMMARY OF FEEDBACK FROM THE FINAL CONSULTATION

Feedback received as part of the final consultation is presented below, along with additional clarification from the Council where appropriate. All comments, with the exception of the comments relating to phasing of procurement, relate to the integrated clinical service.

The feedback centred around 6 key areas:

Phasing of procurement

- In relation to the **Phasing of Procurement**, the suggested approach of delaying the Procurement of the non- clinical services until 2017/18 was welcomed. It was appreciated that support would be provided to Non Clinical providers and time be given to establish collaborative relationships and to allow the provider of the new Clinical arrangements to be involved also.
- In relation to the Non Clinical service one particular comment requested that targeted provision for vulnerable and looked after children and young people be prioritised.

Council response: This will be considered when we look at the procurement of the Non Clinical Service.

Outreach

- In relation to **Outreach**, comment was raised about whether the Outreach Service would continue as a result of the proposed model. It was felt that it was important to include STI Testing Outreach in settings such as Pride, Saunas and LGBT scene venues. This was considered important as this work was well established and reached service users who might not access clinical settings.

Council response: We have used the feedback (along with the health needs assessment, and national and local evidence, best practice and mandatory requirements) to inform the development of the service specification for the integrated service. We will look at how outreach can be incorporated into the service specification to address this issue

Clarification of Service and Service Specification

- In relation to **Clarification of Service and Service Specification**, it was felt that it was positive to include the Learning Disability Nurse and C Card Scheme within the clinical provision along with sexual health promotion.

- Partnership work with the Newcastle Sexual Health training programme was highlighted as an area which should be included in the specification, committing the provider's involvement in this important area.
- It was also highlighted that Partner Notification for those people receiving STI Diagnosis needs to be included in the Service Specification.

Council Response : Partner Notification will be included in the Service Specification

The role of the service provider to support and facilitate training for clinical and non-clinical staff will be included in the service specification

Health promotion and meeting the needs of vulnerable groups will be an expectation of service delivery included in the service specification

Social media

- The recognition of improved and more widespread use of **Social media** in the service was welcomed and it was suggested that we look to other areas of the Country for examples of good practice.

Council response: We have used the feedback (along with the health needs assessment, and national and local evidence, best practice and mandatory requirements) to inform the development of the service specification for the integrated service. We will also set out in the service specification the expectations in relation to developing the use of social media.

Networking and mapping of services

- **Networking and mapping of services** was seen as something that was very important for the future service provider and its inclusion in the proposal was welcomed.

Social Value

In relation to social value it was felt that this opportunity could and should offer training and apprenticeship opportunities for residents of the City.

It was also felt that were possible administration, could be conducted in a paperless way thus having a positive environmental impact.

Council Response: We will ensure that Social Value is a consideration as part of the tender process so that Providers will be able to demonstrate how they will achieve this.

