



Glasgow City Council

Wellbeing, Empowerment, Community & Citizen
Engagement City Policy Committee

Report by Interim Chief Officer, Glasgow City Health and Social
Care Partnership

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**TRANSFORMATIONAL CHANGE PROGRAMME – SEXUAL HEALTH
SERVICES IMPLEMENTATION PLAN**

Purpose of Report:

To set out the Implementation Plan and timetable in the sexual health services transformational change programme, including workforce, financial framework, and service locations

Recommendations:

The Wellbeing, Empowerment, Community & Citizen City Policy Committee is asked to:

- a) Note the proposals contained in this report; and
- b) Note the proposed timescale for implementation of the new service model.

Ward No(s):

Citywide:

Local member(s) advised: Yes No consulted: Yes No

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1. Background

1.1 The plan for the next 3 years to remodel sexual health services in Greater Glasgow and Clyde (GGC) is set out in the Transformational Change Programme – Sexual Health Services (March 2018) which has been endorsed through engagement with our partners and with the public, and was approved by Glasgow City Integration Joint Board (IJB) in March 2018.

1.2 The objectives of the Transformational Change Service Review were to:

- Improve the use of existing resources and release efficiencies through service redesign, with consideration of team structures, skill mix, localities and patient pathways
- Encourage those who could be self-managing to be supported differently
- Ensure that Sandyford services are accessible and targeting the most vulnerable groups.

1.3 Key service improvements which will be delivered as a result of the Service Review are:

- Access to service for young people aged up to 18 will be improved with new and more service locations established for them, including early evening and a Saturday afternoon service, resulting in better outcomes for young people.
- An improved model of service for adults allowing more appointments to be offered across fewer service locations, more people able to be seen each year, and to have more of their needs met in ways that better suit them and by the right staff at the right time.
- People will be able to virtually attend services and access sexually transmitted infection (STI) testing.
- Improved access to long acting and reversible methods of contraception (LARC) by providing these appointments at all Sandyford locations.
- Improved access to oral hormonal contraception at some community pharmacies throughout Glasgow
- Access to sexual health services will be improved by expanding the provision of Test Express services (fast access testing service provided by Health Care Support Workers for people without symptoms) across all Sandyford locations.
- Quicker and easier telephone booking and access, and a comprehensive online booking system introduced.

2. Future Service Model

2.1 A full and detailed paper on the Transformational Change Programme – Sexual Health Services Implementation Plan was presented to Glasgow City IJB in November 2019 for approval. The full report can be viewed here:

<https://glasgowcity.hscp.scot/publication/item-no-7-transformational-change-programme-sexual-health-services-implementation-plan>

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- 2.2 The Transformational Change Programme has recommended that the future service model should comprise of 3 tiers of service provision for clients who need to see specialist sexual health services:

Tier 3 - one specialist service which will deliver routine scheduled, emergency and urgent/undifferentiated care, and all specialist services; located in Glasgow city centre / North West;

Tier 2 – four larger connecting services which will offer routine scheduled, emergency and urgent/undifferentiated care; located in Renfrewshire and Glasgow North West, Glasgow South and Glasgow North East. The South and North East services will also integrate tier 1 services to establish a more comprehensive service provision including evenings;

Tier 1 - smaller, local services which will offer routine scheduled and emergency care; located in East Renfrewshire, Inverclyde, West Dunbartonshire, East Dunbartonshire and Glasgow city.

- 2.3 **Young people's services** for those aged up to 18 (and older if care experienced) will be improved to allow easier access to services designed for and with them, and better outcomes for those young people. We will provide routine and emergency care in early evening sessions for young people across all HSCP areas, and will work in partnership to develop these. Over time some of these services may be delivered by appropriately trained staff from within the HSCPs.
- 2.4 **Online services** will support people with simpler and more straightforward clinical needs to navigate access to the services they need in a timely manner. People who ordinarily use Sandyford services for routine STI tests will be able to access this online as a fully integrated service to ensure a seamless and fast-tracked pathway for people who need treatment and/or follow up. This online service will be established initially as a demonstration project for people living in East Renfrewshire and East Dunbartonshire as well as in Castlemilk, Drumchapel, Springburn, Pollok and Easterhouse. Testing the service in these areas for 12 months will also allow further assessment of the physical service provision in other areas.
- 2.5 **Pharmacy Contraception provision** - We are working with colleagues and will establish and test 7 day a week delivery of oral hormonal contraception in sites across Glasgow, East Renfrewshire and East Dunbartonshire.

3. Engagement and Partnership Working

- 3.1 We have engaged with Glasgow City HSCP about the service changes in local areas and the specific service model.
- 3.2 Development of the Implementation Plan for the Transformational Change Service Review has had multi-partner and multi-agency involvement. Staff Partnership Forum has been represented on the Implementation Board and Sandyford staff have been involved and informed. We have engaged in discussions with partners in all HSCPs in GGC in order to agree the number and locations of future tier 1 and tier 2 services. These discussions are ongoing and in some cases will

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continue throughout the life of this Implementation Plan to determine the exact shape of the future Sexual Health service. We will continue to engage with staff through the Staff Reference Group which was established as part of the Service Review implementation phase. This acts as a forum for the exchange and development of ideas, views and concerns, to enable staff to discuss the emerging Implementation Plan, and to test out the implications of service change proposals for staff.

3.3 A public engagement process was undertaken between 5th August and 13th September 2019. We worked with Glasgow City HSCP and the Scottish Health Council to develop the public engagement in order to gather views on our proposals from a wide range of stakeholders including service users, members of the public, partner organisations, staff, and other interested parties. The engagement process included the following:

- A summary document outlining the proposals was available as a pdf online on the HSCP and sexual health websites and via Sandyford Twitter, and printed copies were available in all Sandyford services (1500 printed).
- A short animation was developed, highlighting the proposals of the summary document in a more accessible format.
- Feedback was sought via a short online survey and also available in paper copies with prepaid envelopes to support returns.
- Electronic copies of the summary were emailed to 3000 Sandyford service users, 180 voluntary sector and community groups, NHS and partner organisations, and to Sandyford staff
- Face to face briefing meetings were held with local groups and forums on request.

3.4 Conclusions of the Engagement

- There was a good level of engagement with the online survey from the public, staff and other professionals
- Most respondents were positive about the proposed service changes with the public viewing the overall proposals more positively than staff
- Measures to facilitate faster and easier access to the service were well received and many reported frustrations at the current service access barriers
- There is a high level of support for some of the innovative approaches and service provision elements
- The online booking facility is more important to public whilst still rating high for staff and others
- There is some concern about people needing to travel further to access service especially from staff in a range of services. Alongside this sits concern about relocating services from some of the areas in Glasgow City, especially from areas of deprivation.
- There was a good level of engagement with young people in a separate survey
- 91% of respondents (YP) said the proposed opening times 3.30-7.30 pm were ok for them

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- Overall, the majority of respondents (YP) considered the proposed location of the young people's clinic, within their locality, to be acceptable.

3.5 Further engagement and evaluation will take place throughout the life of the Implementation Plan and will focus on issues including:

- Service user confidence and satisfaction with new services
- Staff/professional confidence and satisfaction with new ways of working
- Primary Care and other Partners' confidence and satisfaction with new services
- Equity
- A shift of non-complex work away from most senior specialist clinicians
- Impacts on the wider healthcare system
- any emerging issues which could be addressed in the short term and/or any major issues or risks which may impact on long term implementation

3.6 We will also carry out a marketing engagement exercise to establish the new names of the tiered services that are recognisable and meaningful to service users, partners and professional colleagues, staff and the public.

4. Policy and Resource Implications

Resource Implications:

Financial: Implementation of the model will be funded from within the existing sexual health budget

Legal: None

Personnel: Any implications will be managed through NHS GGC Workforce Change policy

Procurement: Provider of the online service demonstration project will be procured under NHS Standing Financial Instructions

Council Strategic Plan: The Implementation Plan aligns to cross cutting theme 'A Healthier City' in the Council Strategic Plan 2017-22 (Priority 38).

The Plan has been informed by engagement with clients, staff, partners, members of the public, and other stakeholders.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2017-22

In developing this new service model we will aim to ensure services are equalities sensitive and targeted appropriately.

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In line with policy, an assessment of the impact of any service changes on protected characteristic groups has been carried out as part of this Implementation Plan (<https://glasgowcity.hscp.scot/publication/eqia-sexual-health-services>). Specific work looking at transport and public transport routes to the proposed locations for future services has also been carried out as part of the EQIA process.

What are the potential equality impacts as a result of this report? (no significant impact, positive impact or negative impact)

Please highlight if the policy/proposal will help address socio economic disadvantage. (no significant impact, positive impact or negative impact)

Sustainability Impacts:

Environmental: None

Social, including opportunities under Article 20 of the European Public Procurement Directive: None

Economic: None

Privacy and Data Protection impacts: Development of the online testing service demonstration project will involve a DPIA

5. Recommendations

5.1 The Wellbeing, Empowerment, Community & Citizen City Policy Committee is asked to:

- a) Note the proposals contained in this report; and
- b) Note the proposed timescale for implementation of the new service model.