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**To:** Renfrewshire Integration Joint Board

**On:** 22 November 2019

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**Report by:** Chief Officer

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**Heading:** NHSGGC Transformational Change Programme: Sexual Health Services Implementation Plan

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## **1. Summary**

- 1.1. As part of the Transformational Change Programme for Sexual Health services, a new service model is proposed which will provide services in a tiered way with routine, scheduled and unscheduled, urgent and complex, and highly specialist services being provided in the tiers. The current Renfrewshire sexual health service will be developed into a tier 2 service providing routine scheduled, emergency and urgent care on 5 full days each week with enhanced staffing levels. The new tier 2 model of service will be established in the current Paisley location. A Young people evening service will be provided from a suitable location, to be agreed with our HSCP partners.
- 1.2. The proposed changes outlined in this paper will begin to be put in place from January 2020.
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## **2. Recommendation**

It is recommended that the IJB:

- Note the proposed timescale for implementation of the service changes as part of the new service model.
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## **3. Background**

- 3.1 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 Integrated Joint Board (IJB) in March 2018.
- 3.2 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.

#### **4. Key Service Improvements**

4.1 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.

4.2 A full and detailed paper on the Transformational Change Programme – Sexual Health Services Implementation Plan is being presented to Glasgow City IJB in November 2019 for approval, and can be sent to Renfrewshire IJB thereafter.

#### **5. Future Service Model**

5.1 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
- **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.
- **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.

## **6. Changes to Services in Renfrewshire**

- 6.1 The current service in Renfrewshire is provided over 4.5 days from the Clinic in New Sneddon Street, Paisley. This service will be developed into a tier 2 service, providing routine scheduled, emergency and urgent care on 5 full days each week, with enhanced nursing staffing levels. In line with the development of a tier 3 service in Glasgow with the centralisation of all specialist services, there will be no medical staff providing clinics in Paisley. The new service will have Advanced Nurse Practitioner leadership each day, and access to senior clinical decision making and support and specialist advice from the tier 3 service.
- 6.2 An evening service for Young People will be provided from a suitable and accessible location, to be agreed with HSCP partners.
- 6.3 The proposed service changes will begin to be put in place from January 2020.

## **7. Consultation and Partnership Working**

- 7.1 Glasgow City have engaged with Renfrewshire HSCP about the service changes in the local area and have met to discuss the specific service model and the development of the current service into a tier 2 service with increased service provision and enhanced staffing.

7.2 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 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.

7.3 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.

7.4 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
- Overall, the majority of respondents (YP) considered the proposed location of the young people's clinic, within their locality, to be acceptable.

7.5 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

7.6 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.

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## Implications of the Report

1. **Financial** – There are no financial implications for Renfrewshire HSCP. Transitional funding will be required to establish the online service, however this will be found from the overall financial framework
2. **HR & Organisational Development** – there are no HR & Organisational Development implications for Renfrewshire HSCP
3. **Community Planning** – there are no Community Planning implications for Renfrewshire HSCP
4. **Legal** – there are no legal implications for Renfrewshire HSCP
5. **Property/Assets** – property remains in the ownership of the parent bodies.
6. **Information Technology** – there are no Information Technology implications for Renfrewshire HSCP
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for

infringement have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

- 8. **Health & Safety** – there are no Health & Safety implications for Renfrewshire HSCP
- 9. **Procurement** – procurement activity will remain within the operational arrangements of the parent bodies.
- 10. **Risk** – None.
- 11. **Privacy Impact** – n/a.

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