Consultation Document:

Draft Quality Requirements for Sexual Health Services in Wales

August 2007
Draft Quality Requirements for Sexual Health Services in Wales

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Draft Quality Requirements for Sexual Health Services in Wales

The Consultation process

Your comments are invited on these Quality Requirements for Sexual Health Services in Wales commissioned by the Welsh Assembly Government as part of the Sexual Health Modernisation Programme.

When responding, please state your name, title, and, if relevant, the organisation on whose behalf you are responding.

These Sexual Health Quality Requirements have been developed from a strong evidence base, build on current good practice and are designed to ensure quality and equity for all.

The Welsh Assembly Government intends to publish the responses to this document. Normally, the name and address (or part of the address) of its author are published along with the response, as this gives credibility to the consultation exercise. If you do not wish to be identified as the author of your response, please state this expressly in writing to us.

Please forward your response no later than 31 October 2007 to:

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Draft Sexual Health Services Quality Requirements

Cover sheet for responses to consultation

Name

Job title or role

Contact details
Tel No
Email

Are you responding as an individual?
Yes/No

If no, on behalf of which organisation are you responding?

If you are responding on behalf of your organisation how were the views of your colleagues ascertained?
**Draft Sexual Health Services Quality Requirements:**

**General questions:**

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<td>If implemented will they promote improvement in sexual health?</td>
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<td>Do the requirements promote equity of access and quality of services across Wales?</td>
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<td>Do the requirements reflect the minimum level of service you would like to provide/ have provided?</td>
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<td>Will the requirements be useful to users of the services?</td>
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<td>What support would you require in their implementation?</td>
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Additional Comments
## Draft Sexual Health Services Quality Requirements

Specific questions on the requirements for your consideration:

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<th>Requirement</th>
<th>Have we omitted any key area? Will the requirement achieve the aim?</th>
<th>Is any of the content inappropriate/inaccurate?</th>
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Additional Comments
Draft Quality Requirements for Sexual Health Services in Wales

Improving Sexual Health

The Strategic Framework for promoting sexual health in Wales was launched in 2000. It aims to improve the sexual health of the population by ensuring that people have access to sexual health information, advice and services.

Key objectives within the Strategy were:

- To ensure that all people have access to sexual health services.
- To reduce the incidence of sexually transmitted infections (STIs)
- To create an environment supportive to improving sexual health
- To ensure that all young people receive effective education about sex and relationships education (SRE)
- To reduce rates of unintended teenage pregnancy;

HIV and Sexual Health Service Modernisation Programme

In line with the objectives of the Strategic Framework for Sexual Health, a review of HIV and Sexual Health Services in Wales was carried out. The Welsh Assembly Government published the outcome of the review in December 2004 and announced its intention to introduce a Modernisation Programme for HIV and Sexual Health Service.

The overarching aim of the Modernisation Programme is the integration of the existing genitourinary medicine and family planning services into a single health service based in the community as far as possible. This single service will maximise the opportunity for preventative health checks, prompt diagnosis of infections and provide a more effective, efficient and acceptable service for both patients and staff.

A key objective for achieving this aim is to develop national evidence based quality requirements to underpin the planning, organisation and delivery of these services and ensure equity of access to high quality integrated care.

Sexual Health Services Quality Requirements for Wales

The Welsh Assembly Government is committed to the implementation of a common framework of healthcare standards for NHS care and treatment in Wales and in May 2005 published A Statement of Healthcare Standards – Standards for NHS Care and Treatment in Wales. In developing the Sexual Health Services Quality Requirements for Wales, the project group worked to the principles that underpin the Healthcare Standards which aim to support the NHS and partner organisations in Wales.

The Sexual Health Services Quality Requirements were developed in collaboration with senior clinicians from GUM, Family Planning Services, the Infectious Disease Unit at Cardiff and Vale NHS Trust. Terrence Higgins Trust, the Family Planning Association and psychosexual services provided expert advice and guidance. The
Sexual Health Project Group acknowledges with gratitude the invaluable contribution of the MedFASH Standards for Sexual Health Services and standards for NHS HIV Services. They have also been endorsed by the all Wales Advisory Group for Sexual Health. The evidence base and good practice guidance that underpins the requirements has previously been circulated to clinicians, Trusts and LHBs.

The Sexual Health Services Quality Requirements do not include what is expected of any NHS provider of outpatient services – clearly signposted services, reasonably accessible by public transport and accessible by wheelchair-users, people with pushchairs, those with difficulty walking and those with sight impairment. The markers of a quality patient experience and service are well described under each Quality Requirement.

Similarly, it is understood that all providers of Sexual Health Services have a confidentiality policy that is consistent with the Fraser Guidelines on advice to under 16s, The Children’s Act, The NHS (Venereal Disease) Act, the Data Protection Act and Caldicott Guidelines, the All-Wales and local Child Protection Procedures. This will also be included in service specifications.

The Seven Sexual Health Services Quality Requirements for Wales:

Quality Requirement 1: Sexual Health Networks
Quality Requirement 2: Sexual Health Promotion
Quality Requirement 3: Sexually Transmitted Infections
Quality Requirement 4: Contraceptive Care
Quality Requirement 5: Abortion services
Quality Requirement 6: HIV and AIDS
Quality Requirement 7: Psychosexual Services

An overarching requirement for all seven quality requirements is that all patients/families will be communicated with in a way that meets their the needs in terms of their linguistic, cultural and educational background account will therefore need to be taken of these needs in the delivery of services
Quality Requirement 1:  Sexual Health Networks

Services that enhance sexual health are informed by best available evidence and are planned, organised and delivered through partnership working

Aim: To provide a framework for: sharing of information and best practice; strengthening established links and building new partnerships; identifying gaps in service delivery and agree multi-agency solution from within existing resources; considering the evidence of effective promotion of positive sexual health and oversee its implementation, co-ordination and evaluation in the community; oversee promotion and advertising of requirements in the community

1. People’s experience

The individual should have:

- Opportunities to influence, at a local level, the design and delivery of sexual health services with opportunities for formal involvement in the network
- Understanding of local services, infrastructures and access points

2. The Services Provided

- Networks have a nominated network lead to oversee the development of the network and network activity and to develop public and patient participation
- All service providers, statutory and non-statutory, who provide sexual health care, are represented on the network
- Sexual Health networks identify local sexual health priorities, identify gaps in service delivery and agree multi-agency solution
- Sexual Health networks support and monitor the delivery of the Sexual Health Quality Requirements through the commissioning process
- Sexual Health networks lead on the promotion and advertisement of services to the local community
Quality Requirement 2: Sexual health promotion

Each young person and adult has the knowledge and skills to maintain sexual wellbeing through access to advice and information

Aim: To support all people to have the knowledge and skills to maintain sexual wellbeing

1. Peoples experience:

The individual should have:

- Access to consistent, accurate and culturally appropriate information on sexual health from a range of providers and agencies including health, education, social services and the voluntary sector.

- Understanding of where and when to access support and interventions to minimise risks of STIs and HIV or unwanted pregnancy.

- Opportunities to develop the self-efficacy skills to support decisions and choices about sexual health

2. The Services Provided

- Health promoting activities are co-ordinated and integrated across the Sexual Health networks

- All staff are given educational/training support to ensure that they have the skills and knowledge to impart information/advice

- All agencies and services maximise the opportunities to promote sexual health, work to an evidence base where available and support evaluation of interventions and initiatives

- The health promotion needs of vulnerable and marginalised groups are identified and any action required agreed and supported through the Sexual Health networks
Quality Requirement 3: Sexually Transmitted Infections

Each person with a Sexually Transmitted Infections has timely and convenient access to Sexual Health Services.

Aim: To reduce the burden of disease caused by infection through early diagnosis and treatment.

1. Peoples experience:

   The individual should have:

   - Same day access for urgent, acute symptomatic infection (e.g. primary herpes)
   - Access to Sexually Transmitted Infection (STI) services within 2 working days
   - Routine testing for and management of *Chlamydia trachomatis* infection for all individuals under 25 accessing sexual health care/services and others as appropriate
   - Advice on and provision of contraceptive care provided either directly or through appropriate referral, to all those who present for diagnosis or management of STIs
   - Encouragement and support in informing sexual partners minimising risk of re-infection and onward transmission
   - On-site pregnancy testing if indicated and empathetic unplanned pregnancy information and support and prompt referral to abortion services.
   - Psychosexual needs addressed

2. The Services Provided:

   - Safe and sustainable genitourinary medicine and contraceptive services are provided as a single integrated service provided as locally as possible
   - Sexual health services are planned, organised and delivered to ensure that people with possible or confirmed sexually transmitted infections have all their needs met.
   - Advice, education and support to minimise risk of further transmission/acquisition of STI
- The tests for STIs offered to individuals are based on national criteria. Patients receive the same sexual health support in all service settings achieved through the implementation of nationally agreed clinical care pathways.

- Specialist centres (within the sexual health units) provide for the needs of complex cases and conditions that have not responded satisfactorily to care in the dispersed services.
Quality Requirement 4: Contraceptive Care

Each young person and adult has timely access to appropriate contraceptive care to enhance sexual health and minimise the risk of sexually transmitted infection and unwanted pregnancy.

Aim: To improve patient experience and enhance sexual health through minimising risk of STIs and unwanted pregnancy.

1. Peoples experience:

   The individual should have:

   - Access to full range of contraceptive services, either at the clinic attended or through referral.
   - Access to contraceptive services within 2 working days.
   - Access to emergency contraception available within 24 hours.
   - Access to on-site pregnancy testing if indicated.
   - Empathetic information and support for unplanned pregnancy and prompt referral to abortion services.
   - Assessment and management of other sexual health needs if indicated (Chlamydia testing, STI and HIV risk, cervical cytology etc) through care pathways.
   - Their psychosexual needs addressed.

2. The Services Provided:

   - Services provide a choice of times and types of clinic/practice services for the population served (daytime/evening, walk-in/appointment).
   - Services that operate an appointment system instead of walk-in clinics provide appointments within 48 hours for non-urgent consultations and see urgent cases within 24 hours.
   - Appointments for specialist services including permanent methods are provided within 12 weeks of initial contact.
   - ‘Morning after’ pill is available to people accessing unscheduled care services.
- Advance provision of hormonal EC and instructions on use are offered to people who request it from Sexual Health Services
- Arrangements for emergency coil fitting in accordance with Faculty guidelines
- The availability of EC, including out of hours access, is highlighted in any publicity materials about Sexual Health Services.
- The standard of care is the same in all settings – primary care, community clinics, specialist centres. This is achieved by the implementation of nationally agreed clinical care pathways.
Quality Requirement 5: Abortion Service Provision

Each woman has timely access to abortion services to reduce the risk of physical complications or negative psychological outcomes arising from abortion.

Aim: To improve patient experience and reduce complications and negative psychological outcomes of abortion through timely access to services

1. Peoples experience:

The individual should have:

- Telephone access to abortion services
- Access to Comprehensive, accurate, unbiased information.
- Prompt assessment and access to an abortion ideally within 1 week, but within a maximum of 3 weeks, of initial contact with health care providers.
- Choice of abortion methods, which are appropriate for their gestation and individual circumstances.
- Access to pre and post abortion counselling services
- Access to testing for chlamydia infection, and for other STIs if indicated, with prophylactic treatment provided when results are not available prior to the procedure.
- A contraceptive plan appropriate to their needs post abortion
- Follow up if clinically indicated.

2. The Services Provided

- Named consultants(s) responsible for delivery of the service
- Services provide or organise NHS funded abortions to meet the needs of women resident in an area minimum of 90% to be NHS funded
- Services are organised to enable abortions to be provided as early in gestation as possible
- Abortion services provide immediate advice and supply of the full range of contraceptive services including condoms – and ensure access to more permanent methods
- Integrated care pathways support the interface between abortion services and other elements of the sexual health services

- Services have strategies for supporting the needs of those who require repeat abortions
Quality Requirement 6: HIV and AIDS

Each patient with HIV and their carers and families have access to specialist HIV treatment and care services and those requiring multi-agency support receive integrated care

Aim: To ensure all people with HIV, their carers and families have access to specialist HIV treatment and care services that meet their needs and that those requiring multi-agency support receive integrated care

1. Peoples experience:

The individual should have:

- An assessment by a doctor who provides HIV care within 2 weeks of HIV diagnosis
- Joint decision making with providers of services
- Access to specialist HIV treatment and care services; to a full range of medical specialities and supporting services, both in community and/or secondary care
- Access to good quality medical and dental care that can be measured
- Access to support for secondary prevention in relation to sex, relationships and disclosure
- Access to social care services which are responsive, culturally appropriate and tailored to individual need
- Integrated sexual health and HIV care
- Prompt access to effective treatment of all emergencies (HIV and other) including post exposure prophylaxis for non occupational HIV exposure
- Access to palliative and respite care services

In addition:

- All pregnant women will be offered the HIV test and if positive, will receive appropriate integrated care in accordance with BHIVA guidance
- Children, their families and carers will have access to both specialist adult and paediatric multidisciplinary care and support
2. The Services Provided

- Within 2 weeks of HIV diagnosis, all patients should be offered assessment by a doctor who provides HIV care.

- Specialist HIV services provided, as a minimum, in closely monitored clinical networks, which may require amalgamation into tertiary centres.

- Services reflect formal patient involvement to ensure constructive dialogue between clinics and people with HIV.

- Through the clinical networks, resources to support medical and dental care will be identified, advertised and appropriate care pathways developed.

- Each network will be developed to support integrated care, all agencies that contribute to this will be involved and roles and responsibilities clearly defined and understood.

- Each network should ensure services provided within their area are consistent with the BHIVA: Standards for HIV Clinical Care.

- Where needed, patients and their carers should have access to supportive, respite and palliative care in accordance with The All Wales Care Pathway for the Last Days of Life.
Quality Requirement 7: Psychosexual Services

Each person accessing sexual health services also has access to specialist psychosexual counselling and therapy

Aim: To address the psychosexual and emotional consequences of a diagnosis and/or treatment of an STI, abortion or contraceptive care and to improve the quality of sexual relationships and emotional wellbeing in the community.

1. Peoples experience:

The individual should have:

- Information available about the availability of specialist Psychosexual Counselling or therapy for such problems.

- Prompt referral to a specialist Psychosexual Counsellor/Therapist for assessment and possible treatment if sexual dysfunction or sexual problems are an issue for the patient.

- An initial assessment for psychosexual counselling or therapy, and a recommendation as to future treatment if any, within one month.

- A service that recognises that sexual dysfunction and difficulties often occur in couple relationships and therefore sees couples together, rather than separately, where patients wish this.

- A diagnosis of the problem and a rationale for further treatment that is clear and understandable to the patient.

- Where ongoing counselling or treatment is indicated, an appointment within one month.

2. The Services Provided

- Services ensure the availability of Specialist Psychosexual Counselling to meet the needs of the population.

- Psychosexual Services provide initial assessment of all psychosexual problems and dysfunctions referred to them. Subject to that detailed assessment, Psychosexual Therapy is offered to patients with sexual dysfunctions as defined by DSM 1V and Psychosexual Counselling to those with more general concerns and anxieties about sexual functioning.
Psychosexual Counsellors work with clinical staff to ensure that the patient’s medical, psychological, emotional as well as psychosexual needs are addressed.

All Sexual Health Units display information about psychosexual problems and dysfunction, the availability of Psychosexual Counselling and Therapy, and how this may be accessed.

Specialist Psychosexual Counsellors provide support for Sexual Health staff in all clinical settings through prompt feedback from referrals, education and multidisciplinary working.
References

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- National Public Health Service (NPHS): Sexual Health Services in Wales (Review) – February 2004
- National Public Health Service (NPHS): Sexual Health Services in Wales (Published guidance for good practice & Evidence base for models of service delivery) – April 2004
- National Public Health Service (NPHS): Sexual Health Services Quality Improvement Toolkit – June 2007
- Welsh Assembly Government: Healthcare Standards for Wales – May 2005
- Welsh Assembly Government: Modernisation of Sexual Health Services in Wales Press Statement – December 2004
- Welsh Assembly Government: Recommended Service Specification for Integrated Sexual Health Services – November 2005
- Welsh Assembly Government: Strategic framework for promoting sexual health in Wales - 2000