

Hillingdon Sexual Health Services Review

Mystery Shopping Report



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Introduction

What is Healthwatch Hillingdon?

Healthwatch Hillingdon is the health and social care watchdog for the London Borough of Hillingdon. We help people get the best out of their local health and social care services, such as doctors, dentists, hospitals and mental health services, whether it's improving them today or helping to shape them for tomorrow.

Healthwatch Hillingdon is all about local people being able to influence how local services work. By making sure their views and experiences are gathered, considered and acted upon, we can help make services better now and in the future.

Who are Young Healthwatch Hillingdon?

We are a group of young people who work with Healthwatch Hillingdon to ensure the views of children and young people living, working or studying in Hillingdon are represented in local health services. We do this by:

- Sharing and promoting information about health issues and services that affect children and young people through events, social media updates and reports.
- Speaking to children and young people and gathering their views about what health issues and services are important to them.
- Working with representatives of health and social care services to try to shape and improve services for children and young people.

The Hillingdon Sexual and Reproductive Health Services Review

In June 2019, Public Health Hillingdon initiated a review of Hillingdon's sexual and reproductive health services for young people. To ensure the services truly meet the needs of local young people they invited Young Healthwatch Hillingdon to conduct mystery shopping activities across online and telephone services, pharmacies and dedicated sexual health clinics and to produce a report of our findings.

The review was carried out by Young Healthwatch Hillingdon members Manil, Smriti, Zainab, Thomika, Majura, Ema and Aisha.

Open letter from Young Healthwatch Hillingdon

Sexual health can be an embarrassing topic to discuss and open up about. So how do pharmacies and sexual health clinics in Hillingdon approach the issue? To find this out, we at Young Healthwatch Hillingdon carried out a mystery shopping exercise with the intent to assess and make improvements to the services. The activity focused on young people's experiences and opinions of services directed at them. We were interested in how the services were accessible, non-judgemental, welcoming, supportive, as well as the quality of their advice.

For the exercise to be efficient and fruitful, a training session was held by Public Health Hillingdon for Young Healthwatch Hillingdon. Though the volunteers could never be fully representative of all young people in Hillingdon, the training made us aware of key issues and pressing questions that were relevant for the feedback to be an accurate reflection of the wider youth.

The services investigated were chosen perfectly as each concentrated on a different aspect of sexual health. KISS for example focuses on personal and conversational counselling for young people, HESA Clinic is directed towards the medical side, emphasising tests and vaccines, with Oaklands Clinic aimed at providing contraception instead of one-on-one talks. I was exposed to the anxieties and problems young people seeking sexual health help and advice may face and was glad that I could make the visits with the purpose to improve the services to help those who need them.

Some of the obstacles we faced included navigating the websites, making appointments by phone and lack of privacy, but we were also happy to note major positives such as an emphasis on privacy and confidentiality at KISS and their very friendly and helpful conversational approach to minimise discomfort and embarrassment; the seriousness at Hesa concerning sexual health and safety when faced with a more complex scenario; and the efficiency of Oaklands and the pharmacies.

I found the exercise very insightful and enjoyable to carry out and would be delighted to take part in further ones for Young Healthwatch Hillingdon.

Manil

Young Healthwatch Hillingdon Member

Mystery Shopping Model

Prior to conducting our mystery shopping activity, Young Healthwatch Hillingdon members met with representatives from Public Health Hillingdon to participate in a training and planning session.

Step 1: Background Information

During the session we were made aware of key sexual and reproductive health issues affecting young people in Hillingdon and the local services available for them:

Online Services

- www.lnwh.nhs.uk - For information about the services provided by pharmacies and clinics including locations and opening times.
- SH:24 - To order STI kits for home delivery or click and collect from pharmacies.

Telephone Services

To make appointments and get general sexual and reproductive health information and advice.

Pharmacies

To obtain STI testing kits (either directly or via click and collect service) and for general sexual and reproductive health and information and advice.

- Carewell Chemist (West Drayton)
- Boots (Yeading Lane, Hayes)
- Vantage Chemists (Barra Hall, Hayes)
- Vantage Pharmacy (Kingshill Avenue, Hayes)
- Brunel Pharmacy Medical Centre (Brunel University Campus, Uxbridge)

Sexual Health Clinics

For a variety of services including information, advice and support, STI and pregnancy testing and free contraception including emergency contraception.

- KISS at Fountains Mill Young People's Centre (Uxbridge)
- HESA Clinic (Hayes)
- Oaklands Clinic (Hillingdon)
- Brunel Medical Centre (Brunel University Campus, Uxbridge)

Step 2: Preparation

Following this, we discussed how we would go about conducting the service review through clinic visits, visits to pharmacies plus telephone and online reviews.

Telephone and online review activities included ordering and picking up STI testing kits, assessing the accessibility of the websites and booking appointments.

We also devised four scenarios to use when visiting or telephoning services which addressed diverse situations, barriers, and worries that young people may face:

1. Young person (YP) is in a new relationship, thinking of having sex but wanting advice and information.
2. YP had sex with a partner and the condom split so looking for information and advice.
3. YP had missed a contraceptive pill but continued to have sex. Nervous to go to regular GP (who provides prescription) for advice and information.
4. MSM (men who have sex with men) YP with older partner who suggested trying chemsex. YP is uncertain and looking for information and advice.

These scenarios were both diverse and simple enough for the different Young Healthwatch Hillingdon members to approach them distinctively to arrive at a pretty comprehensive picture of the services.

The training was an excellent preparation for the mystery shopping by raising our awareness of sexual health issues for young people and giving us the knowledge of what would make a successful visit.

Importantly, we were informed about safeguarding and protocols to follow and asked to share doubts to ensure that we were comfortable with the subject matter. We were also provided with a questionnaire reminding us of the criteria to assess at each service.

Step 3: Commencement of Activities

Activities were conducted throughout August and clinics were informed by Public Health Hillingdon that mystery shopping activities would be taking place during this period.

The Young Healthwatch Members carried out:

- 10 clinic visits (although clinics were shut on 2 of these occasions so advice and information were provided but limited);
- 8 pharmacy visits;
- Multiple telephone calls for appointment booking and advice and information;
- Detailed reviews of online services including reviews of individual pharmacy websites.

Key Findings

Online Services

London North West Healthcare Trust Website

There were mixed reviews for the London North West University Healthcare Trust website. Comments included:

- There were too many clicks to find out what you need to know.
- You must know straight away that sexual health services are community services and then must search for Hillingdon. It is not obvious.
- The website was easier to use on a computer. It was quite difficult on a phone.
- Once you reviewed the site things seemed to make sense.

Recommendations:

- The search capability on the site should lead to the correct places and there should be a clearer path to information about sexual health services in Hillingdon.
- It should be made clear on the London North West Healthcare Trust website that you can only phone to make appointments at clinics the day before you want to see someone.
- It is good to have everything online - services and the ability to make appointments. Having access by telephone is fine but online options are better.
- A live chat service would be useful. A good middle group between telephone and online services.

SH24 Website

Young Healthwatch Hillingdon found SH24 “*fine to use*” but there were three issues to raise.

- When using the site, if the user goes back from the pharmacist screen to change any details, the delivery address for the STI kit automatically changes back to the user’s home address. This is concerning because people might not notice and then could get kits delivered to their home address when they don’t want them to be.
- The site does not allow users to order more than one STI kit using the same telephone number.
- The click and collect codes only work with smart phones. When ordering a click and collect kit with a different type of phone, the code did not come through.

Individual Pharmacy Websites

Carewell Chemist, West Drayton

- The site for this chemist was easy to navigate around and looked sleek.
- They offer free chlamydia screening and treatment for 15-24 year olds, as well as have information surrounding the C-card condom distribution scheme. However, information was quite limited and didn't specify whether the chlamydia screening was available as a walk-in or through appointments only. This would have been useful. They mention to call them up for more information, however not all young people may feel comfortable or be able to do so.
- Under their "Health Advice" tab, the navigation is once again good. They list all sexual health related topics with separate pages opening for more information on each topic. Information is thorough but it would be helpful to have pictures/diagrams for certain things. For instance, they have a section on "how to use a condom" yet provide no pictures or diagrams to support the information. This could be an issue for young people who find reading challenging.
- The information about visiting an STI clinic is really useful and reassuring and mentions things such as: what you can expect, a debrief of possible questions asked, getting your STI results and even having separate external links to some STIs in order to get more information about them.

"Overall, the site for this chemist is really useful and I would be very likely to visit this site again to get information."

Vantage Pharmacies (Kingshill Avenue, Hayes and Barra Hall, Hayes)

- The site for this chemist was OK to navigate around but lacked presentation and, overall, looked quite cramped and boring.
- Clicking on 'Department and Services' led to a page that again felt dull and cramped. The information wasn't nicely spread out and due to their bullet-point format, it was difficult to understand a lot of the information they had under their 'Pharmacy Service' heading. There were three headings titled 'Pharmacy Service', 'Pharmacy Service (NHS)' and 'Pharmacy Service (non-NHS)' which is confusing. It is unclear if these are all available at the chemist or not. It would help if this was specified, or at least explained.

"Overall, the site for this chemist wasn't very useful. They mention briefly what they offer, however no further information is displayed nor linked to find out more. As a result of this, I am not at all likely to use this site again."

Telephone Services

- Getting through on the telephone was challenging. One mystery shopper called the HESA Clinic (in one morning) 12 times before anyone picked up and was cut off.
- Sometimes you were asked about symptoms on the phone but not always.
- *"HESA just assumed you would want to get tested and they give you instructions straight away without asking if you want to get tested."*
- One mystery shopper phones Fountain's Mill and although she was informed that she couldn't book an appointment for KISS because they were closed, the person on the

phone said they were very happy to help if the young person was comfortable talking on the phone. The advice and signposting were thorough and delivered in a friendly way.

Recommendations:

- Young people prefer online services over telephone services because they find it more difficult to talk about sexual health out loud.

Pharmacies

- Young Healthwatch Hillingdon found the Click and Collect service easy to use and pharmacists also signposted them to SH24 when the Mystery shoppers asked where to get STI testing kits. There was some confusion about whether young people can visit a pharmacy and collect a STI kit without pre-ordering from SH24.
- Getting information and advice about sexual health differed between pharmacies. Some of the Mystery shoppers felt that despite being informed that you could get advice and information at pharmacies, it didn't feel like they provided this.
- One Mystery Shopper had an excellent experience at Barra Hall Pharmacy. She received a warm welcome and appreciated that the male pharmacist she initially spoke to, asked if she would prefer to speak to a female pharmacist. The pharmacist was "very sweet and not judgmental" and provided lots of advice, information and options about emergency contraception, pregnancy and options for unwanted pregnancy.
- Brunel Pharmacy was difficult to find and although the pharmacist was non-judgmental, answered questions and signposted to Brunel Clinic for advice and contraceptives, the Mystery Shopper felt rushed. When the Mystery Shopper asked to be seen in a more private space, she was taken into a separate room, but the window was open, and the pharmacist spoke very loudly. The other young person waiting outside the pharmacy could hear through the window.

Recommendations:

- Pharmacists should talk about age and consent in the same way that clinics do.
- Pharmacies should ensure that spaces used for confidential conversations are suitable.

Would you use this pharmacy again?

- Brunel Pharmacy - Yes (1)
- Vantage Pharmacy (Barra Hall) - Yes (2)

Clinics

Young Healthwatch Hillingdon were impressed by the services provided by all clinics they mystery shopped and would recommend the services to their friends.

- *“The services were really helpful and not awkward.”*
- *“Overall the service is great, and the advice and support were really good.”*
- *“They talk to you on your level. They knew where you were at.”*
- *“There is no reason I wouldn’t recommend the service”.*

General Feedback

- *“It might be strange to go to the other clinics for safe sex advice (except KISS) because they don’t seem to be designed for this type of support. [They are] more for just getting contraception.”*
- *“It may be difficult to change but having to speak in the waiting areas of the general health clinics - Oaklands and HESA - was a bit awkward.”*

Clinic Specific Feedback

Clinic	Feedback	Recommendations	Would you use this clinic again?
KISS	<ul style="list-style-type: none"> ● The people on reception were very welcoming. ● It was good that you could point at a resource that showed who you could see/type of service you wanted rather than have to say it out loud. ● The support in the appointments was very good. The staff were friendly, kind and understanding. ● The confidentiality statement was declared and reiterated and this information, along with the safeguarding information, was excellent. ● During one visit, even though a nurse was not available, another member of staff was present and able to give information and advice. ● Staff clarified misinformation about emergency contraception and ensured mystery shopper knew all the contraceptive options available. ● Covered relationship with partner as well as the reason mystery shopper attended. 	<ul style="list-style-type: none"> ● It would help for the person on reception to initiate conversation rather than leaving it to the young person e.g. ask if they need any help as well as saying “Hello”. ● The resource displaying services/people you could see was only used with two out of the three mystery shoppers. This should be used with all service users. ● The appointment list including young people’s names and information could be seen by anyone - this should be kept out of view. ● Young people are asked to confirm their details out loud - it would be helpful if there was a different way of confirming this information. ● The service information on the door to the building, including on the buzzer, is very faded. This should be refreshed and there should be all around better signage (because at the moment young people have to ask where to go and they might not want to do this) and lighting, particularly at the back of the building because the access is very dark. ● There was a bit of confusion around the different opening times for Fountain’s Mill and the KISS clinic if young people just Google Fountain’s Mill. It might be helpful to include the KISS clinic times on the Fountain’s Mill web page for clarity. 	<ul style="list-style-type: none"> ● Yes (4)

Continued over the page

<p>Oaklands</p>	<ul style="list-style-type: none"> ● Clinic was difficult to find. ● When there were no doctors or nurses available, the initial response from the receptionist to booking an appointment was that the clinic doesn't like to book appointments with people that haven't been there before. They did go on to offer to book an appointment at Brunel Clinic which was helpful. ● The other mystery shopper was told that to book appointments and for sexual health services other than contraception, you must contact the HESA centre. ● Only seemed to offer contraception rather than full sexual health services. ● Contraception desk was very friendly and straightforward. They asked what was wanted and provided this at the counter. 	<ul style="list-style-type: none"> ● The arrow pointing to the sexual health clinic means that everyone can see where you are going. This made the mystery shoppers feel somewhat awkward as did having to say in main reception what they were visiting the clinic for. If there is a way to make this more discreet, it would be beneficial. ● Getting contraception was friendly and straightforward but people with friends and family in the area might feel awkward about the transaction being done openly. It might benefit to make this more discreet/private. ● It would be helpful to have the same resource used at the KISS reception (that enables young people to point at their chosen service rather than announce it) at Oaklands. This would be more discreet. ● Training for receptionists about the services available at the clinic and in the borough. 	<ul style="list-style-type: none"> ● Yes (1) and No (1)
<p>HESA</p>	<ul style="list-style-type: none"> ● The receptionist was welcoming and discreet - just asking for name and address but no other information and not announcing in reception why you are there. ● It is good that the sexual health clinic is upstairs from the main GP surgery - more discreet. ● There was excellent signage to get to the sexual health clinic and lots of information on the door of where to go if the clinic is closed. ● The mystery shopper using the MSM scenario saw said medical aspects of the advice were excellent. ● One mystery shopper dropped in so there was no doctor available however she was able to speak to a nurse who was able to provide advice. However, the nurse asked for a lot of help from their supervisor and 	<ul style="list-style-type: none"> ● Young people would prefer a "less clinical [conversation] and more comforting." ● The doctor seeing the young person using the MSM scenario didn't discuss confidentiality until prompted by the mystery shopper. Young people who don't know about confidentiality and safeguarding would not know to ask so doctors should highlight this information. ● If staff are unsure about advice to provide or do not have the expertise relating to questions asked by a young person, it is alright to ask for help from another member of staff, but they should consider how they communicate this to the young person. For example, explaining once that they really 	<ul style="list-style-type: none"> ● Yes (2)

	the process felt “a bit quick” but she did offer to book a full appointment with the doctor.	want to help but they need to get more information from someone who has more knowledge is better than going in and out of the room a number of times and saying something like ‘I don’t’ know, let me check’.	
Brunel	<ul style="list-style-type: none"> • Nurses were not available when the mystery shoppers attended the clinic, but mystery shopper was told to make an appointment for the following week. • No signposting to other clinics 	<ul style="list-style-type: none"> • Mystery shoppers queried whether there would be more nurses at the clinic during term time? 	<ul style="list-style-type: none"> • No (1)

Key Quantitative Data - Pharmacy and Clinic Visits

Please note: Not all pharmacy visits were recorded on feedback forms because the questions did not fit the purpose of the pharmacy visits. Brunel Clinic visits were also not recorded on forms because staff were not present to provide a service relevant to the scenarios.

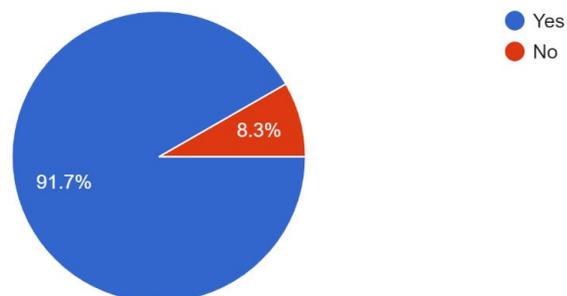
Visits Made

Service	Number of visits
KISS	4
Oaklands Clinic	2
HESA Clinic	2
Brunel Clinic	2
Vantage Pharmacy - Barra Hall	3
Brunel Pharmacy	1

Warm Welcome

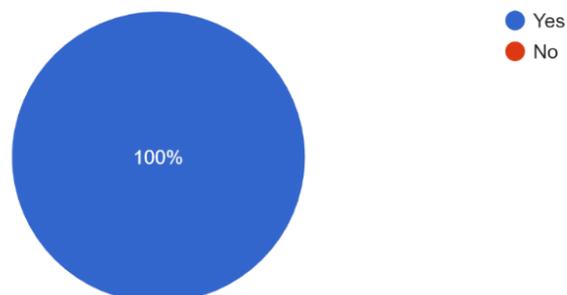
Were you welcomed with a friendly smile from the staff?

12 responses



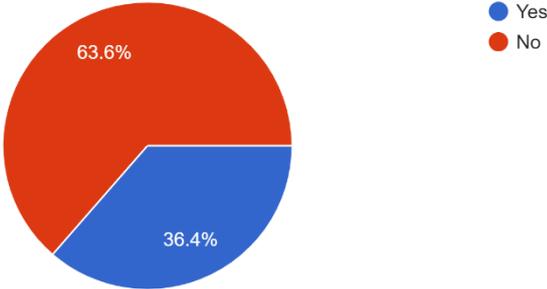
Were you treated non-judgmentally and with respect throughout your visit?

12 responses



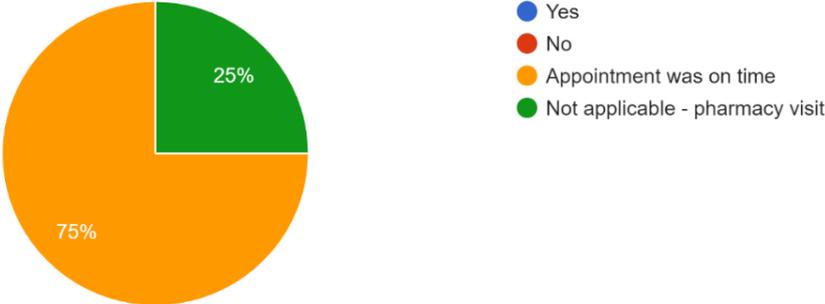
Were you asked what your preferred name was and did they use it?

11 responses



Were you informed of any delays to your appointment time?

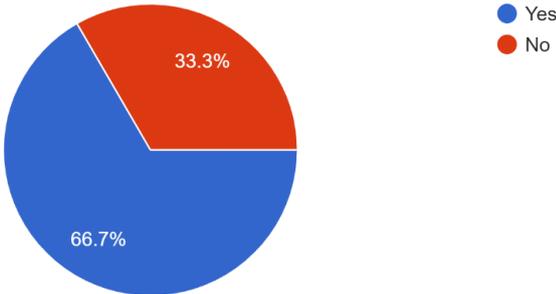
4 responses



Confidentiality and Consent

Did you feel you were speaking to the receptionist or staff in a confidential space?

12 responses

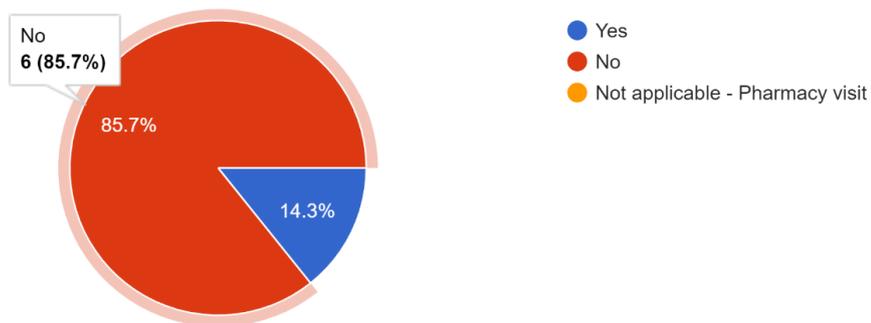


If 'No' please explain:

- It was in an open space in the shop. But the test could have been ordered online and all it needed was a code.
- Open window in the consultation room; could be heard outside.
- There were other people there.
- Picking up contraception was done publicly.

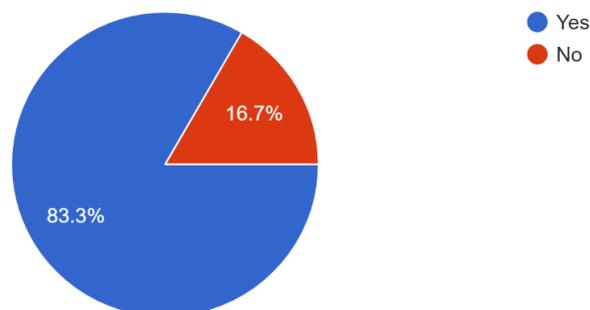
Were there visible confidentiality statements in the waiting area?

7 responses



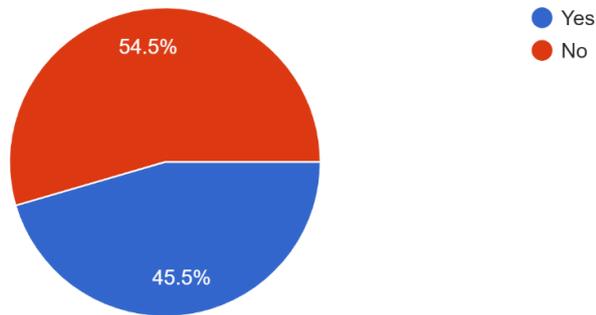
Is it important to you to know the confidentiality statement in advance of seeing a nurse/doctor?

6 responses



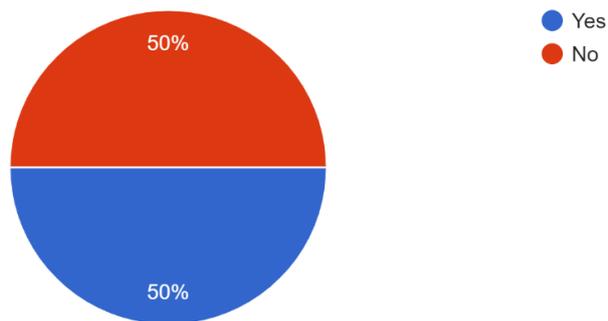
Was consent explained to you as part of your visit?

11 responses



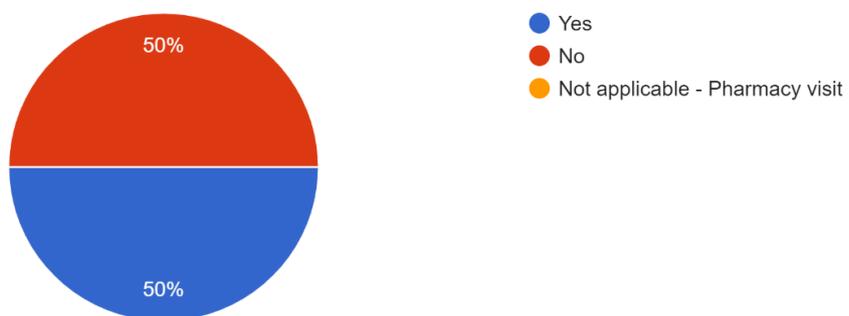
If 'Yes', did you learn anything you didn't already know?

2 responses



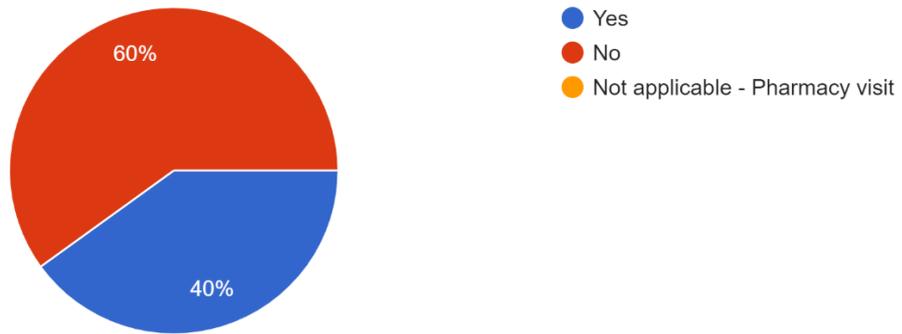
Was confidentiality explained to you as part of your assessment?

10 responses



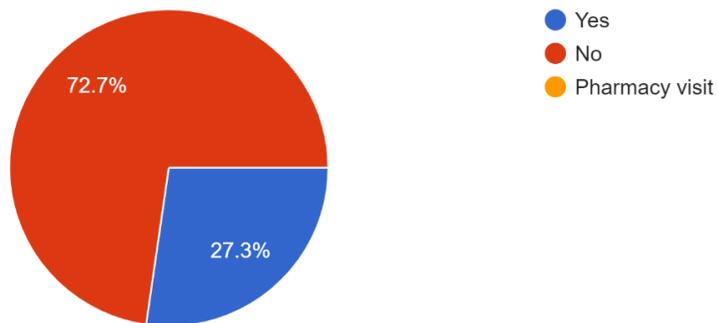
Was GDPR explained to you during your time at the session?

10 responses



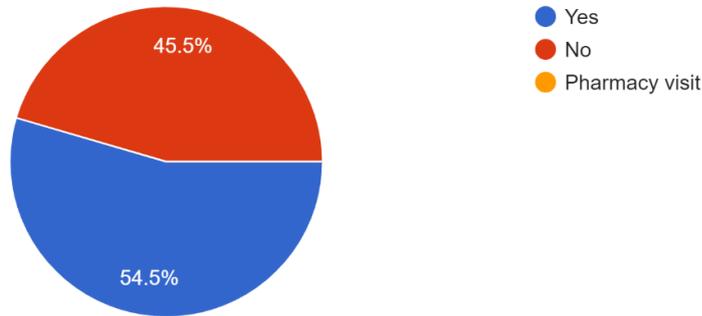
Were you asked to confirm your age or your partner's age?

11 responses



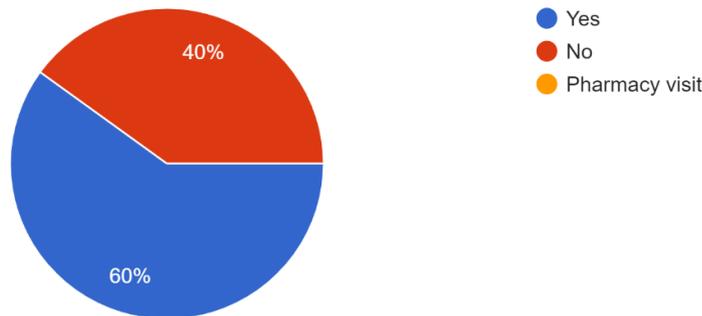
Were you asked about your relationship, either current or future planned relationship?

11 responses



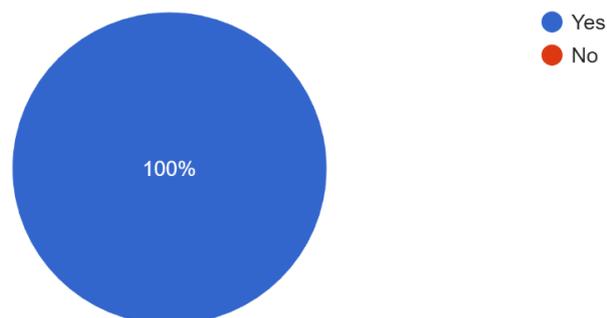
Was the issue of abusive relationships discussed with you?

10 responses



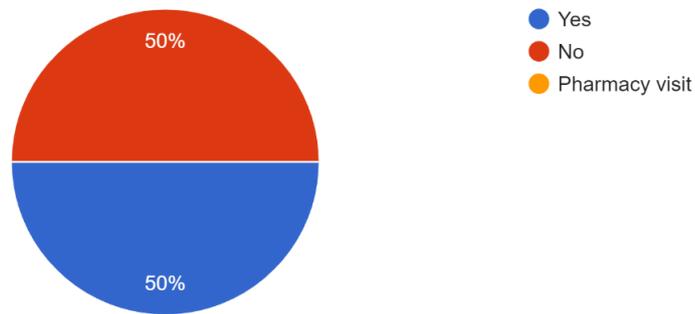
If 'Yes', do you feel confident in recognising this in the future?

5 responses



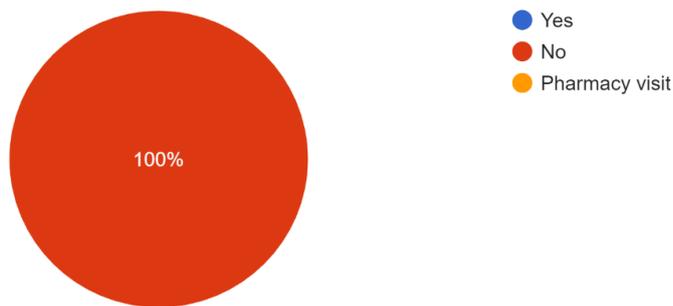
Were you asked if you understood consent and the law?

10 responses



Were you asked if you ever received gifts/money in return for sexual acts/favours?

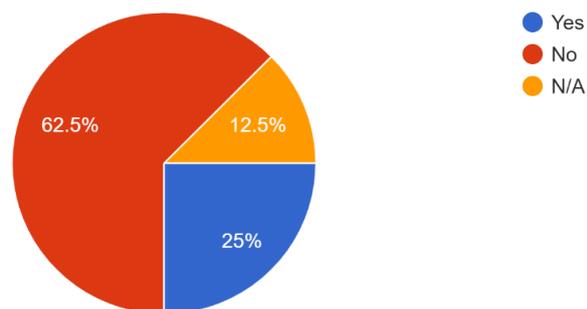
9 responses



Clear Referral Pathway

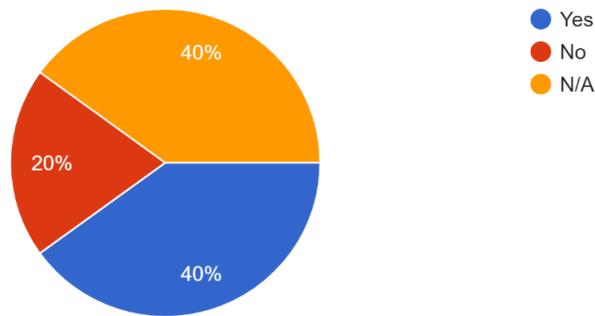
If the service you attended was closed, were there clear posters/information directing you to a service that was open?

8 responses



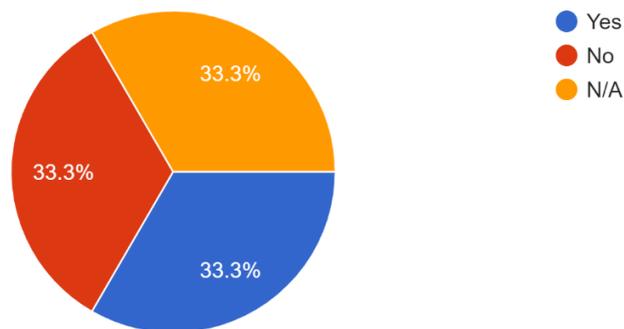
If you were seen and referred to another service, was the referral process smooth?

5 responses



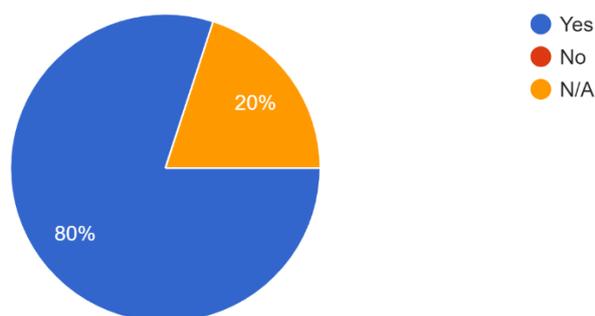
If 'Yes', did someone offer to go with you or speak on your behalf?

3 responses



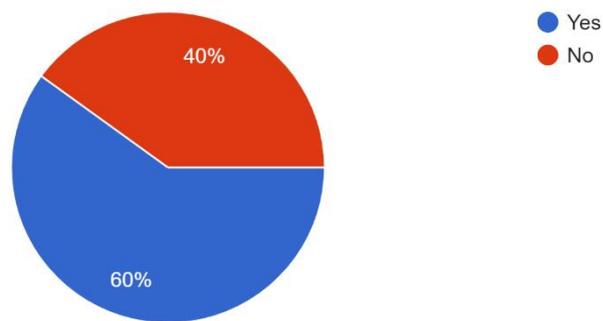
If you were offered the option to use the SH24 online service did you access it easily?

5 responses



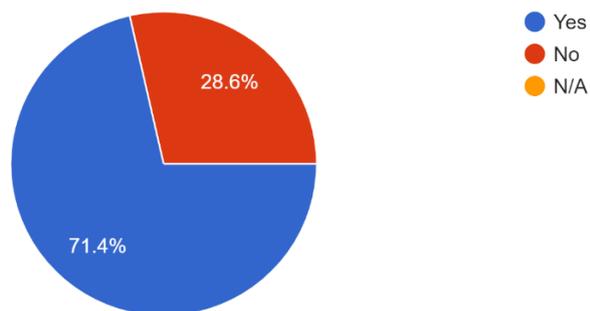
Did you get what you wanted from the website?

5 responses



If you used the LNWH website, were you able to find the service for Hillingdon residents you were looking for easily?

7 responses

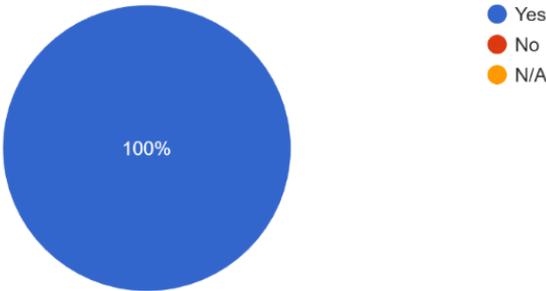


If 'No', please give details:

- The mobile version of the website is a bit more confusing.
- The pharmacy details were confusing and unclear.

Are you clear about how to use the 'Click and Collect' service for a test kit in Hillingdon?

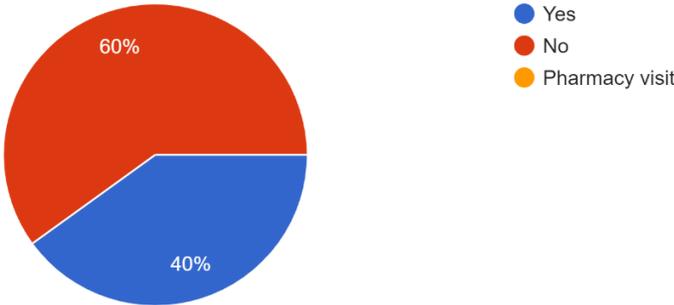
7 responses



Making Every Contact Count

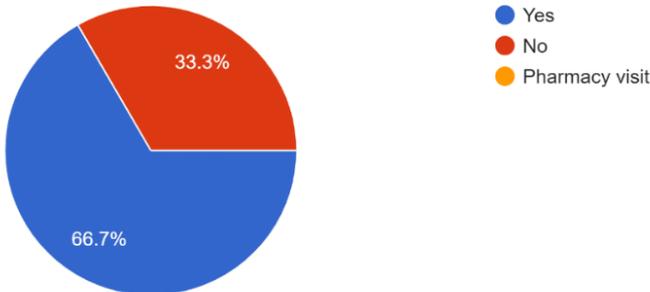
Were you asked about your general health not just sexual health?

10 responses



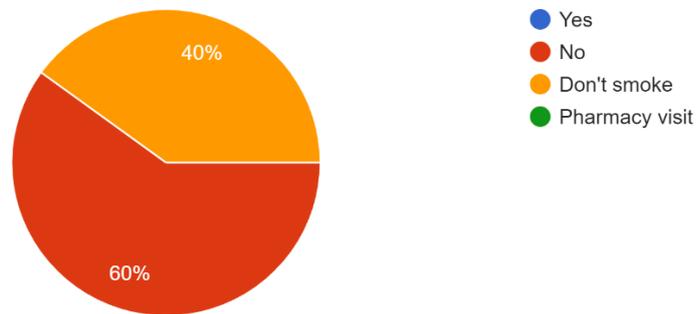
Did you feel able to discuss issues troubling you such as relationships with parents/peers, or mental health issues such as stress/anxiety?

9 responses



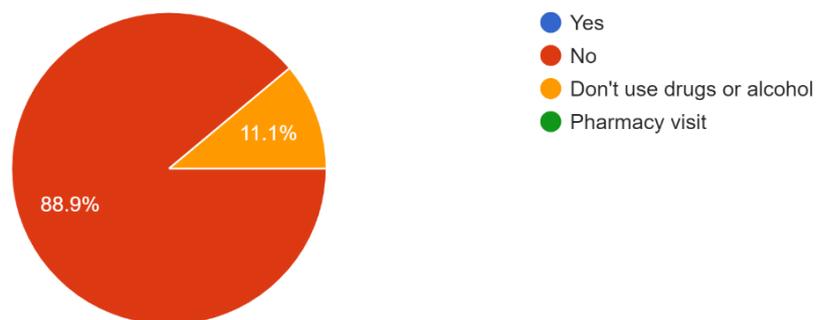
Were you asked if you smoked and invited to seek support to give up?

10 responses



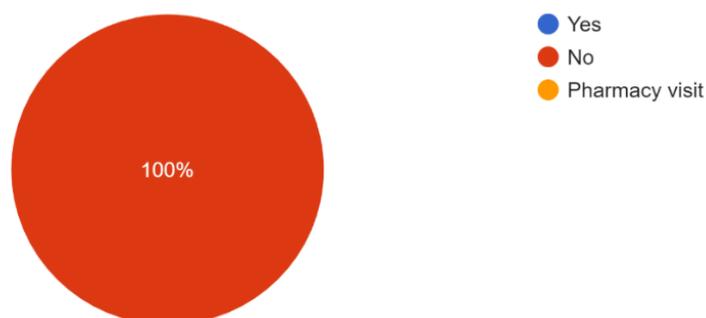
Were you asked if you used drugs and/or alcohol and if you would like support to explore these behaviours with an expert YP worker or service?

9 responses



Was your BMI calculated for you and healthy eating/physical activity discussed?

10 responses



NCS Focus Groups

In addition to conducting the mystery shopping activity, Young Healthwatch Hillingdon hosted focus groups about local sexual and reproductive health services with groups of young people participating in the National Citizenship Service (NCS) through The Challenge.

The Challenge is the leading charity for building a more integrated society. It delivers programmes that bring young people together to develop their confidence and skills in understanding and connecting with others. It delivers NCS which is a programme that provides opportunities for 15 to 17-year olds to build skills, meet new people and give back to the community.

In July, members of Young Healthwatch Hillingdon ran two focus groups with approximately 90 young people, based around the following questions. Key feedback to each question is outlined.

1. What days and times would be suitable for drop in clinics?

Services should be open 7 days a week, including availability after school hours, and there should at least be a 24-hour phone number. Clinics should be discreet but easy to get to; near to a bus stop or train station.

2. How would you like to be treated at the clinic?

- Staff should be welcoming, non-judgemental, respectful, sympathetic/empathetic and understanding. They should be friendly, kind and comforting.
- It's important that confidentiality is explained. This would put young people at ease. There was a general agreement that if staff did not provide reassurance around confidentiality, this would be off-putting.
- Staff should ensure that situations are not awkward and should not react visibly to things that young people are sharing. They should understand about 'youth matters'.
- It is also important that young people can go to services with their friends.

3. What should the waiting room be like?

- It should be clean and colourful with be basic information (leaflets), reading materials, Wi-Fi in reception and music. A relaxed 'coffee shop' feel with tea, coffee and sofas would be good. It would be good if there is somewhere to charge phones.
- There should be phone numbers on the door of the service to signpost to other places if it's closed and other services should be advertised in the waiting area.
- There should be somewhere in the waiting room to leave anonymous questions and answers should be posted online each week.
- There was a suggestion to have separate sections for male, female and couples.
- Young people felt that if it was disorganised or the wait was too long this would put people off because they are likely to already be anxious and wouldn't want to become more anxious.

4. What services should be offered?

- STD and pregnancy tests.
- Dispenser machines for condoms (so you don't always have to ask a person for them), sanitary items and chocolate.

- Staff should be able to provide information and support around topics outside of just physical health e.g. rape, relationships, abuse and post-partum care for teens. Childcare services would also be helpful.
- It would be good if staff emailed the young person after an appointment to check on how they are doing.

5. What should online services offer?

- Chat rooms and live chat options.
- Young people should be able to request appointments online (as well as on the phone).
- Daily or weekly posts on Instagram responding to anonymous questions.
- It would be great to have a website or app on which young people can create a personal avatar and log in for information and advice and order contraception (including repeat pill prescriptions).
- Some young people find face to face interaction awkward so would be willing to use an app/online service/live chat. Some would also want a balance of face to face support.

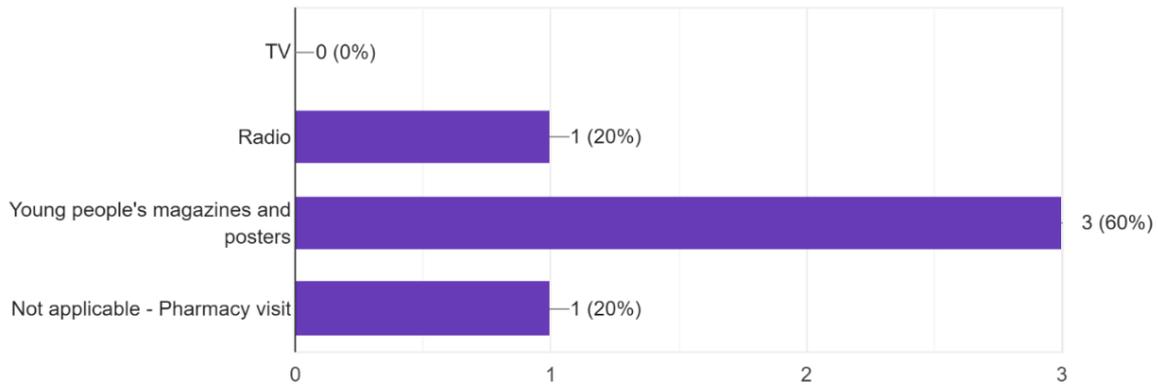
Many young people Young Healthwatch Hillingdon spoke to were not aware of the services available to them or where to find information about services but would welcome support. They agreed there should be more publicity about clinics and support available.

Appendix A - Additional Quantitative Data

Warm Welcome

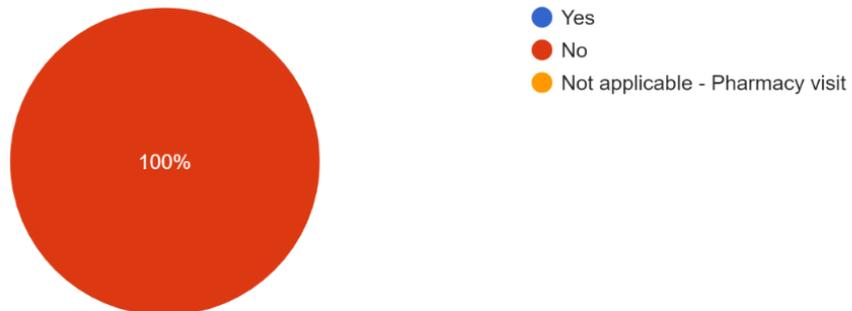
Were you directed to a comfortable waiting area with...?

5 responses



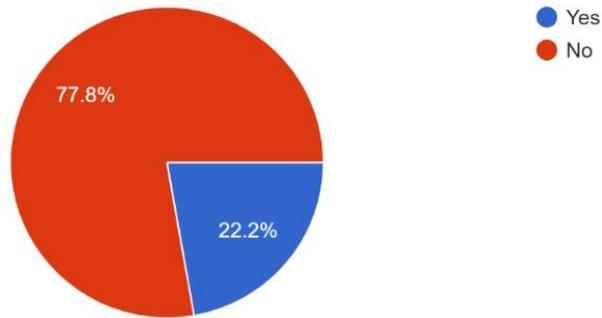
Were you informed of the WiFi password on arrival?

9 responses



Is this important?

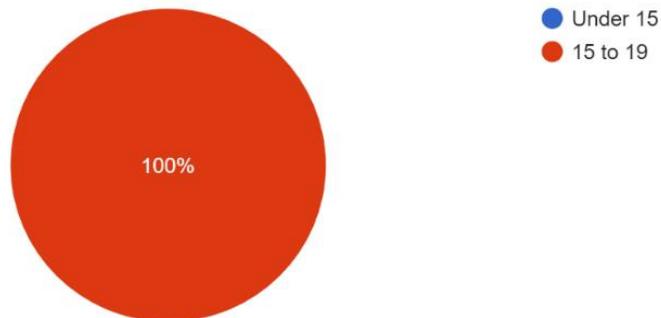
9 responses



Demographics

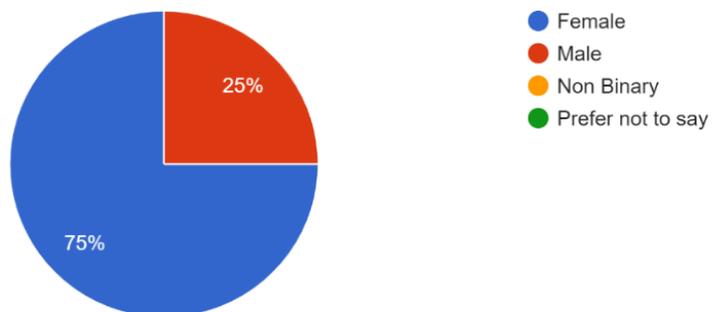
How old are you?

11 responses



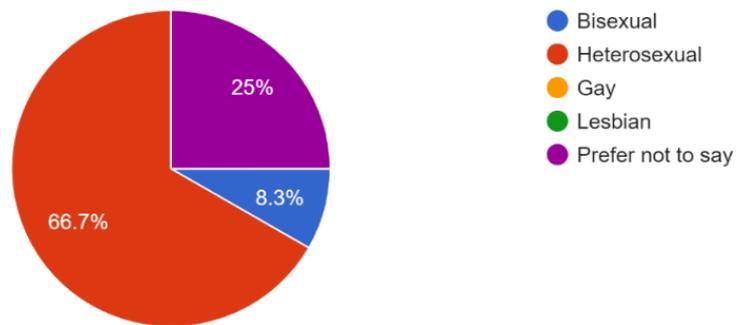
Are you?

12 responses



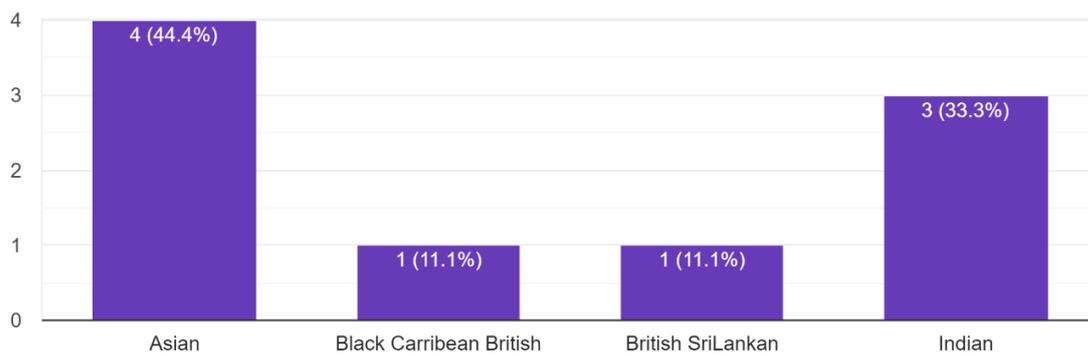
How would you describe your sexual orientation?

12 responses



How would you describe your ethnicity?

9 responses



Appendix B - Full Additional Comments

<p>Vantage Pharmacy - Barra Hall</p>	<ul style="list-style-type: none"> ● You needed to order the kit and then click and collect. ● I don't think they would offer any other advice or give condoms after this. But I can't be sure. ● SH:24 website: When you go back to correct any details e.g. your mobile number, it automatically charges the selection from click and collect to deliver to my address...this could be very bad! ● They also take up to 24 hours to review the order. ● They didn't let me order let order 2 from my phone number, even if the address and other information was different. ● But the pharmacists knew what to do and were very helpful. ● In the context of the question 'Were you asked if you received gifts/money in return for sexual favours/acts?', need to comment that actually yes, the SH24 website has safeguarding questions.
<p>Brunel Pharmacy</p>	<ul style="list-style-type: none"> ● She mostly replied to questions that I had asked. She did not really go out and ask me questions.
<p>HESA Clinic</p>	<ul style="list-style-type: none"> ● Easy to navigate to center. ● Phone appointment - 1) Called in afternoon 2 days earlier and they said they would only book appointments for the next day so was advised to call 8.30 to 8.45 am. Asked if I had symptoms. 2) Had to call 12 times before phone was picked up. This time a different receptionist who didn't ask about symptoms or why I wanted an appointment. They took name, DOB but no address. Informed not to urinate 1 hr before the appointment as it will be tested. ● Tone was more serious than KISS but so was scenario. Highly recommend and urged I get tested and vaccinated right here. Tests include urine sample, blood sample, throat swab, rectal swab for gonorrhoea and chlamydia. Vaccines for Hep A, Hep B, HPV. I declined to have them done that day. Said partner should have the same done so risk of chemsex is minimised. Explained why chemsex is more dangerous (associated with unsafe sex and multiple partners). Offered condoms and c card. Recommended online kit since I didn't want tests done that day. ● Primarily for medical tests not counselling. ● Receptionist in waiting room made no reference to reason I was there and only confirmed name and address.
<p>HESA Clinic</p>	<ul style="list-style-type: none"> ● Information on where to go if the if the service was closed, was displayed everywhere, on the door and the waiting room. ● Inclusivity - There were posters regarding LGBT, advice and information. ● Location - It is upstairs from the HESA GP, there are obvious signs to show how to get there, but it is in a different floor to the GP, so it is very discreet. (Unlike Oaklands where the contraception reception was directly next to the normal reception.) ● The staff were really friendly and although I needed an appointment and there weren't any available, they gave me the chance to speak to the nurse. I just wanted advice.

	<ul style="list-style-type: none"> ● The nurse at first didn't know, so consulted her manager. The advice was good, but I felt like KISS did more in regards to making every contact count. The advice was just wait it out because you cannot do anything right now. ● This probably would have been rectified if it was a proper appointment with a consultant rather than a quick chat. But she did offer to book an appointment for more advice, general information, contraception could have been provided. ● Overall, however, I think it was really good.
KISS	<ul style="list-style-type: none"> ● In regards to consent, she didn't explain in detail what consent was. I was a simple question of "was it consensual?". ● She gave a lot of information on what was available and when I mentioned that after 4 days I didn't take the emergency contraception she corrected my misinformation and whenever referring me to a service she made sure I knew all that was available e.g. the c card and what other clinics provided as well as STI checks etc. ● The receptionist didn't ask me what I was there for. There was an A4 sheet with the nurse and advisor and a list below saying what they could help with. Very good for confidentiality. ● Covered my relationship with my partner as well - not just what I went there for.
KISS	<ul style="list-style-type: none"> ● Mostly comfortable experience. ● Reception forced me into leading - unsure of what to do.
KISS	<ul style="list-style-type: none"> ● Went there twice. On Monday the 12th, but the walk-ins are only on Tuesdays and Thursdays. A woman took me to the waiting room, asked why I am there and what I would like to talk about and asked me to return the next day at 3.30 pm. Though I found it hard to find, generally people were there on Tuesday, so must be well advertised. ● Reception doesn't get personal. Ask if I need nurse or KISS advisor and select a reason from a list. ● Waiting time approximately 10-15 min. Meeting was nearly 45 minutes long. Talked about risk of STI, how to use condom with demonstration on model, gave c-card and 10 pack of condoms and leaflets. ● Very friendly and inviting to share any questions whatsoever.
Oaklands Clinic	<ul style="list-style-type: none"> ● For booking appointments, you have to call the 'HESA centre'. ● They ask if you need contraception or sexual health services. ● For sexual health they book an appointment at HESA. For contraception they ask what for type. For condoms I was told that it does not need an appointment, I can just walk into Oaklands and ask for the same. For other types of contraception, they would book an appointment. ● Contraception desk at Oaklands was very friendly and straight forward. Handed me pack of 20. Took down name and details and informed me that I could get pack now every 3 months.

	<ul style="list-style-type: none"> ● May be people with friends/family in area would feel awkward about transaction being done openly, but the swiftness in the service was a plus point. ● When I called Oaklands directly, they directed me to HESA's office when I told them reason and my age.
Oaklands Clinic	<ul style="list-style-type: none"> ● The questions on 'Safeguarding' do not apply as they did not speak to a nurse or a doctor. ● The questions on ' Making Every Contact Count' are not applicable. ● The location is a bit absurd and difficult to locate without Google maps. But this could be good if people don't want to be seen going to a clinic. They didn't offer any sexual health services, just contraception. ● The receptionist also said that they don't like to book appointments with people that haven't been there before - which was a bit weird. ● They also didn't have any nurses or doctors available at the time, but they offered to have phone call later in the day or book an appointment with a different clinic that offered the services I wanted.

Appendix C - Data Outlined by Service

Name of service	Were you welcomed with a friendly smile from the staff?	Were you treated non-judgmentally and with respect throughout your visit?	Were you asked what your preferred name was and did the use it?	Were you informed of any delays to your appointment time?	Were you directed to a comfortable waiting area with...?	Were you informed of the WiFi password on arrival?	Is this important?
Brunel Clinic	Yes	Yes	No	Not applicable - Pharmacy	Not applicable - Pharmacy	No	No
Brunel Pharmacy	Yes	Yes	No				
HESA Clinic	Yes	Yes	No				
HESA Clinic	Yes	Yes	No			No	No
KISS	Yes	Yes	No		Radio	No	No
KISS	Yes	Yes	No			No	No
KISS	No	Yes	Yes	Appointment was on time		No	Yes
KISS	Yes	Yes			Young people's magazines and posters	No	No
Oaklands Clinic	Yes	Yes	Yes				
Oaklands Clinic	Yes	Yes	Yes		Young people's magazines and posters	No	Yes
Vantage Pharmacy - Barra Hall	Yes	Yes	No	Appointment was on time	Young people's magazines and posters	No	No
Vantage Pharmacy - Barra Hall	Yes	Yes	Yes	Appointment was on time		No	No

Name of service	Did you feel you were speaking to the receptionist or staff in a confidential space?	If 'No' please explain:	Were there visible confidentiality statements in the waiting area?	Is it important to you to know the confidentiality statement in advance of seeing a nurse/doctor?	Was consent explained to you as part of your visit?	If 'Yes', did you learn anything you didn't already know?	Was confidentiality explained to you as part of your assessment?	Was GDPR explained to you during your time at the session?
Brunel Clinic	No	Open window in the consultation room; could be heard outside.	No		No		No	No
Brunel Pharmacy	Yes				No			
HESA Clinic	Yes		No	Yes	No		No	No
HESA Clinic	Yes			Yes	Yes	Yes	Yes	Yes
KISS	Yes		No		Yes		Yes	Yes
KISS	Yes			Yes	Yes		Yes	Yes
KISS	Yes				Yes		Yes	Yes
KISS	Yes		No	No	Yes	No	Yes	No
Oaklands Clinic	No	There were other people there.	No	Yes	No		No	No
Oaklands Clinic	No	Picking up contraception was done publicly.						
Vantage Pharmacy - Barra Hall	No	It was in an open space in the shop. But the test could have been ordered online and all it needed was code.	Yes	Yes	No		No	No
Vantage Pharmacy - Barra Hall	Yes		No		No		No	No

Name of service	Were you asked to confirm your age or your partner's age?	Were you asked about your relationship, either current or future planned relationship?	Was the issue of abusive relationships discussed with you?	If 'Yes', do you feel confident in recognising this in the future?	Were you asked if you understood consent and the law?	Were you asked if you ever received gifts/money in return for sexual acts/favours?
Brunel Clinic	No	No	No		No	No
Brunel Pharmacy	No	No	No		No	No
HESA Clinic	No	No	No		No	No
HESA Clinic	Yes	Yes	Yes	Yes	Yes	No
KISS	Yes	Yes	Yes		Yes	No
KISS	Yes	Yes	Yes	Yes	Yes	No
KISS	No	Yes	Yes	Yes	Yes	No
KISS	No	Yes	Yes	Yes	No	No
Oaklands Clinic						
Oaklands Clinic	No	No				
Vantage Pharmacy - Barra Hall	No	No	No		No	No
Vantage Pharmacy - Barra Hall	No	Yes	Yes	Yes	Yes	

Name of service	If the service you attended was closed, were there clear posters/information directing you to a service that was open?	If you were seen and referred to another service, was the referral process smooth?	If 'Yes', did someone offer to go with you or speak on your behalf?	If you were offered the option to use the SH24 online service did you access it easily?	Did you get what you wanted from the website?	If you used the LNWH website, were you able to find the service for Hillingdon residents you were looking for easily?	If 'No', please give details:
Brunel Clinic							
Brunel Pharmacy		Yes	No				
HESA Clinic	Yes	No		Yes	Yes	No	The mobile version of the website is a bit more confusing.
HESA Clinic	N/A	N/A	N/A	Yes	Yes	Yes	
KISS	No						
KISS	No					Yes	
KISS							
KISS	No	Yes	Yes	N/A	No	No	The pharmacy details were confusing and not clear.
Oaklands Clinic	Yes			Yes	Yes	Yes	
Oaklands Clinic						Yes	
Vantage Pharmacy - Barra Hall	No	N/A		Yes	No	Yes	
Vantage Pharmacy - Barra Hall	No						

Name of service	Are you clear about how to use the 'Click and Collect' service for a test kit in Hillingdon?	Were you asked about your general health not just sexual health?	Did you feel able to discuss issues troubling you such as relationships with parents/peers, or mental health issues such as stress/anxiety?	Were you asked if you smoked and invited to seek support to give up?	Were you asked if you used drugs and/or alcohol and if you would like support to explore these behaviours with an expert YP worker or service?	Was your BMI calculated for you and healthy eating/physical activity discussed?	Would you use this clinic/pharmacy again?
Brunel Clinic		No	No	No	No	No	No
Brunel Pharmacy		No		No	No	No	Yes
HESA Clinic	Yes	No	No	Don't smoke	No	No	Yes
HESA Clinic	Yes	Yes	Yes	Don't smoke		No	Yes
KISS		No	Yes	Don't smoke	Don't use drugs or alcohol	No	Yes
KISS	Yes	Yes	Yes	No	No	No	Yes
KISS		No	Yes	No	No	No	Yes
KISS	Yes	Yes	Yes	Don't smoke	No	No	Yes
Oaklands Clinic	Yes						No
Oaklands Clinic	Yes						Yes
Vantage Pharmacy - Barra Hall	Yes	No	No	No	No	No	Yes
Vantage Pharmacy - Barra Hall		Yes	Yes	No	No	No	Yes