

## YorSexual Health HIV Service

### You Said, We Did – 2023

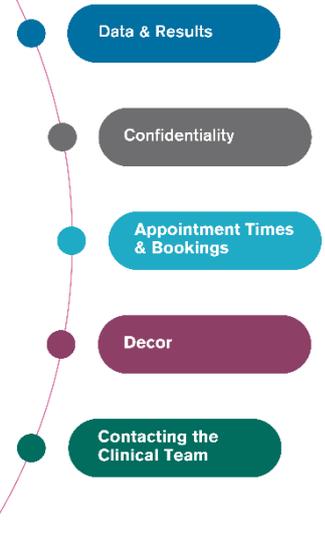
## 5 Key Focuses

### We Asked:

We wanted to understand the needs and measure satisfaction of our HIV service users across York and North Yorkshire, in order to shape what services look like in the future to better meet their needs and requirements. We also hoped to gain feedback on our current services and structure to be able to tailor our provision further.

We asked whether people felt they were having, and were offered, enough appointments, about frequency of contact, wellbeing, and virtual and telephone appointments.

97 service users responded to the survey.



You Said	We Did
92% of respondents feel they are offered enough appointments per year under the current service provision (twice per year, face to face) when HIV is effectively controlled.	<ul style="list-style-type: none"> <li>We are happy to hear this! Having 2 clinic appointments a year seems to provide patients with reassurance regarding their viral load and increase monitoring of their health.</li> </ul>
When asked what we can do better as a service, respondents wanted a less clinical environment.	<ul style="list-style-type: none"> <li>We have currently undertaken significant refurbishment at our Monkgate and Heatherdene clinics including painting work. Some of these works are still ongoing.</li> <li>We plan to look at artwork when the works on these areas are completed.</li> </ul>
When asked what we can do better as a service, respondents wanted prevention of appointment delays.	<ul style="list-style-type: none"> <li>We will always endeavour to our appointments running to time however there can be occasions where the patient who is being seen prior to you needing extra care and support leading to a knock on effect with the clinic. This is often unforeseen and we ask for understanding in this instance as it may be you requiring this in future.</li> <li>Our current system will not allow for amending bookings online however we do have an admin team specifically for this and other clinic related queries that can be reached on 01904 725423 from 08:00-16:00 Monday-Friday.</li> </ul>

<p>Some people expressed concern over a lack of possibility to contact a clinician in between appointments if needed.</p>	<ul style="list-style-type: none"> <li>• Queries can be left with clinical secretaries on 01904 725423 or by emailing yhs-tr.specialistservice@nhs.net and these messages will be passed on. We cannot guarantee if you ask for a call/message back it will be same day due to clinical demand etc. Queries needing urgent responses will be prioritised.</li> </ul>
<p>There have been some concerns with details being asked in public spaces.</p>	<ul style="list-style-type: none"> <li>• Our reception team aim to only confirm pertinent details to locate your appointment. If any personal details change or you wish to update your records, please contact our clinical secretaries on 01904 725423.</li> <li>• We will never contact your GP without permission and consent from you. We do encourage letting your GP know about your diagnosis and allowing us to contact for joined-up healthcare purposes.</li> </ul>
<p>Respondents were split when it came to preferences for follow up contact. Answers varied:</p> <ul style="list-style-type: none"> <li>• Preference for a follow up only when there is a problem in results.</li> <li>• Preference for contact with results regardless.</li> <li>• Mixed preference for communication via email, telephone, or face to face.</li> </ul>	<ul style="list-style-type: none"> <li>• Please let a member of the clinical team at your appointment know your preference of contact regarding results or contact our clinical secretaries on 01904 725423.</li> <li>• We are currently considering a new EPR (Electronic Patient Record) system. This is still early in process. The feedback from this survey will contribute to its design regarding data and results.</li> </ul>