

**HIV and SEXUAL HEALTH SERVICE USERS  
CONSULTATION REPORT  
(Luton teaching Primary Care Trust)  
August 2008**

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## 1. Introduction

This report documents the experiences of people who use or are accessing HIV and sexual health services in Luton. The report intends to inform managers who have responsibility for patient and public involvement within Luton teaching PCT (LtPCT), the acute trust, voluntary sector organisations and the Local Authority. In addition it is envisaged that this report may be useful in supporting the involvement of people with other long term medical conditions, particularly those health conditions that are poorly understood or stigmatised within society.

Efforts have been made to capture a representative sample of service users. These efforts are outlined in the consultation process section of this report. This report will be a base for discussing further improvements in HIV and sexual health services. Some improvements or concerns identified in this report have been addressed; including the introduction of GUM's new telephone appointment system which has greatly improved access since this consultation.

This research consulted service users who had been in contact with the following services in Luton between May 2006 – July 2008 :

- Luton Genitourinary medicine Clinic (GUM)
- Luton and Dunstable HIV Maternity Services
- Luton and Dunstable HIV Children Services
- The Lodge-Contraceptive Services
- The Lodge HIV Client Care Service (GUM)
- Luton Borough Council Social Services

General Practitioners (Local Enhanced Services for HIV)

- Blenheim Medical Centre
- Leavale Medical Practice

HIV Voluntary Sector Organisations

- Bedfordshire Body Positive
- Centre for African Families Positive Health

### 1.1 Aims of the Report

- To document service users experiences of HIV services in Luton.
- To inform HIV service development and delivery in Luton.

(Appendix 1: Lists the sexual health services providers<sup>1</sup>).

### 1.2 Consultation Process

In July 2005, Luton African HIV and Sexual Health Advisory Group (LAHSHAG) agreed that user involvement in the planning and reviewing of services needs to be strengthened. LAHSHAG is a multi-agency partnership with members drawn from statutory, voluntary/community based organisations. The purpose of this forum is to share good practice and co-ordinate health and social care work with African communities in Luton with special emphasis on sexual health and HIV.

In line with the groups' terms of reference, service users already participate in the quarterly meetings. However, there remained room for improvement in terms of the quality of service user involvement. It was agreed that service users would be consulted through focus groups organised by Bbpositive and Centre for African Families Positive Health (the two local community s based HIV charities in Luton).

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<sup>1</sup> *Luton and Bedfordshire HIV services professionals' directory: (2007) LtPCT publication*

The PCT was tasked to facilitate the focus groups and document the experiences of the service users.

In addition to the focus groups, it was agreed that the views of service users would also be captured through a questionnaire survey. A questionnaire was designed and LAHSHAG members had an opportunity to comment on the content before it was approved by the Evidence Based Practice Group (EBPG) of LtPCT (Appendix 2: sample questionnaire)

The questionnaire was initially piloted with 5 people who already accessed HIV services and amendments to the questionnaire were incorporated, in light of the pilot. A total of 180 questionnaires and prepaid return envelopes were sent out to service providers to hand out to service users between 20 April and 20 July 2007. Questionnaires were coded so that the returned questionnaire could be linked back to the administering service.

### *1.3 Format of the focus groups*

The objective of the focus group was to identify HIV services used by individuals, their awareness of services offered and their experiences of accessing these services. A total of 28 service users participated in the focus groups - 6 men and 22 women. The groups was structured but relaxed, facilitators did not carry any note books and all notes were written on a flip chart in full view of all members of the group. The facilitators were introduced to the group by CAFPH and bbpositive representatives and the aim of the focus group was explained to the participants.

The next section of the report will present the outcomes from the focus group meetings. The experiences and concerns aired at the two focus groups varied. Participants' understanding of services was not consistent both inter and intra group. This was particularly noticeable in relation to the GP Local Enhanced Services (for HIV care only) and services provided by Social Services. NB: The information in this report represents the views of the service users and not those of the LtPCT.

## 2. Findings from the Focus Groups

2.1 Table 1a: Focus Group Meeting with Services Users Held at Bedfordshire Body Positive

**Date:** 10 May 2006      **Time:** 3-5 PM      **Audience:** 2 men and 10 women. All but two were of African origin

Service Providers	Users views of Services Provided	Service users experiences /concerns
Luton Genitourinary Medicine (GUM) Clinic	<ul style="list-style-type: none"> <li>• Provides HIV medication</li> <li>• Conducts pre and post HIV testing counselling</li> <li>• Provides HIV testing services</li> <li>• Provides STI testing and treatment</li> <li>• Supply contraceptives and advise on family planning</li> </ul>	<ul style="list-style-type: none"> <li>• more information should be available at the point of diagnosis</li> <li>• Depending on who calls you to the treatment/consultation rooms (Doctor or Nurse) Service users felt that, it is easy to infer a person's HIV status, thereby breaching confidentiality.</li> <li>• lack of clarity about the role of health advisors and how to access them</li> <li>• concern about the geographical position of the GUM clinic at the hospital for example its closeness to the bus stop and the pedestrian crossing</li> <li>• mixed perceptions about staff attitude towards them e.g. misinterpreting genuine interest in service user's well being and inquisitiveness</li> <li>• staff should have a better understanding of African culture</li> <li>• uniform treatment needed regardless of one's level of well being, ethnic origin, race or ability to challenge/demand services</li> <li>• more time needed with the doctors or nurses and appointment should include a physical examination.</li> <li>• more can be done to improve post testing counselling</li> <li>• concerned by the length of time to conduct the appointment – it can take up to 3 hours.</li> <li>• concerned about the long waiting time at the pharmacy</li> </ul>
The Lodge	<ul style="list-style-type: none"> <li>• Provides Sexual health Services</li> <li>• Provides Counselling</li> <li>• Provides Therapies</li> <li>• Provides Pregnancy testing services</li> <li>• Supply contraceptives and advise on family planning</li> <li>• Facilitates grants scheme</li> </ul>	<ul style="list-style-type: none"> <li>• none mentioned at this meeting. The reasons being either the members present did not regularly use that service or they had no particular issues or concerns</li> </ul>
Luton and Dunstable Hospital HIV Maternity Services. (HIV Specialist Midwifery)	<ul style="list-style-type: none"> <li>• Provide support and advice on getting pregnant safely. (knowledge of this service was based on the training conducted by the service provider and not from direct experience of the service)</li> </ul>	<ul style="list-style-type: none"> <li>• None mentioned at this meeting. The reasons being either the members present did not regularly use that service or they had no particular issues or concerns</li> </ul>

Table 1a continued

Luton and Dunstable Hospital HIV Children Services (HIV Specialist Children Nurse)	<ul style="list-style-type: none"> <li>• Focus group members had no direct experience with this service.</li> </ul>	<ul style="list-style-type: none"> <li>• none mentioned at this meeting. The reasons being either the members present did not regularly use that service or they had no particular issues or concerns</li> </ul>
General Practitioners (GPs)	<ul style="list-style-type: none"> <li>• Provides prescription for painkillers (the case in point was through a Bedford based GP)</li> <li>• Some people (4) indicated that their GPs were aware of their HIV positive status</li> </ul>	<ul style="list-style-type: none"> <li>• concerns regarding provision of GP services 'out of hours'</li> <li>• lack of awareness of the GPs local enhanced services</li> <li>• satisfaction with the service from GUM consultants and did not see need to go to GP</li> <li>• experience of visiting a GP in Luton is very different from experience 'back home'.</li> <li>• some dentists move HIV patients to end of list when they become aware of their status which can result in long waits</li> </ul>
Luton Borough Council Social Services	<ul style="list-style-type: none"> <li>• Assists with completion of accommodation forms</li> <li>• Provides subsistence allowances</li> <li>• Facilitates (short courses)</li> </ul>	<ul style="list-style-type: none"> <li>• not sure if the service is still available</li> <li>• no experience with home help or letters to back up support from other agencies</li> <li>• need to have a visit from an HIV Social worker before discharge from hospital</li> </ul>
Bedfordshire Body Positive	<ul style="list-style-type: none"> <li>• Provides refreshment during support group meetings e.g. Teas and Coffee</li> <li>• Provides complementary therapies</li> <li>• Provides Information and advice</li> <li>• Provides forum for support groups</li> <li>• Provides one to one support</li> <li>• Provides Immigration support and advice</li> <li>• Arranges trips</li> <li>• Facilitates holiday programmes for children</li> <li>• Arranges speakers for educational and learning sessions</li> <li>• Transport to and from support groups</li> <li>• Home and hospital visits</li> <li>• Apply for grants on behalf of clients</li> </ul>	<ul style="list-style-type: none"> <li>• lack of awareness on the availability of therapy services and how to access them</li> </ul>

Centre For African Families Positive Health (CAFPH)	<ul style="list-style-type: none"> <li>• Provides therapies, counselling and support groups</li> <li>• Provides training</li> <li>• Provides Children services</li> <li>• Keep fit lessons</li> <li>• Home visits</li> <li>• Arrange meals for people if not well (sick)</li> <li>• Arrange Immigration advice through refugee council</li> </ul>	<ul style="list-style-type: none"> <li>• none mentioned at this meeting. The reasons being either the members present did not regularly use that service or they had nothing to share</li> </ul>
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2.2 Table 1b: Focus Group Meeting report with HIV services users held at CAFPH

**DATE:** 27 June 2006, **Audience:** 4 men and 12 women, all of African origin.

Service Providers	Services Provided	Service users experiences/concerns
Luton Genitourinary Medicine (GUM) Clinic	<ul style="list-style-type: none"> <li>• Provides HIV medication</li> <li>• Conducts pre and post HIV testing counselling</li> <li>• Provides HIV testing services</li> <li>• Provides STI testing and treatment</li> <li>• Supply contraceptives and advise on family planning</li> <li>• Men and Women's clinic</li> <li>• Refers people to other services such as specialist medical practitioners</li> </ul> <p>Members of this focus group, suggested that the following services should be provided</p> <ul style="list-style-type: none"> <li>- a meal while waiting to be seen.</li> <li>- a central place to get advice and information immediately after diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>• concerned about the length of time they have to wait when attending GUM – average time was 4 hours – wait a long time for pharmacy services - there is a need for this to be speeded up</li> <li>• prefer to spend the shortest possible time at the GUM clinic to avoid being seen 'to avoid meeting the whole world'</li> <li>• difficulties experienced in getting appointments over the phone.</li> <li>• unanimous agreement that Health Advisors are excellent</li> <li>• a lot of information on HIV/ management and looking after oneself available from Health Advisors, however there was concern that there is lack of information on wider social issues e.g. food, housing, clothing and transport.</li> <li>• staff need to try and keep to time and recognise the gaps created by those people who do not arrive/ attend.</li> </ul>

Table 1b (continued)

The Lodge	<ul style="list-style-type: none"> <li>• Family planning</li> <li>• Counselling</li> <li>• Teenage pregnancy advice and support</li> <li>• Counselling</li> <li>• Facilitates child support and homelessness support</li> <li>• Referrals and drop in</li> </ul>	<ul style="list-style-type: none"> <li>• therapies are not currently being provided</li> </ul>
Luton and Dunstable Hospital HIV Maternity Services. (HIV Specialist Midwifery)	<ul style="list-style-type: none"> <li>• Antenatal care / counselling</li> <li>• Medication</li> <li>• Getting pregnant safely</li> <li>• Breast feeding</li> <li>• Giving birth</li> <li>• Supply condoms</li> </ul>	<ul style="list-style-type: none"> <li>• none of the participants present had experience of this service</li> </ul>
Luton and Dunstable Hospital HIV Children Services (HIV Specialist Children Nurse)	<ul style="list-style-type: none"> <li>• Blood tests</li> <li>• Child protection</li> <li>• Medication</li> <li>• Referrals</li> <li>• Provides links with other Children organisations for example in London</li> </ul>	<ul style="list-style-type: none"> <li>• none of the participants present had had experience with this service</li> </ul>
General Practitioners (GPs)	<ul style="list-style-type: none"> <li>• Provides medication</li> <li>• Provides referrals</li> </ul>	<ul style="list-style-type: none"> <li>• 13/16 members of this focus group said their GPs knew about their HIV status</li> <li>• 6 people said they access the local enhanced services. 4 people at Lea Vale and 2 are attending Blenheim</li> <li>• most members were aware of the existence of the local enhanced services but there was confusion on how to access it</li> </ul>
Luton Borough Council Social Services	<ul style="list-style-type: none"> <li>• Help with, housing, financial and social support, referrals, transport and benefit assessments</li> </ul>	<ul style="list-style-type: none"> <li>• there was general feeling of lack of support from social services - some members felt this was due to difficult financial situation - others perceived that support is there but difficult to access</li> </ul>

*Table 1b continued*

<p>Bedfordshire Body Positive</p>	<ul style="list-style-type: none"> <li>• Provides referrals support and advice</li> <li>• Arranges health workshops, talks and trips</li> <li>• Counselling sessions</li> <li>• Provides essential baby grant</li> <li>• Provides therapies and treatment</li> <li>• Condoms</li> </ul>	<ul style="list-style-type: none"> <li>• not everyone was aware that therapy services are provided - many did not know how to access these services</li> <li>• half of the members stated that at present therapies are not being provided</li> </ul>
<p>Centre For African Families Positive Health (CAFPH)</p>	<ul style="list-style-type: none"> <li>• Provides therapies, acupuncture, counselling and support groups</li> <li>• Provides training</li> <li>• Creche</li> <li>• Keep fit lessons</li> <li>• Home visits and family outreach</li> <li>• Arrange meals for people are not well (sick)</li> <li>• Arrange Immigration advice through refugee council</li> </ul>	<ul style="list-style-type: none"> <li>• more therapy sessions are requested</li> <li>• more provision for the children, to relieve mothers/parents</li> </ul>

### 3. Service User Questionnaire

Questionnaires were sent to ten of the main HIV service providers in Luton (Appendix 1) who then distributed/administered the questionnaires to service users. A total of 56 (31%) questionnaires were completed, returned and analysed. Participants were asked to respond to the questions that relate to the services they use and questions they felt were relevant to them. This may explain the high rate of non response on specific sections of the questionnaire. In order to avoid duplicate or multiple responses, respondents would only complete the questionnaire at one point of contact during the survey period.

#### 3.1 Service User Details

The first part of the questionnaire requested service user details in relation to age, gender, religion, sexuality and country of origin. Out of the total 56 respondents, 20 were in the 26-35 age group, 21 were in the 36-45 and 11 were in the 46-55 age groups (Figure 2). Most respondents said they were heterosexual and 1 respondent described themselves as of other sexuality.

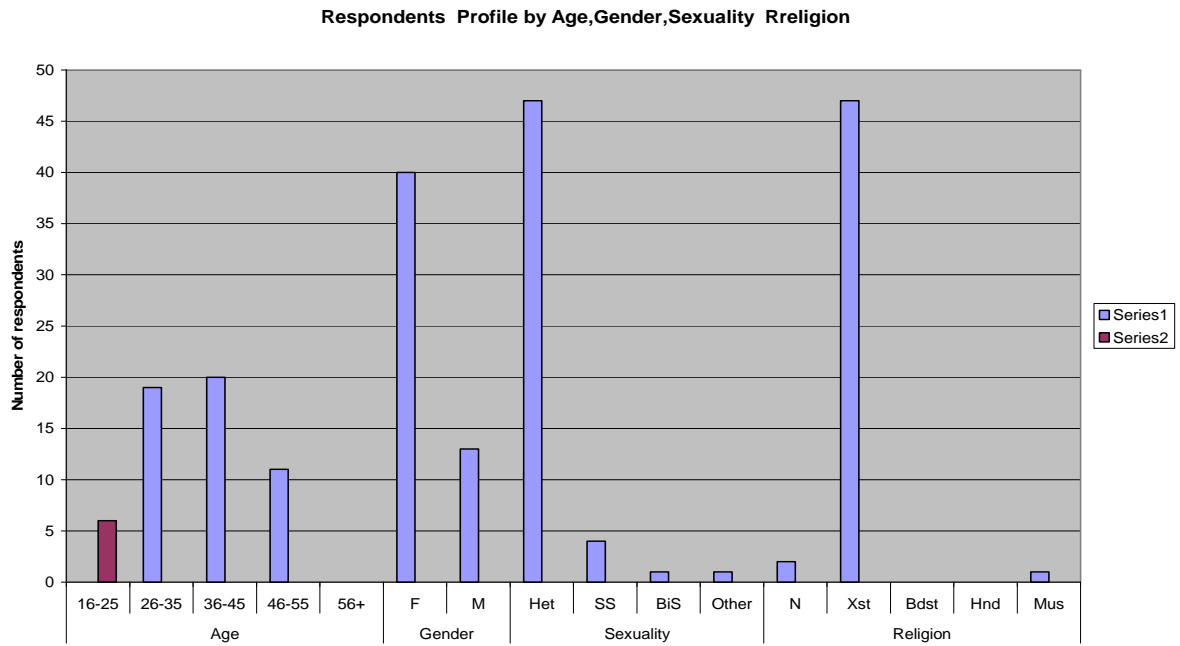
The religious profile of the respondents was predominantly Christian with 47 people describing themselves as Christians. In relation to country of origin, the majority of the responses have confirmed the views of other researchers<sup>2</sup> that the burden of HIV in Luton is within the Black African community. Zimbabweans came up as a visible social group who accessed HIV services during the period of this consultation.

Figure 2: Respondents profile by gender; religion & sexuality

Respondents Profile		Number of respondents
<b>Age</b>	16-25	6
	26-35	19
	36-45	20
	46-55	11
	56+	0
<b>Gender</b>	Female	40
	Male	13
<b>Sexuality</b>	Heterosexual	47
	Same Sex	4
	Bi-Sexual	1
	Other	1
<b>Religion</b>	Non	2
	Christian	47
	Buddhist	0
	Hindi	0
	Islam	1
	Traditional African	2
Any Other religion	0	

<sup>2</sup> Mayisha, Chinouya: 2005; Muza & Chinouya 2007, Chinouya et al 2003

Figure 3: Respondents Profiles by Gender, Sexuality & Religion



**Key:**

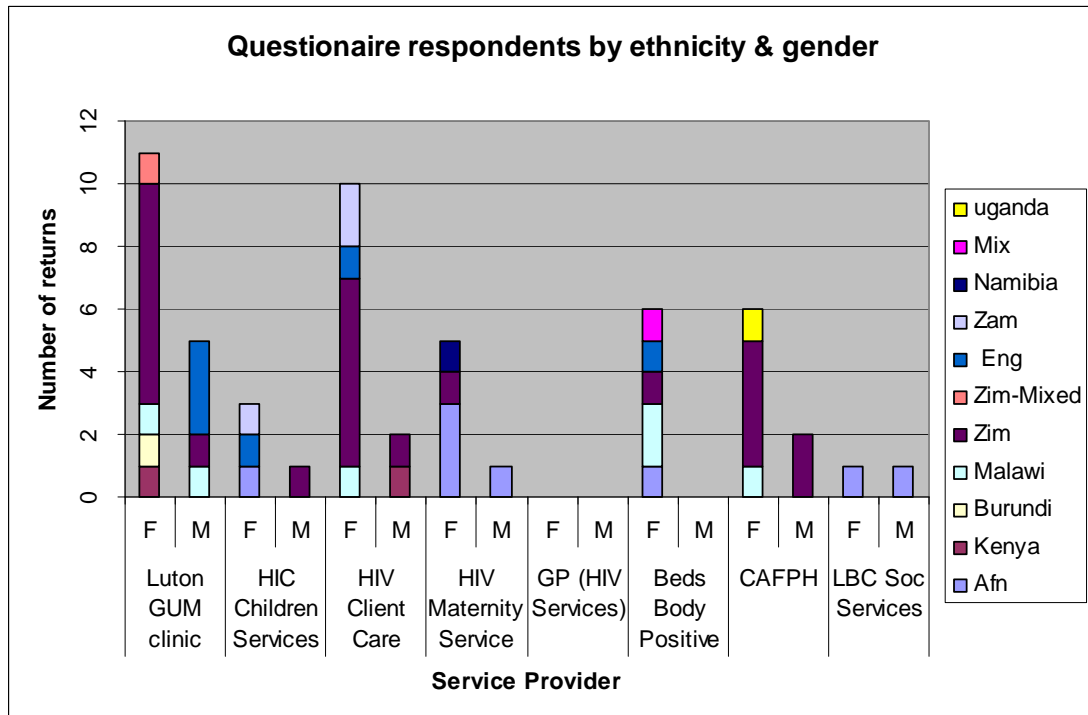
**Gender** F=Female M =Male

**Sexuality** H =Heterosexual SS = Same Sex Relationship Other =Transgender BiS = Bi-sexual

**Religion** N = No religion Mus = Islam Xst = Christianity Bdst = Buddhism Hnd =Hinduism Jsh =Jewish

TA = Traditional African AO = Any Other Religion African

Figure 4: Respondents Profiles by Country of Origin/Ethnicity and Gender



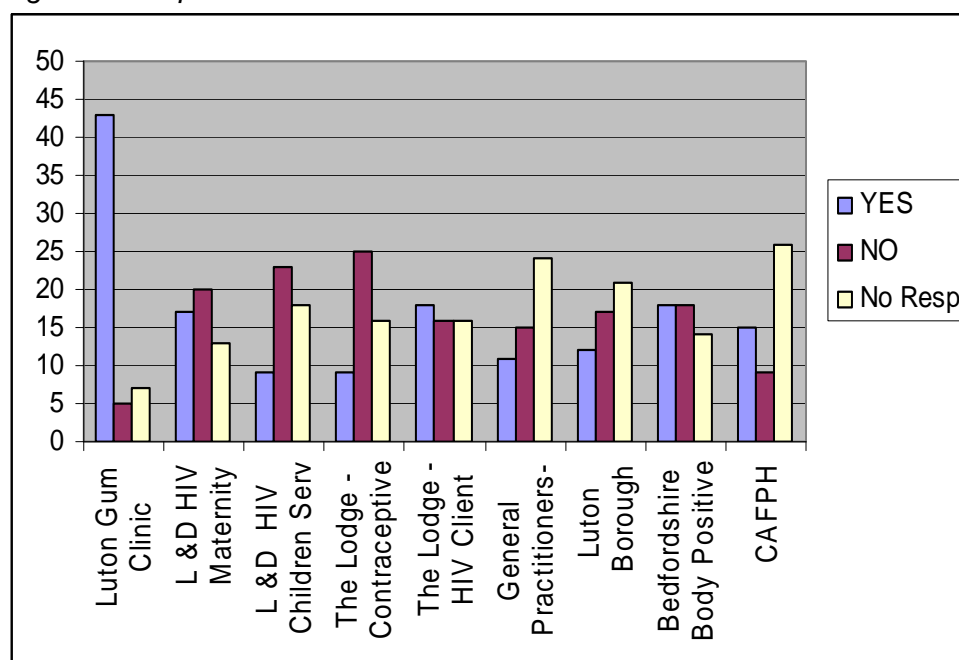
Respondents were asked to indicate which sexual health and HIV services they used and how frequently they used these services. Two returns were not analysed, as respondents chose not to complete this part. The results are presented in Figure 2 and 6.

Figure 5: Frequency of Service Use

Frequency of service use	(1)Least used			( 9) Most frequently used						No Response
	1	2	3	4	5	6	7	8	9	
Sex Health Service	Number of respondents along the scale									
Luton Gum Clinic	2	3	0	3	2	2	4	4	27	9
L &D Hospital Maternity Service	12	3	0	3	1	1	0	0	8	25
L &D Hospital HIV Children Service	12	0	0	3	0	0	0	1	6	34
The Lodge -Contraceptive Service	6	0	0	4	0	1	1	1	7	36
The Lodge -HIV Client Care Service	9	0	1	3	2	0	1	3	6	31
General Practitioners-GPs (For HIV Care Only)	6	0	0	4	2	1	2	2	6	33
Luton Borough Council Social Services	2	0	1	3	2	0	2	2	7	37
Bedfordshire Body Positive	0	4	4	7	2	1	0	2	8	28
CAFPH	4	0	0	3	2	0	2	0	12	34

GUM is the most used service, over 40 respondents (22%) used the GUM clinic regularly or more frequently. The frequency of using GUM also was very high with 24 respondents scoring 9.

Figure 6: Respondents' confirmation of use of Services in Luton



#### 4. Findings of the HIV and Sexual Health Service Survey

This section analyses the results for each service. Not every service user responded to all aspects of the survey, of those who did respond, the majority said they were satisfied with the HIV service. The high number of non response in some aspects of the survey is a reflection of the people who use that particular service. This data should be understood in the context of the number of people who said they used a particular service (Figure 6).

##### 4.1 Luton GUM Clinic

45 people or 80% of the respondents indicated that they accessed the GUM service. 81% of these respondents said they were satisfied with this service. Figures 7, 8 and Table 2 below gives an overall service users level of satisfaction with the GUM service.

Figure 7: Luton GUM Clinic – Level of Satisfaction

Level of Satisfaction Scale	Very Happy	Happy	Unhappy	Very Unhappy	No Response
<b>Aspects of Sexual Health Service Provision</b>	Number of Respondents and Non Respondents				
Making Appointment	15	5	2	0	34
Separate Single sex Waiting Rooms	15	5	0	0	36
Confidentiality of Services and your patient records	4	5	0	2	45
Talking to the receptionist	15	9	0	1	31
Length of time spent with Professionals	18	4	0	1	33
Information given by Professional	16	7	1	1	25
Your involvement in decisions about your health	14	6	0	1	35
Your involvement in decision about your medication	15	6	0	0	35
Information on how to take your medication	18	6	0	1	31
Information on side effects of your medication	15	0	0	0	41
Being heard or Listened to	15	6	0	1	34
Treated with dignity and respect	15	6	0	0	35

Figure 8: Luton GUM Clinic service level of happiness

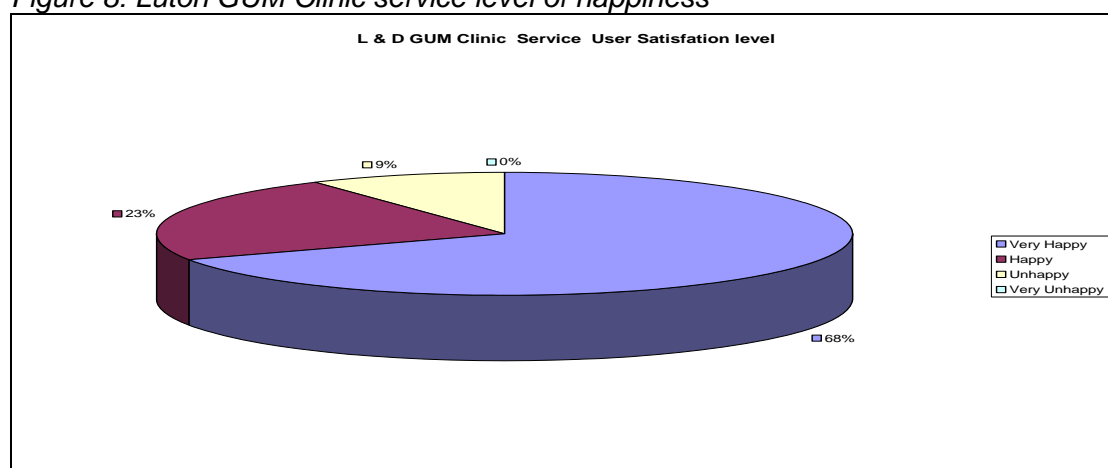


Table 2: Respondents' General Comments regarding the GUM Clinic

Aspect of Sex Health Service	General comments regarding GUM Clinic HIV and Sexual Health Services	
<p>Question 7 <i>Would you like to make any other comments regarding your experiences of using GUM services</i></p>	<p><b>Good Practice</b></p> <ul style="list-style-type: none"> <li>• GUM provides the best services for HIV positive patients</li> <li>• The Doctor at GUM was helpful and kind especially Dr (name supplied)</li> <li>• I am happy because my life has just changed since I started using GUM</li> <li>• I do not regret being treated, the staff is superb. Keep it up and best wishes</li> <li>• Luton GUM HIV services are the best, they treat people with respect and dignity</li> <li>• Dr (name supplied)'s prompt action literally saved my life so you cannot get much better service than that</li> <li>• I visit the clinic every three month and I have found that the service is very good and I have great respect for the work they do</li> <li>• In general I am happy with the staff who are so professional</li> <li>• I am happy with the doctor who normally sees me at GUM and he is so caring and understanding</li> <li>• For me there is no difference in being together (with men and women) because GUM is a hospital where confidentiality is kept</li> <li>• There is a great improvement</li> <li>• I am quite pleased with the services by the GUM</li> </ul>	<p><b>Areas of Concern</b></p> <ul style="list-style-type: none"> <li>• I struggle most of the time to make an appointment by phone</li> <li>• It is the nurses who spill information to their friends/relatives about our HIV status. Everyone in the society knows your confidential information through these nurses</li> <li>• The condoms should be put somewhere easily accessible to pick up when we visit to avoid asking</li> <li>• I think they had to run the service faster, because some of us do not want to meet people we know in waiting room. My health is my privacy, once people see you there, they tell others about you being at GUM</li> <li>• Telephone queue waiting services so that the phones do not just keep ringing/or call back phone services</li> <li>• No glass doors in waiting room hence no confidentiality as anyone can see you</li> <li>• Give more information on side effects of my medication</li> <li>• When you go to the GUM Clinic with blood samples with a label danger from the GP. The nurses react very badly which makes me feel very unhappy</li> <li>• It is frustrating when you go to the GUM Clinic; the process is too long from start to end when you collect your medication.</li> <li>• Long waiting hours for medication. The minimum time you wait at the hospital is plus two hours for the whole process, can it be reduced without compromising my care?</li> <li>• Also the attitude of nurses when they come to take blood its as if they do not want or they are forced to come to work</li> </ul>

#### 4.2 The HIV Specialist Maternity Services

90% of service users indicated that they were satisfied with the HIV Specialist Midwife Maternity Services. 10% of them had some concerns with this service. Figures 8, 9 and Table 3 show the detailed satisfaction level with the HIV Specialist Maternity Services.

Figure 8: HIV Maternity Services satisfaction level

Level of Satisfaction Scale	Very Happy	Happy	Unhappy	Very unhappy	Non Response
<b>Aspect of Sexual Health Service</b>	Number of Respondents and Non respondents				
Making Appointment	7	6	1	0	<b>42</b>
Confidentiality of Services and your patient records	5	7	1	0	<b>43</b>
Talking to the receptionist	7	5	1	0	<b>43</b>
Length of time spent with Professionals	6	7	0	0	<b>43</b>
Information given by Professional	6	8	0	0	<b>42</b>
Your involvement in decisions about your health	5	9	0	0	<b>42</b>
information on side effects of your medication	5	9	0	0	<b>42</b>
Being heard or Listened to	5	8	0	0	<b>43</b>
Treated with dignity and respect	5	8	0	0	<b>43</b>

Figure 9: L & D Hospital HIV Specialist Midwife Service happiness/ satisfaction levels

L & D Hospital HIV Specialist Midwife Service Users Satisfaction Level

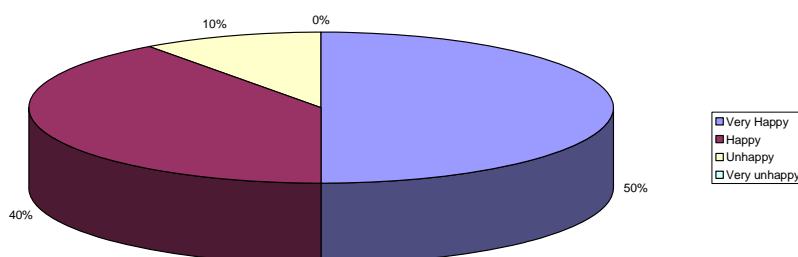


Table 3: Respondents' General comments regarding L& D HIV Maternity Services

<b>Sexual Health and HIV Service</b>	<b>Good Practice</b>	<b>Areas of Concern</b>
<p>QSN 12: Would you like to make any other comments regarding your experiences of using HIV Maternity Services</p>	<ul style="list-style-type: none"> <li>• Having (name supplied) the specialist nurse have helped a lot because she provides relevant information and answers questions which even GPs and other midwives at GP surgeries can not answer. This has made me have a very good experience throughout my pregnancy</li> <li>• I am very happy with everything they are doing to me and they are excellent. I am happy I came here</li> <li>• They provide good services. Midwife (Name Supplied) is excellent. She provides counselling up to date information and has good knowledge of information relating to HIV pregnancy and birth</li> <li>• Joined workshops-excellent</li> <li>• They are good</li> </ul>	<ul style="list-style-type: none"> <li>• I would not like to be seen by other medical staff if my midwife is not there, this avoids every staff knowing my status. At one point I was seen by a nurse who lives in the same street as me</li> <li>• No Comment</li> <li>• Much easier to be seen in Children's clinic and be seen together</li> <li>• Should have closed up room</li> </ul>

### 4.3 HIV Specialist Children's Service.

90% of service users indicated that they were satisfied with the HIV children service. 10% of them had some concerns with this service. Figures 10, 11 and Table 4 show the service user satisfaction levels with this service.

Figure 10: L & D HIV Children Services level of satisfaction/ happiness with the service

Level of Satisfaction Scale	Very Happy	Happy	Unhappy	Very Unhappy	Non Respondents
<b>Aspect of Sexual Health Service</b>	<b>Number of Respondents &amp; Non respondents</b>				
Contacting the HIV doctor	5	4	1	0	46
Contacting the HIV Nurse	6	4	1	0	44
Confidentiality of Services and your child's records	6	5	2	0	45
Talking to the secretary of your child's doctor	4	3	2	0	45
Length of time spent with professional	4	3	2	0	45
Information given by professional	5	4	1	0	45
Your involvement in decisions about your Child's health	5	3	1	0	45
Your involvement in decisions about your child's medication	5	2	2	0	45
Information on relevant family support groups	4	4	1	0	45
Help in telling your child has HIV	4	2	1	0	45
Being able to see GUM doctor at the same time your child is being seen at the children's clinic	6	4	1	0	45
Being heard/listened to	5	3	1	0	45
Treated with dignity and respect	5	3	1	0	46

Figure 11: Overall percentage satisfaction levels with the HIV Specialist Children service.

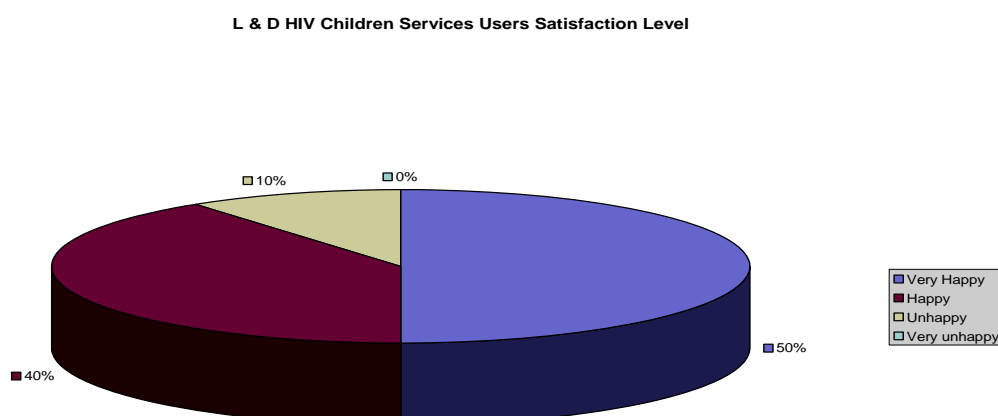


Table 4: Respondents' General Comments regarding HIV Specialist Children Service

<b>HIV and Sexual Health Service</b>	<b>Good Practice</b>	<b>Areas Of Concern</b>
<p><i>QSN 15 If you would like to make any other comments regarding your experiences of using HIV Children services, Please write here</i></p>	<ul style="list-style-type: none"> <li>• Excellent staff. I have built long lasting partnerships with them</li> <li>• Always willing to go that 'extra mile' very happy</li> <li>• I could not ask for a better medical team</li> <li>• Keep up the good work (name of staff member) and sorry (name of staff) left. She was an asset, but (name supplied) was not for the people.</li> <li>• Attended workshops-excellent</li> <li>• This service is not applicable to me</li> <li>• I personally do not have problems with this service except the delay at the pharmacy where you have to wait for so long</li> </ul>	<ul style="list-style-type: none"> <li>• I was not happy with this service as my child was going under treatment and not even once did I meet the named doctor.</li> <li>• I had no Idea what care was expected and what has been or not done. Need to give the parent a care plan to follow</li> <li>• The receptionist-there is room for improvement, others do not know why they manage that reception</li> <li>• It took me time to get my children's results</li> <li>• More closed up rooms at the reception</li> </ul>

#### 4.4 The Lodge HIV Client Care Service (GUM)

81% service users said they were satisfied with these services. 19% indicated that they had some concerns with some aspects of the Lodge HIV Client Care Service. Figure 12, 13 and Table 5 highlights the satisfaction level of Lodge HIV Client Care Service (GUM).

Figure 12: The Lodge HIV Client Care Service User level of happiness/satisfaction

Level of Satisfaction Scale	Very Happy	Happy	Unhappy	Very unhappy	No Response
<b>Aspect of Health Service</b>	<b>Number of Respondents &amp; Non respondents</b>				
Making Appointment	10	7	3	0	36
Confidentiality of Services and your patient records	11	6	2	0	37
Talking to the Receptionist	8	8	3	0	37
Length of time spent with worker	10	7	1	0	38
Your involvement in decisions about your care	8	7	1	0	38
Newborn essentials and formula feed schemes	5	8	1	1	41
Free condoms, Lube and dental dams	3	8	1	0	44
Being heard/listened to	7	8	4	0	37
Treated with dignity and respect	8	7	3	0	38

Figure 13: The Lodge Client Care Service User Satisfaction Level

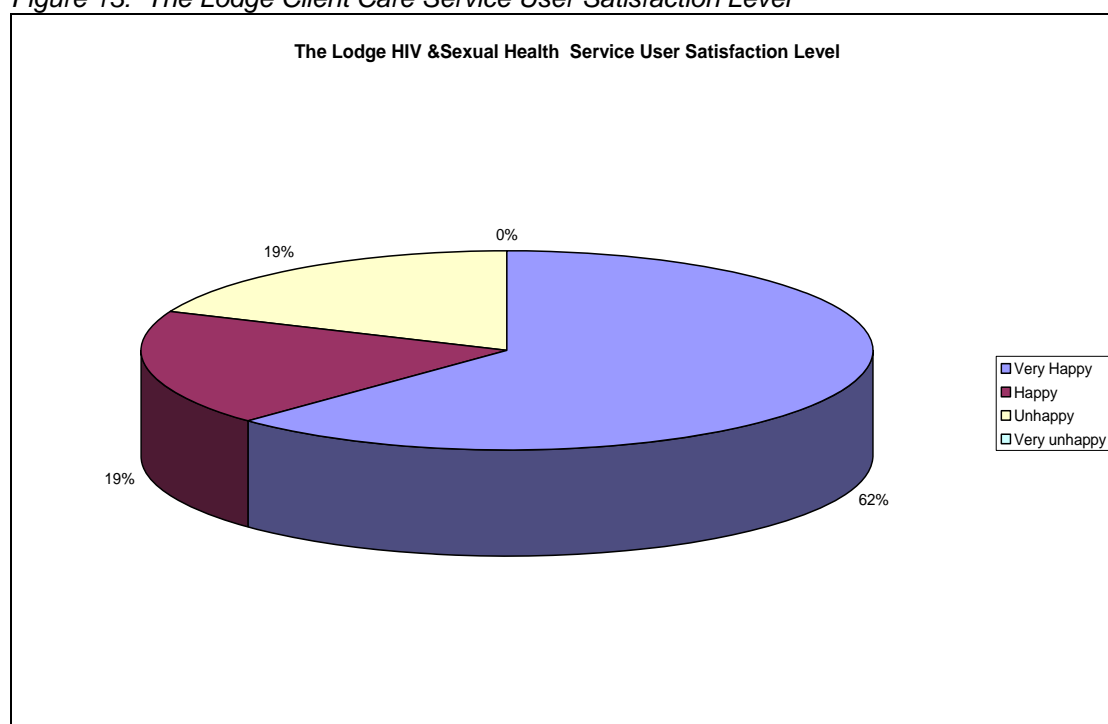


Table 5: Respondents' General comments regarding The Lodge –Client Care

HIV and Sexual Health Service	Good Practice	Areas Of Concern
<p><b>QSN 24</b> If you would like to make any other comments regarding your experiences of using HIV Client Care services, Please write here</p>	<ul style="list-style-type: none"> <li>• Only sees a professional when she comes to my house-Been to the Lodge twice-Feels can discuss anything with that particular staff member</li> <li>• Very good and really organised</li> <li>• The service has changed our stigma and we were educated</li> <li>• Please keep up the good job and good service you provide for us</li> <li>• Keep it up-confidentiality is good</li> <li>• The 'customer' care is very good and time spent with client is alright</li> <li>• The client care team delivers excellent care</li> </ul>	<ul style="list-style-type: none"> <li>• If the staff were well informed about HIV Client Care, then their services would be superb</li> <li>• More drop in sessions</li> <li>• I would advise more care in these clinics is essential for us clients.</li> <li>• More information should be given about positive and negative HIV status not enough</li> </ul>

#### 4.5 The Lodge Contraception Service

Most service users said they were happy with the Lodge Contraception Service; 86% described their relationship with this service as a satisfactory, 14 % had some concerns with this service. Figures 14, 15 and Table 6 show the satisfaction levels of the Lodge Contraception Service.

Figure 14: The Lodge Contraception Service User level of happiness/Satisfaction

Level of Satisfaction Scale	Very Happy	Happy	Unhappy	Very unhappy	No Responses
<b>Aspect of Health Service</b>	<b>Number of Respondents &amp; Non respondents</b>				
Making Appointment	4	8	2	0	44
Confidentiality of Services and your patient records	5	7	2	0	44
Talking to the Receptionist	6	5	2	0	45
Length of time spent with professional	4	7	0	0	45
Your involvement in decisions about your sexual health	5	7	0	0	45
Your involvement in decisions about your contraception	3	7	0	0	46
Information on how to take your contraception	4	6	0	0	46
Information on side effects of your contraception	3	7	0	0	46
Being heard /listened to	4	6	0	0	46
Treated with dignity and respect	5	4	0	0	46

Figure 15: The Lodge Contraception Service Satisfaction Level

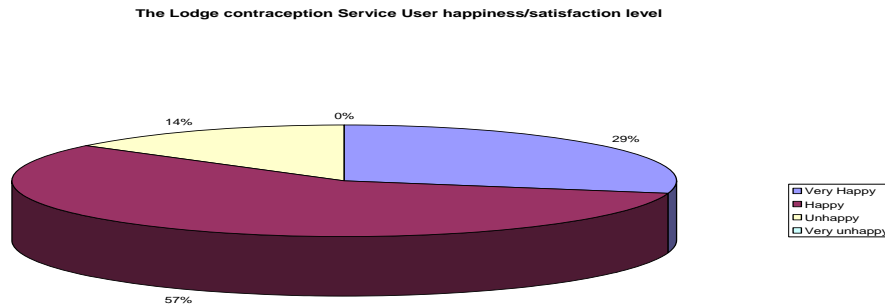


Table 6: Respondents' General comments regarding The Lodge-Contraceptive Service

HIV and Sexual Health Service	Good Practice	Areas Of Concern
<p>QSN 20 If you would like to make any other comments regarding your experiences of using Contraceptive services, Please write here</p>	<ul style="list-style-type: none"> <li>• They are wonderful</li> <li>• Briefings are very good</li> </ul>	<ul style="list-style-type: none"> <li>• No privacy</li> <li>• Make suggestions and offer more advice on what you have on your services</li> <li>• I do not use the service anymore because I was not happy with process of making an appointment and talking to the receptionist</li> </ul>

#### 4.6 The General Practitioners (GPs) - For HIV Care Service Only

Although there were no returns administered from the General Practitioners (GPs) - For HIV Care Service Only, some service users responded to the questions that related to this section of the questionnaire. It is not clear, whether the comments provided are solely linked to GP HIV care only or GP practices in general. 74% of the service users said they were satisfied, 26% said they had concerns with some aspects of the service. Figures 16, 17 and Table 7 below indicate the overall satisfaction level with the GPs (For HIV Care Service Only).

Figure 16: General Practitioners (GPs - For HIV Care Only) service users satisfaction levels

Aspect of Health Service	Very Happy	Happy	Unhappy	Very unhappy	No Response
Making Appointment	6	9	2	2	37
Confidentiality of Services and your patient records	8	10	2	2	34
Talking to the Receptionist	5	7	3	1	35
Length of time spent with doctor or nurse	4	11	3	4	39
Information given by doctor or nurse	6	10	1	2	37
Your involvement in decisions about your health	6	10	2	2	36
Your involvement in decisions about your medication	6	10	3	1	36
Information on how to take any medication	5	11	2	1	37
information on side effects of your medication	7	12	1	1	35
Being heard or Listened to	7	10	2	1	36
Treated with dignity and respect	7	13	1	2	33

Figure 17: General Practitioners (GPs - For HIV Care Only) service user's satisfaction/happiness levels.

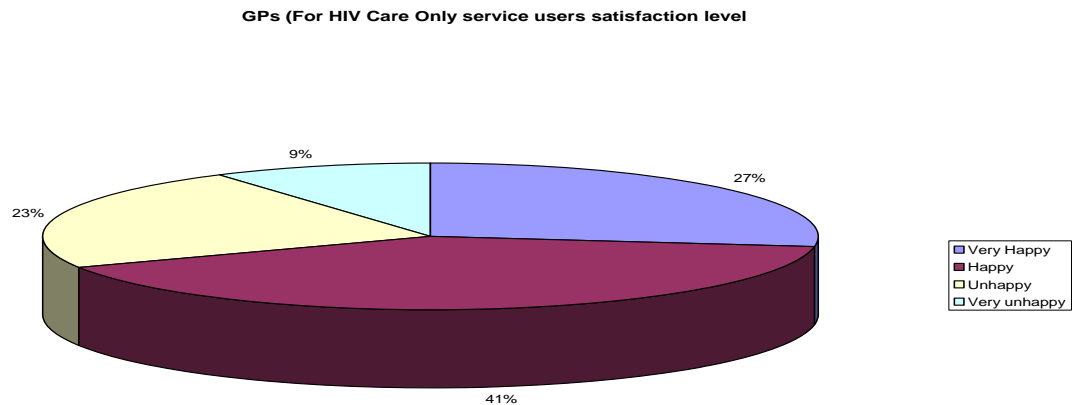


Table 7 Respondents' General comments regarding General Practitioners-GPs (For HIV Care Only)

HIV and Sexual Health Service	Good Practice	Areas Of Concern
<p>QSN 29 If you would like to make any other comments regarding your experiences of using GP HIV services, Please write here</p>	<ul style="list-style-type: none"> <li>Always helpful and very good</li> <li>My GP is okay but the receptionist are the one who are rude</li> <li>I have just transferred from my old GP where I did not get attention. I am very happy with the transfer. Thanks for the referral.</li> </ul>	<ul style="list-style-type: none"> <li>The receptionists are too open such that you are not free to talk about anything</li> <li>They should have more time to listen to the patients and offer necessary help</li> <li>It is sometimes inconveniencing. I want to drop to see a doctor for I have no phone credit most times-when I fall ill sometimes need urgent attention</li> <li>Some patients stand too close at the reception</li> <li>No privacy at the reception-Time with the GP is too short</li> <li>I was not happy when a nurse called on my land line and one of my friends picked up the phone. The nurse told her to tell me that my 'blood results' were back and were not good and I should call them-EVERYONE became interested in those results</li> <li>I would rather use GUM only as there is more privacy</li> <li>Treat emergencies as emergencies</li> <li>Receptionist asked me why I wanted to see the GP in front of everybody</li> </ul>

#### 4.7 The Luton Borough Council (LBC) HIV Social Care Services

There were mixed views regarding the LBC social services. Most service users (74%) said they were satisfied with the service while more than a third (26%) had concerns with some aspects of this service. Figures 18, 19 and Table 8 details the service users' satisfaction levels with specific aspects of LBC HIV social care services.

Figure 18: LBC HIV and Sexual Health Social service users' satisfaction/happiness levels

Aspect of Health Service	Very Happy	Happy	Unhappy	Very unhappy	None Response
Making Appointment	6	8	1	4	37
Confidentiality of Services	4	9	0	3	40
Talking to receptionist	4	9	4	3	36
length of time spent with	4	8	2	3	41
Information given by Social worker	3	11	1	3	38
Your involvement in decisions	3	11	1	3	38
Your involvement in decisions	3	10	1	3	39
information on housing and	3	10	1	4	38
Information on counselling,	3	8	2	4	37
Being heard or Listened to	4	10	1	4	37
Treated with dignity and respect	3	10	1	4	38

Figure 19: LBC HIV and Sexual Health Social service users' satisfaction/happiness levels

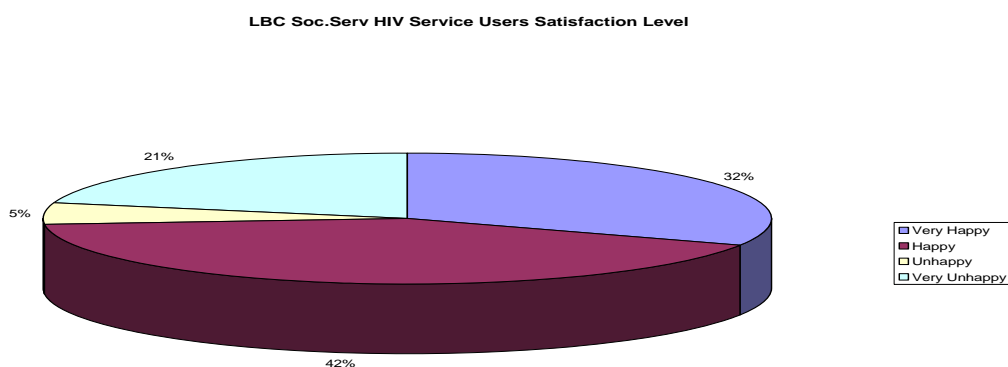


Table 8: Respondents' general comments regarding Luton Borough Council Social Services

HIV and Sexual Health Service	Good Practice	Areas Of Concern
<p>QSN 34 If you would like to make any other comments regarding your experiences of using Social services, Please write here</p>	<ul style="list-style-type: none"> <li>• I am very pleased</li> <li>• Punctual with regards to appointments, courteous, attentive, helpful and encouraging</li> <li>• Some are okay but some are rude-that is bad</li> <li>• None all is well</li> <li>• While with dignity and respect they can be unfair by intruding in your privacy-making unannounced visits</li> </ul>	<ul style="list-style-type: none"> <li>• I do not use this service at all</li> <li>• I would like to see social services please put me on the list</li> <li>• Do not use this as it is not discreet enough</li> <li>• They treat us like pieces of GABBAGE. Like second class citizens. They think it is a crime to be HIV positive and being an asylum seeker</li> <li>• Accommodation being offered is not up to date. They put a group of people living with HIV/AIDS in the same building</li> <li>• I thought they were there to give support but they seem to there depress, stress and live you stranded and devastated</li> <li>• No Comment</li> <li>• Waiting area is too close to the reception</li> <li>• The service should take time to understand our problems when we discuss with them</li> </ul>

#### 4.8 Centre for African Families Positive Health (CAFPH)

Most service users (90%) indicated that they were satisfied with the service. 10% had concerns with all aspects of this health service. Figures 20, 21 and Table 9 below indicate the overall satisfaction level with health service provided by CAFPH.

Figure 20: Centre for African Families Positive Health (CAFPH) level of satisfaction with the service

Satisfaction Scale	Very Happy	Happy	Unhappy	Very Unhappy	No Response
<b>Aspect of Health Service</b>	Number of Respondents or Non Respondents				
Access to immigration & Legal Advice	13	7	1	1	34
Confidentiality of service & your records	15	8	1	1	31
Internet Access	15	6	1	1	33
Peer Support	10	8	2	2	34
Weekly Support Groups	10	10	1	1	34
Hospital Visits & Accompanying	7	9	2	2	36
Home Visits	10	8	2	2	34
Therapies (Aromatherapy & Acupuncture)	13	7	1	1	34
Positive Speakers Programme	14	7	1	1	33
Health Promotion information	13	4	1	1	37
Children's Activities	15	5	1	1	34
Children & Youth Counselling	8	6	1	2	39
Information	2	8	3	1	42
Training	8	5	2	1	40
Workshops	8	8	2	2	36
Being heard/listened to	9	6	2	2	34
Treated with dignity & respect	12	6	3	2	33

Figure 21: CAFPH service users' satisfaction/happiness levels

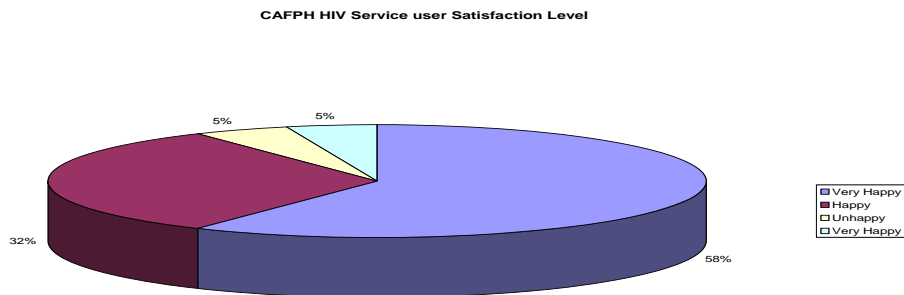


Table 9: Respondents' General comments regarding CAFPH

HIV and Sexual Health Service	Good Practice	Areas Of Concern
<p><b>QSN 38 If you would like to make any other comments regarding your experiences of using CAFPH Please write here</b></p>	<ul style="list-style-type: none"> <li>• Very organised keep the good work</li> <li>• Good and well</li> <li>• Guys keep it up you are doing a great job and I am praying to God to give you more blessings</li> <li>• CAFPH tries to treat all people equally only if they had resources to help clients. They are doing well</li> <li>• Prefer not to comment</li> <li>• The best</li> </ul>	<ul style="list-style-type: none"> <li>• I do not use this service, I do not even know what CAFPH does</li> <li>• Like BBP, these people are out to make money out of the poor Asylum seekers, whilst they lead a 'Posh life style.</li> <li>• A lot of favouritism and if you tell them what they are doing is wrong, you become a target. So I have stopped going there, but I am sure they still have my name to increase their numbers</li> </ul>

#### 4.9 Bedfordshire Body Positive

Most service users (78%) indicated that they were satisfied with the service. 22% of them had concerns with all aspects of this health service. Figures 22, 23 and Table 10 below indicate the overall satisfaction level with specific health service aspects provided by BB positive services.

Figure 22: Bedfordshire Body Positive level of satisfaction with the service

Satisfaction Scale	Very Happy	Happy	Unhappy	Very Unhappy	No Response
<b>Aspect of Health Service</b>	Number of Respondents or Non Respondents				
Access to immigration & Legal Advice	5	10	2	2	<b>37</b>
Children's School Holiday Activities	2	8	2	1	<b>43</b>
Complementary Therapies	4	9	2	1	<b>40</b>
Confidentiality of services & your records	5	12	2	2	<b>35</b>
Counselling Service	4	8	2	3	<b>39</b>
Home & hospital Visits	2	8	2	2	<b>42</b>
information Service	2	10	2	1	<b>41</b>
Internet at Drop-ins	3	10	2	1	<b>40</b>
Loan of sterilising units for post-mothers	4	10	2	2	<b>38</b>
One to one peer support	7	12	2	2	<b>33</b>
Support groups	4	12	1	1	<b>38</b>
Talks and Work Shops	7	11	1	2	<b>35</b>
Tel Advice/ Helpline	7	9	1	2	<b>37</b>
Use of volunteer for practical support & Outreach	6	7	3	2	<b>38</b>
Website	5	7	4	2	<b>38</b>
Welfare Benefit Advice	4	7	3	2	<b>40</b>
Being heard/ listened to	5	10	1	2	<b>38</b>
Treated with dignity & respect	6	8	2	2	<b>38</b>

Figure 23: Bedfordshire Body Positive service user satisfaction level

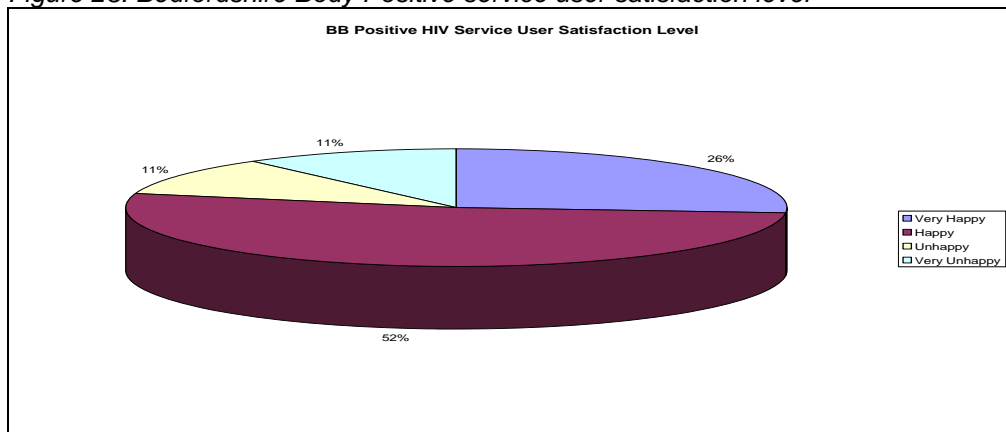


Table 10: Respondents' Overall comments regarding Bedfordshire Body Positive

HIV and Sexual Health Service	Good Practice	Areas of Concern
<p>QSN 36 <i>If you would like to make any other comments regarding your experiences of using BB Positive Please write here</i></p>	<ul style="list-style-type: none"> <li>• I have only used this service twice , sometimes I phone the BBP for help and advice</li> <li>• Only rarely use counselling service. Counselling service is first class though and is being part funded by BBP-If it was not for this funding I could not afford to do the counselling and I really need it</li> <li>• No comment</li> <li>• Good work</li> <li>• Keep up guys you are doing a great job</li> <li>• Very good</li> </ul>	<ul style="list-style-type: none"> <li>• Have been promised a home visit, but have lived here 2 years and no-one been out yet.</li> <li>• Website is like a mistake!</li> <li>• Do not know the use of volunteers for practical support &amp; outreach</li> <li>• Never accessed the website</li> <li>• Welfare Benefit Advise- do they do that????</li> <li>• The organisations are there to make money with Positive people I no-longer attend them because they are very biased.</li> <li>• There was a strategy Planning meeting which I attended with this consultant from Northampton, (Staff member) was asked to change a lot of things but did not want.</li> <li>• The organisation is run like a family business e.g. Boy Friends and children getting jobs.</li> <li>• There is a Lot of favouritism and back biting</li> <li>• We never got any help from crusade money</li> <li>• Other clients can be bitter in support groups and fail to deliver peer support and unnecessary stuff shared.</li> <li>• Can be very judgemental and disrespectful</li> <li>• I think they concentrate much on clients from one country and are regarded as one with the most needs.</li> <li>• Every research done is from that one country</li> <li>• Prefer not to comment</li> <li>• I am unaware of the internet drop-ins and loans of sterilising units for positive mothers</li> <li>• Therapies temporarily suspended</li> </ul>

## 5. Reception Areas for HIV and Sexual Health Services

Questions 5, 11, 19, 28 and 33 of the questionnaire intended to confirm, if the reception locations and settings gave a sense of privacy and confidentiality. This question was irrelevant to CAFPH and BBP as they have different settings.

Figure 24: Responses to questions 5, 11, 19, 28 and 33 level of confidentiality in reception area

Question Numbers	Health Service Assessed	Yes	No	Do not know	No Response
		Number of Respondents or Non Respondents			
5	Luton Gum Clinic	0	38	11	7
11	L& D Hospital Maternity Service	4	6	5	40
19	The Lodge - Contraceptive Service	2	6	7	41
28	Luton Borough Council Social Services	0	0	0	56
33	General Practitioners – GPs (For HIV Care Only)	10	7	6	33

### General Comments

The questionnaire also gave an option for respondents to come up with general comments this was in addition to the general comments linked to each service. Below are some of the general comments made regarding the Luton HIV and sexual health services

- I am HIV positive; I live in (name supplied). I am white female. I find it hard to access any service as I work. So I can not attend support groups due to work commitments. Also I am finding it hard to find support with people of my own age, creed, colour etc. Being HIV is hard enough let alone being discriminated for being white. I only have support from (Name supplied) and another person as there are no services in (name supplied) and to get to Luton it is 45 minutes drive. I do not mind if you can contact me (telephone number supplied).
- Everything they are doing to me. I am very happy because my health is very important and I am so strong now and feeling more good than ever. So I say thank you very much too all the staff. I am very happy
- I use a London clinic. I live in Bedfordshire but not Luton. Much prefer specialist HIV service in London-It is 'normal' as opposed to a 'dodgy' STD clinic.
- There is a shortage of HIV care in my area (Mid-Beds).Luton is mostly African oriented. Bedford is completely c...
- Always treated with respect and I trust my Doctor who has been very supportive
- I am very pleased with all the services and treatment received
- I would like to thank the specialist St Mary's team. Dr (name supplied) and name (supplied) for their exceptional care for me and my son. Also Dr (name supplied) for his lovely manner and Professionalism
- No comment
- Physiotherapy waiting time for my disabled HIV child is urgent. But treatment unavailable and does not help with other major hurdles faced daily? Waiting time was 8 months.
- I think PCT should have a combined meeting with the relevant organisations and service users. A lot of people are not happy and there are a lot of intelligent people who can help, but are not given the chance, that is why they do not bother going to these organisations. They should be aiming at equipping or empowering service user with skills and information
- When I go to the Walk in Centre, town Centre with an illness (emergency) being HIV Positive, I am the last person to be attended to which makes me sad.
- Condoms not easy to get sometimes especially for men
- The services offered are mostly concentrated on how you take care of your health especially from diseases but there is more that people who are HIV positive are lacking.

## **6. Recommendations**

The following recommendations are based on the concerns noted by the members who participated in the focus group and those who completed the HIV service user's questionnaire.

### **Recommendation 1: Improve engagement with sexual health and HIV service user**

Improve mechanisms for effectively engaging with the service users and relevant communities in order to: ensure appropriate input into service improvement; obtain constructive and meaningful feedback on current services and to; warrant equality in access to services.

### **Recommendation 2: Reassure Confidentiality to Sexual health and HIV service users**

Service user had concerns about levels of confidentiality; it is therefore recommended that the issue of confidentiality should be revisited across all services and the policy and practice of confidentiality should be made explicit and be clearly understood by staff and service users.

### **Recommendation 3: Ensure that partners (health service providers) use and share robust data**

Develop a patient information data sharing protocol to assure quality and timeliness of care to the service users without breaches of confidentiality. Other issues to consider is how service users manage their personal information, as it was clear from both focus groups and some questionnaires that not all aspects of confidentiality are perceived to be 'breached' through the service provider settings but some are through individual social networks.

### **Recommendation 4: Clarify the roles of key personnel and services offered**

Service users were unclear of the services they were entitled to and the role of certain personnel within services. For example:

#### Genitourinary Medicine

GUM should ensure that service users are well informed about the role and services provided by the health advisory team.

#### The Luton Borough Council-Social Services

Social services should work closely with CAFPH, Bbpositive and The Lodge regular service users to clarify the services they provide and the role of the social worker.

#### GP services for HIV care only

The GP's Local Enhanced Services should ensure that their service is well-known in the community. There was a significant lack of awareness about this service

### **Recommendation 5: Post HIV diagnosis support**

The GUM should explore opportunities to improve post HIV testing/diagnosis support services. Options to be explored include the possibility of easy access to immediate peer support .

### **Recommendation 5a: Information on wider social services**

Some service users suggested that they would appreciate information on wider social issues such as food, housing, employment and transport, before they are discharged from the hospital. Therefore, it is recommended that Luton Borough Council Social Services should review the existing information and mechanisms in place for people to access social services before being discharged from hospital.

**Recommendation 6: Mainstreaming HIV care into the primary care**

Based on the fact that 13/16 members in one of the focus group said their GPs knew about their HIV status, there is an opportunity for the LtPCT to consider further development of HIV care into primary care.

**Recommendation 7: Reduce waiting times for service users collecting medication**

It is recommended that the GUM pharmacy service identify ways to reduce waiting times for people collecting medication at the pharmacy. The PCT should consider exploring the feasibility of delivering medication to people's homes.

**Recommendation 8: LAHSHAG HIV Service User Strategy**

Develop a consistent shared strategy, and ensure that 'LAHSHAG' provides effective leadership across the HIV and sexual health services i.e., increased service user involvement which is genuinely shared by all 'LAHSHAG' partners. This would encompass development of HIV service user involvement structures or representative to provide the link between service users and providers.

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**APPENDIX 1: Key HIV and Sexual Health Services**

<b>Sexual HIV and Sexual Health Service</b>	<b>Details and Services Provided (Source HIV services Professional Directory)</b>
The Lodge Contraceptive Services	Located in Town Centre, George Street West, that leads off of George St, opposite Mac Donald's. The Lodge is on the right side. The service is for male and female clients including those under the age of 16 and can be used by anyone. The Lodge provides, contraception in the form of condoms, emergency contraception, pregnancy testing, referral for termination of pregnancy and information and advice. The lodge does not provide testing or treatment for HIV (other than Chlamydia screening for under 25's) and do not test sexually transmitted infections (STIs)
The Lodge- Client Care Services	. This is a self referral service for anyone affected by HIV. This can include the person themselves and or families friends, partners or careers. The HIV Client Care Provides; Practical and emotional support, information, advocacy and coordination of care, free condoms, lubricant and dental dams, client comfort fund, focus groups, volunteers service including befriending, weekly Drop-Ins are available
Genitourinary Medicine Clinic	The Luton GUM Department has three open access/ walk in clinics per week- male, female and young persons' clinic. They also operate an appointment system. Clinics run at different times.
Luton & Dunstable (L&D) HIV Maternity Services	All pregnant women who are HIV and or anyone wanting information relating to HIV may contact this service. The specialist midwife can see people if she is available, however an appointment system is recommended. The Specialist Midwife, who manages a case load of HIV positive women, provides a quick referral to GUM services for women diagnosed through antenatal HIV screening. Provides HIV teaching sessions for midwives, doctors and anyone can contact her for teaching that is to local charitable agencies. Monitors antenatal screening uptake rates, Relays HIV positive diagnosis to women screened through the antenatal process
Luton & Dunstable (L&D) HIV Children Services	The service is for children infected with HIV and babies born of infected mothers under 16 years of age. There is a walk in clinic on Mondays at the L&D hospital. The following services are available through specialist Children's nurse, support, treatment management and monitoring, education and disclosure around children and HIV
General Practitioners (For HIV Care Only)	<p>In Luton there are two GP practices designated to provide HIV enhanced services. These are Blenheim medical Center and Lea Vale Medical Group</p> <p><b>Lea Vale Medical Group:</b> Located in Liverpool road Luton. Patients who are registered with the practice or patients registered with other general practitioners, who wish to access HIV testing or care of HIV in primary care. The main service provided by Lea Vale is HIV counseling for testing primary care for maintaining good health. This service is not available for people who live outside Luton.</p> <p><b>Blenheim Medical Centre:</b> Located at 9 Blenheim Crescent, The centre is easily accessible by foot or car with free parking on site. Only people registered with the practice can access their service. Provides HIV antibody pre test counseling and HIV testing with bloods taken on site at time of visit. Follow up post test counseling and sexual health promotion also provided. In addition, HIV testing is also available for people not registered at their practice. HIV testing can be accessed either Blenheim Crescent or at The Link surgery in Hockwell Ring, however individuals need to register as temporary patients</p>
Luton Borough Council (LBC) Social Services	The service provides comprehensive holistic assessment for people living with or affected by HIV. Refer to Citizens Advisory Bureau for benefit advice/check. Liaises with health, housing and asylum teams and other agencies. Liaises with other specialist teams or organizations, organize home care, respite, day care and direct payments, advice on how to access counseling
Bedfordshire Body Positive (BBP)	This service is available to People from Bedfordshire and Luton affected by HIV/AIDS. Potential service users are either referred by themselves or other agencies. In any case a letter of HIV diagnosis may be required from hospital or GPs in order for service user to access support groups. Bbpositive provide community support, for example) respite care via grants) financial support (for example essential baby grant and travel expenses) Specialist Services (For example Free Legal and immigration advice via solicitor and family support (for example education and fun trips). In addition the service includes learning workshops for service user, supported by local professionals, children's support program, internet and computer facilities by appointment, volunteer training, HIV positive men's and women's support groups.

Centre For African Families Positive Health (CAFPH)	Services provided by CAFPH are aimed at African (By birth, decent, marriage, and association) families and individuals affected by HIV/AIDS in Bedfordshire and surrounding areas. However CAFPH will not turn away anyone from any other back ground other than African. The service opens some evenings for support groups and some Saturday s for young people's activities or training. Potential service users obtain referred by either themselves or other agencies. CAFPH provides the following services: Peer support, weekly support groups with crèche, hospital visits and accompanying, home visits, therapies, information, free internet and computer access, Training/Workshops, Positive Self Management Program (PSMP),Keep fit classes, Health promotion, Positive Speakers Program, Children Services/respite, Volunteering opportunities and National African HIV Prevention Program
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**APPENDIX 2 : HIV & Sexual Health Service Users Questionnaire**

Luton Teaching Primary Care Trust (LTPCT) is committed to improving sexual health and HIV services for users in Luton. In order to achieve this effectively, LTPCT is interested in hearing your opinions and experiences of using local services. This will help us to ensure that services are meeting your needs.

Please can you spare a few minutes to complete this questionnaire as honestly as possible? If you feel that certain questions do not cover specific aspects of your experience, please feel free to use the back of this questionnaire to express additional views.

If you need help in completing this form, please speak to a member of staff.

This is a confidential survey so please do not put your name or address anywhere on this form. After completing the questionnaire, please post it back to us in the pre-paid envelope provided.

The results of this survey and your comments will help us to effectively develop your services in the future.

Thank you.

**Service User Details**

**Age:** 16 – 25  26 – 35  36 – 45  46 – 55  56+

**Sex:** Male  Female  **Country of Origin:** \_\_\_\_\_

**Ethnic Origin:**

White

- British
- Irish

Any other White background, please state \_\_\_\_\_

Mixed

- White & Black Caribbean
- White and Black African
- White and Asian

Any other Mixed background, please state \_\_\_\_\_

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi

Any other Asian background, please state \_\_\_\_\_

Black or Black British

- African
- Caribbean

Any other Black background, please state \_\_\_\_\_

**Chinese or other ethnic group**

- Chinese

Any other ethnic origin, please state \_\_\_\_\_

**Use of Sexual Health & HIV Services in Luton**

1. Please indicate the service you use by stating YES or NO. Then score the services you most use by using a 1 – 9 scale, with 1 representing the services you least use and 9 representing the services you use the most.

Service	Yes/ No	Score 1-9
Luton GUM Clinic		
L & D Hospital HIV Maternity Services		
L & D Hospital HIV Children Services		
The Lodge – Contraceptive Service		
The Lodge – HIV Client Care Service		
General Practitioners – GPs (For HIV Care Only)		
Luton Borough Council Social Services		
Bedfordshire Body Positive		
Centre For African Families Positive Health (CAFPH)		

The questionnaire will now ask detailed questions about each service you use – please skip the services you do not use

**Luton GUM Clinic**

2. Regarding your visit to the GUM clinic, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separate single sex waiting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on how to take your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on side effects of your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How long did you have to wait from making your appointment to being seen by GUM?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

4. How long did you have to wait after your appointment time to be seen?

On time       less than 10 mins       10 - 15 mins   
 16 – 30 mins       more than 30 mins

5. Could other patients overhear your conversation with the receptionist?

Yes       No       Don't Know

If yes, please provide more details: \_\_\_\_\_

6. Would you prefer to have mixed waiting rooms for men & women?

Yes       No       Don't Mind

7. If you would like to make any other comments regarding your experiences of using GUM Services, please write here:

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## L&D Hospital - HIV Maternity Services

8. Regarding your visit to the L & D Hospital's HIV Maternity Services, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment with your midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with doctor or midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on side effects of your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How long did you have to wait from making your appointment time to being seen by Maternity Services?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

10. How long did you have to wait after your appointment time to be seen?

On time       less than 10 mins       10 - 15 mins   
16 – 30 mins       more than 30 mins

11. Could other patients overhear your personal conversation with the receptionist?

Yes       No       Don't Know

If yes, please provide more details: \_\_\_\_\_

12. If, you would like to make any other comments regarding your experiences of using HIV Maternity Services, please write here:

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**L&D Hospital - HIV Children's Services**

**13.** Regarding your visit to the L&D Hospital's HIV Children's Services, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very Unhappy</b>
Contacting the HIV doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting the HIV nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your child's records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the secretary of your child's doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your child's health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your child's medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on side effects of the medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on relevant family support groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help in telling your child they have HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to see the GUM doctor at the same time your child is being seen at the children's clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14.** How long did you have to wait after your appointment time to be seen?

- On time       less than 10 mins       10 - 15 mins   
 16 – 30 mins       more than 30 mins

**15.** If you would like to make any other comments regarding your experiences of using HIV Children's Services, please write here:

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**The Lodge – Contraception & Family Planning**

**16.** Regarding your visit to The Lodge, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your sexual health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on how to take your contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on side effects of your contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17.** How long did you have to wait from making your appointment to being seen by The Lodge?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

**18.** How long did you have to wait after your appointment time to be seen?

On time       less than 10 mins       10 - 15 mins   
 16 – 30 mins       more than 30 mins

**19.** Could other patients overhear your conversation with the receptionist?

Yes       No       Don't Know

If yes, please provide more details: \_\_\_\_\_

**20.** If you would like to make any other comments regarding your experiences of using Contraceptive Services, please write here:

\_\_\_\_\_

\_\_\_\_\_

**The Lodge – HIV Client Care Service**

**21.** Regarding your visit to The Lodge, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newborn essentials and formula feed schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop in sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free condoms, lube and dental dams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22.** How long did you have to wait from making your appointment to being seen by the worker?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

**23.** How long did you have to wait after your appointment time to be seen?

On time       less than 10 mins       10 - 15 mins   
 16 – 30 mins       more than 30 mins

**24.** If you would like to make any other comments regarding your experiences of using HIV Client Care Services, please write here:

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**General Practitioners (GPs) – For HIV Care Only**

**25.** Regarding your visit to your GP, please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with doctor or nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by doctor or nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on how to take any medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on any side effects of your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**26.** How long did you have to wait from making your appointment to being seen by your doctor/nurse?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

**27.** How long did you have to wait after your appointment time to be seen?

On time       less than 10 mins       10 - 15 mins   
 16 – 30 mins       more than 30 mins

**28.** Could other patients overhear your conversation with the receptionist?

Yes       No       Don't Know

If yes, please provide more details: \_\_\_\_\_

**29.** If you would like to make any other comments regarding your experiences of using GP HIV Services, please write here:

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**Luton Borough Council – Social Services**

**30.** Regarding your visit to Social Services please tick how happy/unhappy you were with the following:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your patient records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to the Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time spent with Social Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given by Social Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your social care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on housing, benefits & direct payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on counselling, home care & asylum issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**31.** How long did you have to wait from making your appointment to being seen by Social Services?

Less than 1 week       2 – 3 weeks       4 – 5 weeks       More than 5 weeks

**32.** How long did you have to wait after your appointment time to be seen?

On time       under 10 mins       10 - 15 mins   
 16 – 30 mins       over 30 mins

**33.** Could other patients overhear your conversation with the receptionist?

Yes       Don't Know   
 No

If yes, please provide more details: \_\_\_\_\_

**34.** If you would like to make any other comments regarding your experiences of Social Services, please write here:

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## Bedfordshire Body Positive (BB Positive)

35. Regarding your visit to BB Positive, please tick how happy/unhappy you were with the following services you have used:

	Very Happy	Happy	Unhappy	Very unhappy
Access to Immigration & Legal Advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's School Holiday Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Complementary Therapies</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselling Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home & Hospital Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet at Drop-ins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan of sterilising units for +ve mothers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One to one peer support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talks and Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Advice / Helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of volunteers for practical support & outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welfare Benefit Advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36. If you would like to make any other comments regarding your experiences of using services at BB Positive, please write here:

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**Centre For African Families Positive Health (CAFPH)**

**37.** Regarding your visit to CAFPH please tick how happy/unhappy you were with the following services you have used:

	<b>Very Happy</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Very unhappy</b>
Access to the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of service & your records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekly Support Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital Visits & Accompanying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapies (Aromatherapy & Acupuncture)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive Speakers Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Promotion Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children & Youth Counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being heard/listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**38.** If you would like to make any other comments regarding your experiences of using services at CAFPH, please write here:

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If you would like to comment further on any aspect of using local HIV or Sexual Health Services, please write here:

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Thank you for taking the time to complete this questionnaire  
– Your comments are really important to us.

