



Have Your Say Survey Sexual Health Services in Surrey

Thank you for taking the time to tell us about your views and experiences of sexual health services in Surrey. This survey will take no more than 15 minutes to complete. Your views are very important to us and will ensure we are delivering the best services we possibly can to support the health of all Surrey residents. All of your answers will be anonymous and kept confidential. They will be grouped together with all of the other respondents so your answers will not be linked to you individually.

Survey in alternative formats

This survey is also available in Polish, Urdu and Bengali and accessible formats (including an easy read and plain text version).

If you would like a paper version of the survey (including paper versions of the accessible formats and alternative languages), please email us on shna@surreycc.gov.uk or text on 07929 771799 (text only) and we will post a survey out to you.

As a thank you for completing the survey, you will also have the chance to enter a prize draw to win one of three £20 Amazon vouchers at the end of the survey. Please see end of the survey for details on how to enter.

If you need information on the sexual health services available in Surrey, please visit www.healthysurrey.org.uk/sexual-health

If you have any further questions, please contact shna@surreycc.gov.uk

1. There are a number of different sexual health services which Surrey residents use. Do you know what sexual health services are available in Surrey?

Answer Yes or No; please state answer

INSERT ANSWER:

If yes, go to question 1a

If no, go to question 3d

1a. Can you tell us which services you are aware of? (You don't need to have used them, just to know about them).

Please select all answers that apply

- i. Online (postal) services including online contraception and testing for sexually transmitted infections such as gonorrhoea and chlamydia (also run by CNWL)**
- ii. Accessing contraception from the GP**
- iii. Accessing chlamydia and gonorrhoea testing and treatment at pharmacies**
- iv. Accessing emergency contraception at pharmacies**
- v. Accessing sexual health services outside of Surrey. E.g. in London, or in a different County**
- vi. CNWL Specialist sexual health service (including 'walk- in', and booked face to face/telephone appointments)**
- vii. CNWL telephone service**
- viii. CNWL Guildford (Buryfields clinic)**
- ix. Redhill (Earnsdale Clinic)**
- x. Woking Hospital (Woking clinic)**

- xi. Leatherhead Hospital (Leatherhead)**
- xii. Derby Medical Centre (Epsom)**
- xiii. A sexual health clinic not listed above - please tell us the name or location of the clinic for example 'The Wolverton Clinic' or 'A clinic in Hounslow')**

INSERT ANSWER:

2. Do you know how to access sexual health services?

Answer Yes or No; please state answer

INSERT ANSWER:

If yes, go to question 2a

If no, go to question 3

2a. Please tell us which options you have heard of:

- i. Sexual health service telephone booking line**
- ii. Used the online contraception/testing service**

- iii. Booked online appointment at sexual health clinic
- iv. Accessed walk in service at sexual health clinic
- v. Made appointment with GP
- vi. Went to a pharmacy
- vii. Other (please specify below)

INSERT ANSWER:

3. Have you ever used sexual health services in Surrey? (This includes sexual health clinics, phoning the sexual health clinic and the online sexual health services)

Answer Yes or No; please state answer

INSERT ANSWER:

If yes, go to question 3a

If no, go to question 3b

**3a. If yes, when did you last access the service?
Choose one option:**

- i. Before March 2020**
- ii. During or after March 2020**

INSERT ANSWER:

3b. Which service did you go to?

Please select as many as apply.

- i. Went in person to a sexual health clinic**
- ii. Had a telephone appointment with a sexual health clinic**
- iii. Used the online service**
- iv. Other (please state where)**

INSERT ANSWER:

3c. What was the experience like? (You might have used different services e.g. GP and sexual health clinic, please tell us which experience you're referring to).

INSERT ANSWER:

3d. If you have not accessed a sexual health service, please tell us why not?

Please select all that apply

- i. Haven't ever needed to**
- ii. Didn't know how to access the service**
- iii. Wasn't accessible e.g. too far to travel**
- iv. Accessed it elsewhere e.g. bought it myself online**
- v. Went to a service in a different area**
- vi. Went to my GP**
- vii. Went to the pharmacy**
- viii. Embarrassed to access service**
- ix. Felt like I couldn't access service – please tell us why**

INSERT ANSWER:

x. Other – please tell us why

INSERT ANSWER:

4. Do you have any other comments about sexual health services available to people in Surrey?

INSERT ANSWER:

Please answer the following questions to help us learn a little bit more about your background. We are asking them to make sure that we are speaking to and representing the views of a mix of Surrey residents.

1. What age bracket do you fall into?

Under 18

18 -24

25-34

35-44

45-54

55-64

65+

I don't wish to say

INSERT ANSWER:

2.How would you describe your gender?

- a. Male**
- b. Female**
- c. Non-binary**
- d. Don't wish to say**
- e. Other (please state)**

INSERT ANSWER:

3. Is your gender identity the same as the sex you were assigned at birth?

- a. Yes**
- b. No**
- c. Don't wish to say**

INSERT ANSWER:

4.What's your sexual orientation?

- a. Heterosexual or Straight**
- b. Gay or Lesbian**
- c. Bisexual**

- d. Don't wish to say**
- e. Other (please state)**

INSERT ANSWER:

5. How would you best describe your ethnicity?

- a. White**
- b. English / Welsh / Scottish / Northern Irish / British**
- c. Irish**
- d. Gypsy Roma or Irish Traveller**
- e. Any other White background**
- f. Mixed / Multiple ethnic groups**
- g. White and Black Caribbean**
- h. White and Black African**
- i. White and Asian**
- j. Any other Mixed / Multiple ethnic background**
- k. Asian / Asian British**
- l. Indian**
- m. Pakistani**
- n. Bangladeshi**
- o. Chinese**
- p. Any other Asian background**
- q. Black / African / Caribbean / Black British**
- r. African**
- s. Caribbean**
- t. Any other Black / African / Caribbean background**
- u. Other ethnic group**
- v. Arab**
- w. Don't wish to say**

x. Any other ethnic group, please state:

INSERT ANSWER:

6. Which area in Surrey do you live in?

- a. Elmbridge**
- b. Epsom and Ewell**
- c. Guildford**
- d. Mole Valley**
- e. Reigate and Banstead**
- f. Runnymede**
- g. Spelthorne**
- h. Surrey Heath**
- i. Tandridge**
- j. Waverley**
- k. Woking**
- l. I live outside of Surrey**

INSERT ANSWER:

Thank you very much for taking the time to complete our survey. Your views are important to us.

Please submit your response by Wednesday 23rd December 2020.

You can submit the following ways:

Online on Surrey Says:

<https://www.surreysays.co.uk/adult-social-care-and-public-health/7fc2f99e/>

Or by post to:

**SHNA public health
Quadrant Court
35 Guildford Road,
Woking, Surrey,
GU22 7QQ**

Or by email to shna@surreycc.gov.uk

To enter into a prize draw to win one of three £20 Amazon vouchers, please send your name, email address and contact number to shna@surreycc.gov.uk

If you need information on the sexual health services available in Surrey, please visit

www.healthysurrey.org.uk/sexual-health

Interested in telling us more?

We will also be conducting longer interviews of up to 40 minutes to find out more about some of the reasons why people may not want to access sexual health services in Surrey. These will be done via telephone and you will be given a £20 Amazon

voucher as a thank you for your time. The answers you give will be anonymous and kept confidential. You will never be referred to by name. If you interested in taking part in an interview, please send your name, email address and contact number to shna@surreycc.gov.uk

If you have any further questions, please contact shna@surreycc.gov.uk