



VISION FOR SERVICE CONFIGURATION

TEES INTEGRATED SEXUAL HEALTH SERVICE

The following information sets out the vision for configuration of Sexual Health Services across Teesside and provides background information on existing service locations. It describes the commissioners' requirements with regards to service configuration and service reach. The provider of the sexual health service will be required to fulfil these requirements as part of an effective estates strategy.

1 HUB, SPOKE & OUTREACH MODEL

1.1 The service provider will continue provision of a Teeswide integrated model of delivery with residents able to access healthcare within their area of residence or from any clinic setting within the geographical boundaries of Tees Valley. Management of care should be seamless even when clients may choose to access services from different settings. The service will also provide open access services to non-residents but configuration will be led by the needs of the local population.

1.2 The Tees Sexual Health Service will offer provision from locations across Teesside with a mix of Specialist Hub clinics (ideally one per Local Authority) providing Levels 1, 2 & 3 GUM and CASH services; and spoke or satellite clinics providing at least Levels 1 & 2 GUM and CASH. Service provision in each locality will be equitable but proportionate to population need and seek to reach those population groups of greatest risk.

1.3 It is envisaged that the greater share of clinic hours will be provided from the Hubs offering 8am until 8pm provision.

1.4 It is anticipated that the minimum number of clinic hours of provision (based on current provision at hubs and spokes) per week per locality shall be 56 hours in Hartlepool, 74 hours Middlesbrough, 61 hours Redcar & Cleveland and 78 hours in Stockton plus additional outreach and subcontractor activity.

1.5 Hub and spoke provision will need to be offered from premises suitable for healthcare use in line with CQC regulations (Health and Social Care Act 2008 [Regulated Activities] Regulations 2014: Regulation 15) and Health Building Note Guidance (including HBN 12-01, Supplement A: Sexual and reproductive health clinics).

1.6 Clinic facilities will accommodate space and facilities for entrance; reception and waiting; interview and counselling; consulting, examination and treatment; clinical support facilities; and administration support including education and training areas. Facilities must support the maintenance of high levels of patient confidentiality.

1.7 Services will be aligned using demographic data and the best available evidence on need and demand for these services to target those currently not accessing sexual health services and/ or those who are at greatest risk whilst making the most efficient use of available resources.

1.8 When planning sexual health clinic accommodation consideration should be given to the total number of attendances anticipated per annum (baseline activity) by both Tees and non-Tees residents but allow for changes in activity and workload.

1.9 Clinic sites should be located in areas easily accessible to the local population by foot, public transport and car. Specialist Hubs should ideally be centrally located. Location of spoke and outreach clinics should consider ease of access for those of highest need, geographically isolated or at greatest risk. Services should be clearly signposted.

1.10 Location, opening times and services provided should be advertised. The service will offer a choice of daytime, evening, weekend (dependent on population need), booked, and walk-in appointments.

1.11 The provider will on an ongoing basis monitor service utilisation and consider changes in the estate to generate improvements in access and/or service costs as part of an effective estates strategy.

1.12 The provider will seek maximum productivity from the clinic space available - reviewing the patient flow, booking rules and assessment/ triage processes to facilitate a smooth patient flow.

1.13 Changes to the location of service provision will require the approval of the Commissioner and public consultation (if the Commissioner advises it is appropriate).

2 OUTREACH GUM & CONTRACEPTIVE SERVICES

2.1 Outreach provision for groups at high risk of negative sexual health outcomes will be a critical component of the Tees Integrated Sexual Health Service. Outreach is defined as a service provided outside a clinical setting that is flexibly tailored to specific local health needs which is reviewed on a regular basis and may relocate to meet need.

2.2 Outreach locations could include the following sites; youth and community centres, schools and colleges, paid and unpaid sex venues (this list is not exhaustive).

2.3 The Service will ensure provision of a nurse-led outreach service, which will provide sexual health services (STI testing, prevention and contraception) to groups at high risk of unwanted conceptions, abortions and STIs. The location and targeting of nurse-led outreach services should be informed by an appraisal of sexual health needs so that they are directed towards groups, and located in areas, of greatest need. The Service will work in partnership with other agencies and services (e.g. alcohol and drugs services, mental health services) to enable the targeting of delivery to groups at high risk of poor sexual health outcomes.

2.4 The service will also (where appropriate) work in partnership with other agencies and services offering training, materials and support to build capacity amongst other frontline workers to provide brief interventions, advice, signposting and testing (Level One Services) as part of their core public health role, for example, School Nursing Services, Student Services and Youth Services.

2.5 The Service will work closely with Secondary Schools, Colleges, Universities and School Nursing Services to improve awareness of local service provision, and increase signposting/referral into hub, spoke or outreach settings. This will include providing training for key workers such as Youth Workers and Student Services.

3 GP & PHARMACY SUBCONTRACTORS

3.1 The provider will extend the reach and hours of provision through the use of GP and Pharmacy subcontractors. The provider will be responsible for ensuring that services offered by subcontractors are provided from fit for purpose premises in line with the contracted requirements.

4 LOCAL AUTHORITY SPECIFIC REQUIREMENTS

4.1 HARTLEPOOL	<p>1. Preferences</p> <p>Requirement for a Hub delivering level 1, 2 & 3 GUM & CASH complemented by spoke/outreach services. Service provision should be outward facing and seek to build partnerships and capacity within community settings. The Hub should be town centre based with good transport links. The reach of provision should be spread through the use of robust GP and Pharmacy subcontracting arrangements; and provision of training, materials and ongoing support to a range of settings to enable delivery of Level One services.</p> <p>2. Key High Risk and Priority Groups</p> <ul style="list-style-type: none">• Young People• Drug & Alcohol Users• MSM• Children in Care• Teenage Mothers <p>3. Key Areas of Geographical Reach</p> <ul style="list-style-type: none">• Wards of highest deprivation. <p>4. Current Location of Services</p> <p>The Hub is currently located at One Life Centre (Park Road, Hartlepool TS24 7PW) [Estate Manager: Community Health Partnership]). It is recognised to be a good central location near to the main shopping centre and College of Further Education. It is well serviced by public transport and is co-located with other health services. The service also has a significant number of non-residents from the South of Durham area accessing healthcare at this clinic site.</p> <p>There are currently no spokes but a significant number of Hartlepool residents access care through the Billingham Health Centre Clinic.</p> <p>There are currently outreach clinics at Hartlepool Sixth Form College (Brinkburn) and Dyke House Sports & Technology College.</p> <p>The current GP subcontractors are:</p> <ul style="list-style-type: none">• Havelock Grange Practice• Chadwick House• The Health Centre (Gupta)• The Health Centre (Hazle)• The Health Centre (Koh)• The Headland Medical Centre• The Surgery (Station Lane)• Gladstone House Surgery• Wynyard Road Primary Care Centre• Bank House Surgery• Intrahealth - Hartfields Medical Practice• The Fens Medical Centre• Hart Medical Practice <p>The current pharmacy subcontractors are:</p> <ul style="list-style-type: none">• Asda Stores Ltd (Marina Complex)• Boots the Chemist Ltd (Anchor Retail Park)• Boots the Chemist Ltd (Middleton Grange Shopping Centre)• Chambers Chemist (Grove Street)
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	<ul style="list-style-type: none"> • Clayfields Pharmacy (Oxford Road) • Healthways Chemists Ltd (Middleton Grange Shopping Centre) • Lloyds Pharmacy (The Arches) • Lloyds Pharmacy (Winterbottom Avenue) • Lloyds Pharmacy (Wynyard Road) • Lloyds Pharmacy (Kendal Road) • Lloyds Pharmacy (Wiltshire Way) • National Co-operative Chemists Ltd (York Road) • Co-operative Pharmacy (Catcote Road) • M & J Pharmacy [Norchem] (Elizabeth Way) • Tesco Stores Ltd (Bellevue Way) • Westview Pharmacy (Brus Corner) • Your local Boots Pharmacy (Park Road)
<p>4.2 STOCKTON-ON-TEES</p>	<p>1. Preferences</p> <p>Requirement for a Hub delivering level 1, 2 & 3 GUM & CASH complemented by spoke and outreach services. Hub should ideally be town centre based with good transport links. A presence is required in Billingham and Thornaby. The reach of provision should be spread through the use of robust GP and Pharmacy subcontracting arrangements; and provision of training, materials and ongoing support to a range of settings to enable delivery of Level One services.</p> <p>2. Key High Risk and Priority Groups</p> <ul style="list-style-type: none"> • Young People • Children in Care • Teenage Mothers • BME groups • Asylum Seekers & Refugees • Sex Workers • Drug & Alcohol Users • MSM <p>3. Key Areas of Geographical Reach</p> <ul style="list-style-type: none"> • Billingham • Thornaby • Central Stockton (including Stockton Town Centre, Mandale/Victoria and Newtown wards) • Roseworth and Hardwick wards <p>4. Current Location of Services</p> <p>The Hub is currently located at Lawson Street Health Centre (Estate Manager: Community Health Partnership). However it is recognised that there are some concerns with this site - car parking is limited, located out of town centre, and may be perceived as intimidating due to the co-location of specialist substance misuse services.</p> <p>Spoke provision has included clinics at Tithebarn House, Billingham Health Centre and Thornaby Medical Centre.</p> <p>Historically there has been some outreach provision for the Homeless, Sex Workers and Stockton Riverside College.</p> <p>The current GP subcontractors are:</p> <ul style="list-style-type: none"> • Tennant Street Medical Practice • Melrose Medical Centre • A&B Medical Practice • Woodbridge Practice

	<ul style="list-style-type: none"> • Woodlands Family Medical Centre • Queenstree Practice • Kingsway Medical Centre • The Roseberry Practice • Eaglescliffe Medical Practice • Alma Medical Centre • Thornaby & Barwick Medical Group • The Dovecot Surgery • Marsh House Medical Centre • Queens Park Medical Centre • Riverside Medical Practice • Dr S Rasool • Yarm Medical Practice • Norton Medical Centre • Elm Tree Medical Centre • The Arrival Medical Practice • Stockton NHS Health Care Centre - Walk in <p>The current pharmacy subcontractors are:</p> <ul style="list-style-type: none"> • ASDA Pharmacy (Asda Stores Ltd, Allensway) • ASDA Pharmacy (Portrack Lane) • Billchem (Queensway Health Centre) • Boots Pharmacy (25 Queensway) • Boots Pharmacy (58 / 63 High Street) • Boots Pharmacy (Unit 21B, Goodwood Square) • Boots UK (Thornaby Health Centre) • Boots UK Ltd (Unit 1, 46 High Street) • Davidson Pharmacy (3 Station Road) • Eaglescliffe (12 Durham Lane, Orchard Estate) • Harry Hill Pharmacy (8 Kenilworth Road) • Hepworths Chemist (20 Greenside) • Kelly Chemist (Myton Park Neighbourhood Centre) • Lloyds Pharmacy (55 High Street) • Newham Pharmacy (9/10 High Newham Court) • Pharmacy 365 (Norchem) (161/162 High Street) • Pharmacy 365 (Norchem) (3 Tennant Street) • Pharmacy World Ltd (59 Redhill Road) • Rowlands Pharmacy (39 Queensway) • Rowlands Pharmacy (64/66 Norton Road) • Rowlands Pharmacy (The Health Centre) • Rowlands Pharmacy (Tennant Street) • Rowlands Pharmacy (106 Yarm Lane) • Sainsburys Pharmacy (Whitehouse Farm) • Tesco in-store Pharmacy (Durham Road) • Tesco in-store Pharmacy (Leaholme Road) • Norton Glebe Pharmacy (Unit 6, Hanover Parade) • Whitworths Chemists (Varo Terrace) • Whitworths Chemists (7 Heaulough Park) • WM Morrison Pharmacy (Teesside Retail Park) • Your Local Boots Pharmacy (12-14 High Street) • Your Local Boots Pharmacy (Norton Primary Healthcare Centre) • Your Local Boots Pharmacy (12 Wrightson House)
<p>4.3 MIDDLESBROUGH</p>	<p>1. Preferences</p> <p>Requirement for a Hub delivering level 1, 2 & 3 GUM & CASH complemented by spoke and outreach services. Hub should ideally be centrally located with good transport links. The current hub at North Ormesby Health Village (Estate Manager: NHS Estates Property Service</p>

Ltd) is well utilised and has good transportation links but has struggled to meet high levels of demand with available space. A presence is also required in the town centre area (with a focus on the student and BME population) and south of the locality. The reach of provision should be spread through the use of robust GP and Pharmacy subcontracting arrangements; and provision of training, materials and ongoing support to a range of settings to enable delivery of Level One services.

2. Key High Risk and Priority Groups

- Young People (including students)
- Teenage Mothers
- Children in Care
- BME groups
- Asylum Seekers & Refugees
- Sex Workers
- Drug & Alcohol Users
- MSM

3. Key Areas of Geographical Reach

- Hemlington/ Coulby Newham
- Wards of highest deprivation

4. Current Location of Services

The Hub is currently located at North Ormesby Health Village (11a Trinity Mews). It is a well utilised clinic with a high demand for services at this site by residents from across Tees and out of area but primarily Middlesbrough and Redcar & Cleveland residents. There are recognised to be some utilisation issues with this site with demand often exceeding clinic capacity. It is well serviced by public transport and is co-located with other health services.

There are currently spoke/satellite clinics sites at Cleveland Health Centre, Endeavour Practice and Park Surgery. The Onelife Centre at which Park Surgery could be a good location in terms reach of service provision to the migrant, student and town centre populations. There is a gap in reach of service provision to the south of Middlesbrough and a good location for a spoke clinic could be the Hemlington / Coulby Newham area. There may be potential to identify clinic space through GP practice premises in this area.

There is currently outreach provision at Unity City Academy, Teesside University and Ormesby Comprehensive. A new purpose built health and wellbeing hub (funded by the council) is under development in central Middlesbrough which will be open to any one requiring lifestyle, health and wellbeing services, with a clinic room available to the Sexual Health Services to extend reach of service offer to the local at need population.

The current GP subcontractors are:

- Westbourne Medical Centre
- Park Surgery
- Parkway Medical Centre
- The Linthorpe Surgery
- Prospect Surgery
- Oakfield Medical Practice
- The Endeavour Practice
- Cambridge Medical Group
- Coulby Medical Practice
- The Erimus Practice
- Borough Road & Nunthorpe Medical Group
- The Discovery Practice
- Hirsell Medical Centre

	<ul style="list-style-type: none"> • Woodlands Road Surgery • Crossfell Health Centre • Kings Medical Centre • Haven Medical Centre (Asylum Seeker Practice) • The Village Medical Centre • Resolution Practice • Hemlington Medical Centre <p>The current pharmacy subcontractors are:</p> <ul style="list-style-type: none"> • A C Moule & Co (55 Parliament Road) • COHENS (9 Trinity Mews) • Boots the Chemist Ltd (The Mall) • Boots UK (455 Linthorpe Road) • Co-op Pharmacy (Unit 1-3 Newton Mall) • David Jarvis Ltd (43 Eastbourne Road) • FI Maguire Ltd (4 Marton Estates Square) • Hunters Pharmacy (397 Linthorpe Road) • Lloyds Pharmacy (Scandanavian House) • Lloyds Pharmacy (9 High Street) • Lloyds Pharmacy (Cropton Way) • Lloyds Pharmacy (89 Acklam Road) • Lloyds Pharmacy (Acklam Road) • Martonside Pharmacy (Martonside Way) • Rowlands Pharmacy (169A Borough Road) • Tesco Pharmacy (Parkway Shopping Centre) • The Crossfell Pharmacy (The Berwick Hill Centre) • The Oval Pharmacy (5 Centre Court) • Victoria Chemists (118A Victoria Road) • Whitworths Pharmacy (17 Beresford Buildings) • Your Family Pharmacy (378 Linthorpe Road) • Your Local Boots Pharmacy (51 Kings Road) • Your Local Boots Pharmacy (4 King Road) • Your Local Boots Pharmacy (Unit 3, Parkway Centre) • Your Local Boots Pharmacy (9a Leaholm Crescent) • Your Local Boots Pharmacy (15 The Viewley Centre) • Your Local Boots Pharmacy (21 High Street)
<p>4.4 REDCAR & CLEVELAND</p>	<p>1. Preferences</p> <p>Requirement for a Hub delivering level 1, 2 & 3 GUM & CASH complemented by spoke and outreach services. Hub should ideally be centrally located with good transport links. Due to the geography of Redcar & Cleveland it is recognised that the appropriate location of spoke and outreach services is critical due to the rural and isolated nature of some wards. The reach of provision should be appropriately spread through the use of robust GP and Pharmacy subcontracting arrangements; and provision of training, materials and ongoing support to a range of settings to enable delivery of Level One services.</p> <p>2. Key High Risk and Priority Groups</p> <ul style="list-style-type: none"> • Young People (including students) • Children in Care • Teenage Mothers • Drug & Alcohol Users • MSM <p>3. Key Areas of Geographical Reach</p> <ul style="list-style-type: none"> • East Redcar (Loftus, Brotton, Lockwood)

- Wards of highest deprivation.

4. Current Location of Services

The Hub is currently located at Redcar Primary Care Hospital (West Dyke Road) [Estate Manager: NHS Estates Property Services Ltd]. It is an under-utilised clinic; this has been an ongoing problem. However 67% of R&C residents access service using this Hub. There are recognised to be some key access issues with this site around public transport and it is sited in the north of the locality geographically remote from some key areas of deprivation/reach. The hub is accessed by residents that live closest to it. Although co-located with other health services within the hospital, the majority of those services are older people's services.

A large proportion of residents from Redcar & Cleveland accessing services use North Ormesby Hub in Middlesbrough which struggles with the demands place upon it. This is mainly residents from the wards nearest to the A66 transport route leading to this Hub. In the public and patient consultation exercise the preference for services to be located close to home was most prominent with Redcar & Cleveland residents.

There has been some spoke/satellite clinic provision at Eston House Clinic (due to close and be relocated to Low Grange), Guisborough Hospital (due to close), Saltburn Clinic, Marske Clinic and East Cleveland Hospital. Careful consideration about the correct siting of spokes is required to ensure good service reach across Redcar & Cleveland. This may include considering the use of available GP premises.

There is currently outreach provision at Laurence Jackson School, Hillsideview Academy, Saltburn Children's Centre, Tuned In, Redcar College, Greystones /ETOAS, Prior Pursglove College and Freebrough Academy. Outreach settings are well used.

The current GP subcontractors are:

- Bentley Medical Practice
- Ravenscar Surgery
- Brotton Surgery
- Park Avenue Surgery
- Woodside Surgery
- Springwood Surgery
- The Saltscar Surgery
- Rainbow Surgery
- Garth Surgery
- Huntcliff Surgery
- Marske Medical Centre
- Hillside Practice
- Coatham Surgery
- Zetland Medical Centre
- The Lagan Surgery
- South Grange Medical Centre
- Normanby Medical Centre
- Albert House Clinic
- Manor House Surgery

The current pharmacy subcontractors are:

- ASDA Pharmacy (2 North Street)
- Boots the Chemist (33/35 High Street)
- Boots UK Ltd (The Health Centre, Rectory Lane)
- Boots Pharmacy (Cleveland Retail Park)
- C R Kime Ltd (78 Bolckow Road)
- Clevechem Ltd (The New Health Centre, Redcar Primary Care Hospital)
- Cooper & Kime (1 South Terrace)
- Co-operative Pharmacy (16 Westgate)
- Coopers Chemist Marske Limited (High Street)

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| | <ul style="list-style-type: none">• Coopers Chemist Redcar Limited (Coatham Road)• Eston Pharmacy (High Street)• Harrops Pharmacy (Zetland Road)• Lloyds Pharmacy (High Street)• Lloyds Pharmacy (Ennis Square)• Lloyds Pharmacy (South Grange Medical Centre)• Lloyds Pharmacy (Low Grange Health Centre)• Nat Coop Chemist Ltd (5 High Street)• Park Avenue Pharmacy Ltd (10 Park Avenue)• Scott Chem Limited (Roseberry Shopping Centre)• Pharmed2u@Ings (Embleton Court)• Tesco Pharmacy (West Dyke Road)• New Marske Pharmacy (1 Beacon Drive)• Whale Hill Pharmacy inc Pharmacy4u (256 Birchington Avenue)• Your Local Boots (Station Street)• Your Local Boots Pharmacy (Guisborough Road) |
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5 USEFUL CONTACT INFORMATION

5.1 NHS Estates Property Service Ltd - NHS Property Services manages, maintains and improves over 4,000 properties some of which are being used by Sexual Health Services in Teesside (including but not limited to North Ormesby Health Village, Redcar Primary Care Hospital, Onelife Middlesbrough, Cleveland Health Centre, Thornaby Medical Centre, Billingham Health Centre and Hardwick Clinic). They work in partnership with NHS organisations to create safe, efficient, sustainable and modern healthcare and working environments. They are currently the main provider of estate for sexual health services. They can provide further detail of availability of premises, costs and lease arrangements. <http://www.property.nhs.uk/our-properties-are-online/>

Contact:

NHS Property Services Ltd, Ground Floor, Waterfront IV, Goldcrest Way, Newburn Riverside, Newcastle, NE15 8NY

Andrew.Mcminn@property.nhs.uk Tel: 07768 321258

David.Elstob@property.nhs.uk

5.2 Community Health Partnerships - head tenant for the NHS LIFT estate, CHP is responsible for the overall management of 304 buildings across England includes Lawson Street Clinic (Stockton) and Onelife Centre (Hartlepool). They can provide further detail of availability of premises, costs and lease arrangements.

<http://www.communityhealthpartnerships.co.uk/tees-valley>

**Contact: Lesley McGregor
Senior Area Property and Asset Manager
Community Health Partnerships
T: 0161 209 3454
M: 07944 795681
E: l.mcgregor@communityhealthpartnerships.co.uk**

5.3 Cleveland Local Medical Committee - Act as a conduit for information to general practice. Negotiate and work co-operatively with NHS England, Clinical Commissioning Groups (CCGs), Public Health Shared Services (Local Authority), Public Health England (PHE) and local organisations on behalf of practices on issues that impact on general practice. Provide personal, professional support for all individual GPs and/or practices through periods of difficulty e.g. partnership agreements, performance and contractual problems

<http://www.clevelandlmc.org.uk/>

**Contact: Janice Foster, Chief Executive
Cleveland Local Medical Committee
First Floor, Yarm Medical Practice
Worsall Road, Yarm
TS15 9DD
Tel: 01642 745 811
Fax: 01642 745 812
Email: Janice.foster@nhs.net**

5.4 Tees Local Pharmacy Committee - Act as a conduit for information to pharmacies. Negotiate and work co-operatively with NHS England, Clinical Commissioning Groups (CCGs), Public Health Shared Services (Local Authority), Public Health England (PHE) and local organisations on behalf of pharmacies on issues that impact on pharmacies. Provide personal, professional support for all individual pharmacies through periods of difficulty e.g. partnership agreements, performance and contractual problems.

<http://psnc.org.uk/tees-lpc/about-us/>

Contact: Sandie Hall
Chief Officer/Healthy Living Pharmacy Project Manager
Tees Local Pharmaceutical Committee
Mobile: 07765686621
Email: sandie.hall1@nhs.net

5.5 General Practices – full contact details for general practices within each Authority area can be found on NHS Choices www.nhs.uk

5.6 Pharmacies - full contact details for general practices within each Authority area can be found on NHS Choices www.nhs.uk

5.7 Local Authority Estates & Premises Managers – local authorities have assets which may be in some instances suitable for delivery of services particularly satellite clinics or outreach. The following contacts should be able to provide further information in relation to each locality:

Middlesbrough Council	Dave Jamison (Asset Manager) Rob Brown (Head of Stronger Communities)	david_jamieson@middlesbrough.gov.uk rob_brown@middlesbrough.gov.uk	Tel: 01642 245432 Tel: 01642 728764
Stockton Council	Paul Hutchinson Land & Property Manager Kieran Meighan Principal Valuer	Paul.hutchinson@stockton.gov.uk Kieran.meighan@stockton.gov.uk	Tel: 01642-526898 Tel:01642-52678
Hartlepool Council	Dale Clarke, Estates and Regeneration Manager	dale.clarke@hartlepool.gov.uk	Tel: 01429 523386
Redcar & Cleveland Council	Brian Masterton Estates Surveyor, Redcar and Cleveland Council	brian.masterton@redcar-cleveland.gov.uk	Tel: 01642 444237