

<b>REPORT TO:</b>	<b>HEALTH AND WELLBEING BOARD (CROYDON)</b> <b>5 April 2017</b>
<b>AGENDA ITEM:</b>	<b>11</b>
<b>SUBJECT:</b>	<b>Croydon Healthwatch report</b> <b>Sexual Health Services: The Experience of Teenagers in Croydon</b>
<b>BOARD SPONSOR:</b>	<b>Jai Jayaraman, Chief Executive, Healthwatch Croydon</b>
<b>BOARD PRIORITY/POLICY CONTEXT:</b>	
<ul style="list-style-type: none"> <li>• Sexual health is a public health priority in London. Good sexual health is important to individuals and society but London has the worst sexual health in the United Kingdom (UK), affecting more than three million Londoners each year (Health Protection Agency, 2011).</li> <li>• Healthwatch Croydon (HWC), the local consumer champion for Health and Social Care service users, has conducted research into the experience of Sexual Health Services in the borough, of teenagers between the age range of 13- 19, and present here the findings and recommendation from their work.</li> </ul>	
<b>1. RECOMMENDATIONS</b>	
1.1 This report is for information only. The health and wellbeing board is asked to note the contents of the report and endorse recommendations 1.2 and 1.3	
1.2 Healthwatch Croydon recommends that Croydon teenagers are invited to assist in defining changes and improvements to the design of sexual health services in the borough.	
1.3 A workshop run jointly between Healthwatch Croydon, Croydon Council's Public Health department and service users of teenage sexual health services will support effective decision-making on the design of future services. It is anticipated that this will deliver services more effectively reflecting teenagers' needs.	

## **2. EXECUTIVE SUMMARY**

- 2.1 This paper outlines the experiences of teenagers of sexual health services in the borough that are available to them. The findings of the report as outlined below have been discussed with The Public Health Team who have agreed to the recommendation made.

## **3. DETAIL**

### **3.1 Areas for consideration by NHS providers**

Based on findings from our engagement with teenage service users, Healthwatch Croydon provides the following issues for consideration by commissioners, along with one overarching recommendation.

- 3.2 **Accessibility:** There needs to be faster access, with flexible services fixed around times and locations suited to teenagers such as evenings and weekends and more walk-in appointments. A full range of services should be at each location, especially in places where there is a greater need for sexual health services, such as New Addington.
- 3.3 **Advertising and awareness:** Ask teenagers for their views on advertising, and then target it in locations that are right for them. Materials need to be varied, not just online, with reassuring messaging. Focused marketing is needed on those more marginalised, such as teenage boys, black and minority ethnic groups and non-heterosexuals.
- 3.4 **Relevant help and support:** Sexual health services should focus on supporting teenagers to make informed choices. They need to recognise that feelings associated with seeking advice, information and treatment are reflected in the design of services, as well as ensuring confidentiality at all times.
- 3.5 **Service delivery:** Services between providers need to be more joined up, meeting specific needs of teenagers. This includes a more welcoming environment, appropriate staffing, and positive attitude. Involving teenagers in service design will help meet these needs.

---

**CONTACT OFFICER:** Jai Jayaraman (Chief Executive Officer, Healthwatch Croydon)  
Email: [jai.jayaraman@healthwatchcroydon.co.uk](mailto:jai.jayaraman@healthwatchcroydon.co.uk)

**Appendix:** Healthwatch Report - Sexual Health Services: The Experience of Teenagers in Croydon (attached)

**BACKGROUND DOCUMENTS:** None