

Building Relationships

Connecting Community Organisations and Sandyford

15th June 2016, Hampden Park, Glasgow

SANDYFORD

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Background to Building Relationships

Sandyford is the specialist sexual health service providing care and health improvement to the population of Greater Glasgow and Clyde.

Sandyford aims to provide services are to those that most need them.

Recently, we have made changes to our appointment systems and locations of our services based on the needs of our clients. We have refocused our efforts on reaching people with the poorest sexual health.

Sandyford wants to strengthen partnership working with a broad range of community and voluntary sector organisations. This is to find out more about the particular issues for people who may have additional needs and through dialogue, reshape our services appropriately.

Why Sandyford held the event

Building Relationships was a day long engagement event designed to open up wider discussion with community organisations about the particular issues and needs of their clients. At the event we shared the issues we are aware of and our plans for further developing our services. The event helped us all to share ideas and concerns and enabled community organisations let us know what they need from us.

The aims of the day fitted with aspirations of the Scottish Government to build stronger alliances between statutory and third sector organisations to ensure the meaningful involvement of patients in shaping services.

Who came to Building Relationships?

Approximately 120 people attended from a broad range of organisations working with a diverse range of clients including those for people with disabilities, homeless people, young people and LGBT communities.

What happened on the day?

Rhoda MacLeod, Head of Sexual Health Services opened the event welcoming the audience to Hampden Park.

She said. *"Building meaningful relationships and alliances with Third sector organisations are key to addressing the sexual health issues faced by people, especially vulnerable groups. We want you to be clear about what specialist sexual health services do, share out plans for services with you and work with you to promote good quality sexual health. Sexual health has a key role to play in improving general health outcomes as poor sexual health leads to poor mental and physical health."*

Rhoda then discussed Sandford's Sexual Health Strategic Plan 2016

Grant Sugden, Chief Executive, Waverley Care Scotland also spoke about Partnership Working and the work being done to tackle health inequalities in vulnerable groups. He gave some excellent examples of working with African populations using innovative methods to increase the uptake of HIV testing.

Nicky Coia, Health Improvement Manager, Sexual Health provided an overview of current sexual health and the Scottish Government's Policy to improve sexual health.

Parallel Sessions

The rest of the event saw participants break into a series of parallel sessions

Young Peoples Workshop ran on three occasions throughout the day.

Themes raised in this workshop were

- ▶ The majority of delegates concurred that the themes discussed in the Key Messages presentation were current for the young people they work with. Other issues raised as current were coercion, partner violence and sexual exploitation (on and offline) as experiences that were not uncommon amongst the young people they work with but not defined as such by the young people. Gender identity was discussed amongst young people more commonly now with each other and with staff.
- ▶ Delegates in all three workshops identified a need for tailored staff training and access to materials to enable them to talk with young people about the highlighted sexual health and wellbeing issues.
- ▶ Those working with young people with additional needs discussed the absence of or inconsistent approach to Relationships Sexual Health and Parenthood Education from home, school and their own services.

- ▶ Delegates thought that Sandyford needs to be more visible; young people either didn't know about the services available, or there was a stigma about attending. It was suggested that positive marketing along with engagement with communities would help. Delegates also recommended that the clinics times for young people need to be more flexible.

Vulnerable Adults Workshop also ran on three occasions throughout the day

Themes raised were

- ▶ Delegates really welcomed this event and the start of communication
- ▶ Delegates want more regular communication
- ▶ Organisations would welcome free training and development
- ▶ Delegates want easy ways to find information for their clients
- ▶ Delegates need greater support and help with their clients sexual health

Alongside the workshops were a series of panel discussions with opportunities to "ask the expert" as means to open discussion on key themes.

These were:

Changing The Culture of Scotland with a focus on gender norms	Chaired by Nicky Coia (Sandyford) Liz Ely (Zero Tolerance) Linda Thompson (Women's Support Project) Julian Heng (Steve Retson Project)
Issues for LGBT Relationships and sexual Wellbeing	Chaired by Aidan Collins (HIV Scotland) John Nicholls (LGBT Youth Scotland) Vic Valentine (Scottish Transgender Alliance) Maruska Greenwood (LGBT Health and Wellbeing) Mat Wilkie (University of Glasgow LGBT Society)
Disability Rights and sexual relationships	Chaired by Rhoda MacLeod Colin Menabney (enable Scotland) Marianne Scobie, Glasgow Disability Alliance Catriona Lafferty, Deaf Connections Isla McGlade, Glasgow Caledonian University

All three debates prompted a wide ranging discussion between attendees and panel members on a range of issues

Key issues raised through the panel discussions which Sandyford will take away are

- ▶ The need to link Relationships, Sexual Health and Parenthood Education in schools to the work of Equally Safe in relation to prevention of exploitation
- ▶ The need to raise the awareness of and confidence of staff in a range of services to address gender norms
- ▶ The need to support women and men involved in selling or exchanging sex in a person centred way
- ▶ The need for the Sandyford Gender Identity Service to address capacity and long waiting times
- ▶ The need to remember while culture is changing around LGBT issues, especially for young people, older LGBT people continue to live with deeply embedded internalised negative messages.
- ▶ The need to remember that for people who are deaf or have other communication challenges, phone based appointment systems are a barrier
- ▶ The need to ensure a range of services can refer people with disabilities and that the services are geared up to meet people's needs.

Evaluation

A survey monkey short evaluation questionnaire was sent out to participants after the event. Only 15 replies were received. However those who responded provided very positive feedback of their experience of the event.

"Really enjoyable and informative event"

"I feel the whole event was very informational and really enjoyed listening and interacting with other services with the same issues we experience as frontline workers"

"Really enjoyed this conference so thanks for organising. Am looking forward to making new links and strengthening partnerships on the back of it."

All the parallel sessions were scored as very useful or somewhat useful. Some of the practice issues attendees felt they would take away from the day were:

"Increased awareness around the need to challenging gender/cultural norms, benefits of early effective intervention and sexual health needs/rights within our society."

"Using the Sandyford at Hunter Street and engaging our service users with this service as we did not know it was available"

"I found the panel discussions very informative especially the LGBT Sexual Health and Relationships. The reports that were discussed on the day will be very useful when I am preparing resources and discussing sexual health with my client group"

"The day strengthened my resolve to speak out for the rights of adults with learning disabilities around sexuality"

Issues Sandyford have been requested to take away are:

“The need to provide universal advice and information as early as possible to all children in all schools in Scotland with regards to healthy relationships, issues around consent, sexual health and wellbeing and the need to create an environment where people can be whatever they need or want to be”

“More partnership work. Continuing to spread the word about the very wide range of your work”

“More sexual health training for people with a learning disability. Some level of support for people with learning disabilities that have inappropriate views of and attitudes towards sex.”

“I am hoping that they understand the difficulty that some services have when trying to get people to appointments and how we have to think of other ways to reach some of the population”

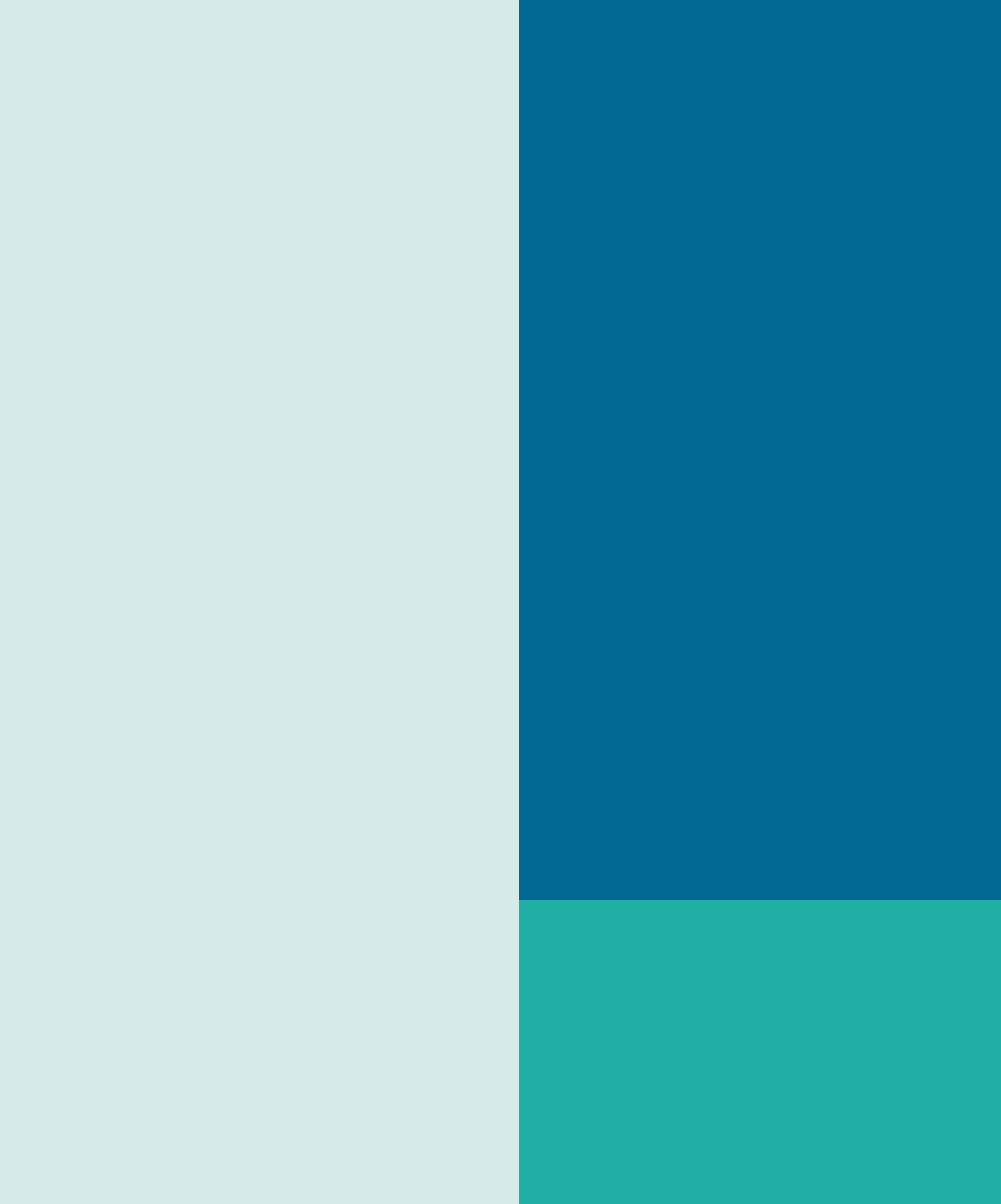
Social Media

On the day Sandyford sent 18 tweets from the event with 28 retweets during the event from the @sandyfordNHSGGC account using the hashtags #building relationships and #NHSsocial.

Next Steps

Building Relationships was a valuable first step at enhancing partnership working with third sector and community based organisations on sexual health and related issues. Sandyford will build on this positive first event by establishing an ongoing programme of smaller specifically themed events. Sandyford will incorporate the valuable feedback from the event into the Sandyford Sexual Health Strategic Plan.

Sandyford would like to say a big “thank you” to all the delegates who attended and participated in the event, all the speakers and session chairs and to all the staff of Hampden Park Conference Centre who made the day run so smoothly.



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