

Sandyford Sexual Health Service Review Engagement Report

October 2019

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1. Background

Sandyford sexual health service carried out a service review in the period 2017 to 2019 under the auspices of Glasgow City Health and Social Care partnership's Transformational Change Programme. The aims of the review were to:

- Improve the use of existing resources and release efficiencies through service redesign, with consideration of team structures, skill mix, localities and patient pathways
- Encourage those who could be self-managing to be supported differently
- Ensure that Sandyford services were accessible and targeted the most vulnerable groups

During the service review, process Sandyford sexual health service developed change proposals and an implementation plan. A public engagement process was then undertaken on these proposals with a wide range of people including service users, members of the public, partners, staff, organisations that we work with and other interested stakeholders between 5th August and 13th September 2019.

1.1 Introduction

This report presents the feedback and findings from the public engagement. It will outline the methodology employed along with the feedback and information received. These will be summarised and analysed for consideration when developing the final set of proposals to be presented to Glasgow city Integration Joint Board (IJB).

2. Methodology

The implementation plan was summarised and produced in booklet format for the engagement process in electronic and paper copy format. A short animation highlighting the proposals of the summary document was also produced. Feedback was sought via a short questionnaire conducted online but available also in paper copies with prepaid envelopes to support returns. Glasgow City HSCP website was the point of reference for the summary, video and questionnaire¹

The summary document and survey were disseminated to a broad range of organisations and individuals to ensure the findings would be inclusive. Dissemination was as follows:

2.1 Electronic copies

- Uploaded to Glasgow City HSCP website
- Sandyford website landing page
- Email to over 180 voluntary sector and community organisations, NHS staff groups, partners and stakeholders. Requesting further disseminate via their networks and social media.
- Emails to Sandyford service users – 3000
- E- Bulletin inviting Sandyford staff to complete the questionnaires
- Sandyford Twitter

2.2 Paper copies (1,500)

- Placed in all Sandyford waiting areas
- Handed out at face to face engagement events

2.3 Face to face briefings

- Locality engagement forums in Glasgow North West and North East
- Castlemilk Community Breakfast
- Inverclyde Your Voice Community Care Forum
- Elected members of Glasgow City Council

2.4 Feedback to respondents

It is important for Sandyford that engagement is a continuous partnership with service users, members of the public, partners, staff, organisations that we work with and other interested stakeholders. Therefore, this engagement report will be shared with those who have indicated in their survey responses they would like to be kept up to date, staff, through a variety of communication channels, the engagement forums where face-to-face meetings took place and via the HSCP and Sandyford digital platforms.

3. Responses to questionnaire

Analytics from Glasgow City HSCP website show that 3,823 page views occurred on the web page. Resulting in 732 downloads of the summary document, 1,188 clicked through to the survey, 405 clicked through to the YouTube video and 82 to the Sandyford website.



3.1 Who completed the questionnaire.

A total number of **592** individuals completed the survey. Of the 592 respondents, **338** were members of the **public** with **315** being from the **NHSGGC area**. Most respondents were from Glasgow City Council area. **55** respondents worked for Sandyford and **199** respondents identified themselves as other (**working in another service or organisation from Sandyford**)

	n	Percent
Member of the public	338	57.09%
Sandyford staff member	55	9.29%
Other (please state)	199	33.62%

3.2 HSCP Area of NHSGGC members of the public respondents

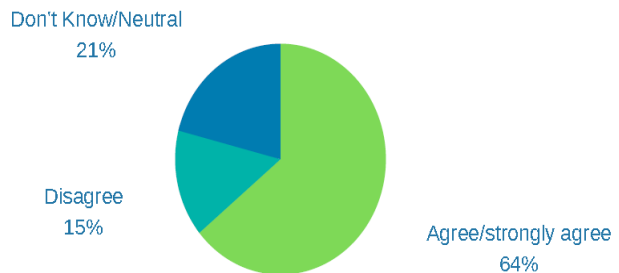
The **315** members of the public from the **NHSGGC** area broken down into HSCP area.

HSCP Area	Number of the public respondents
Glasgow Northwest	56
Glasgow Northeast	45
Glasgow South	82
Renfrewshire	28
West Dunbartonshire	14
Inverclyde	7
East Dunbartonshire	68
East Renfrewshire	15
Total from NHSGGC	315

To keep engagement levels high the survey was kept short and consisted mostly of closed questions with only one free text option.

3.3 Respondents views to the closed questions

The survey first sought to assess individual's views on the overall proposals. The **public viewed** the overall proposals more **positively** than staff and others as below and displayed on page 9. Never the less, over **60%** of all respondents **agreed or strongly agreed** that the proposals would lead to a better service with **15% disagreeing**.



I think the proposed changes will provide a better service

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Strongly Agree	103	30.93%	4	7.27%	39	19.50%
Agree	138	41.44%	17	30.91%	79	39.50%
Neither Agree nor Disagree	29	8.71%	7	12.73%	28	14%
Disagree	42	12.61%	20	36.36%	29	14.50%
Don't Know	21	6.31%	7	12.73%	25	12.50%

The survey then sought people's views on individual elements within the proposals to gauge their relative importance. These are presented in order of overall highest proportion of positive response to lowest proportion of positive response.

Having shorter waiting times to get appointments

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	321	95.82%	53	98.15%	194	98.48%
Not important to me	6	1.79%	1	1.85%	2	1.01%
Don't know	8	2.39%	0	0%	1	0.51%

Having more appointments available meaning more people can be seen

	Public		Sandyford staff		Other	
	n	n	n	Percent	n	Percent
Important to me	315	94.31%	50	92.59%	196	98.49%
Not important to me	8	2.40%	1	1.85%	2	1.01%
Don't know	11	3.29%	3	5.56%	1	0.50%

Being easier and quicker to get through on the telephone to book appointments

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	288	86.23%	48	92.31%	185	93.91%
Not important to me	36	10.78%	4	7.69%	11	5.58%
Don't know	10	2.99%	0	0%	1	0.51%

Being able to book and cancel appointments online

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	310	91.99%	47	88.68%	168	85.28%
Not important to me	19	5.64%	6	11.32%	27	13.71%
Don't know	8	2.37%	0	0%	2	1.01%

Better information online about whether I need to come to a service or not

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	267	79.46%	47	90.38%	174	88.78%
Not important to me	50	14.88%	3	5.77%	16	8.16%
Don't know	19	5.66%	2	3.85%	6	3.06%

Evening appointments being available

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	295	87.80%	39	72.22%	188	94.95%
*Not important to me	35	10.42%	11	20.37%	9	4.55%
Don't know	6	1.78%	4	7.41%	1	0.51%

Having a Test Express service (fast access HIV and STI testing service for people without symptoms) available in every Sandyford service location

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	242	72.24%	50	92.59%	175	88.38%
Not important to me	77	22.98%	2	3.71%	19	9.60%
Don't know	16	4.78%	2	3.70%	4	2.02%

Long acting contraception (Implants and Coils) available at every Sandyford service location

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	212	63.28%	47	88.68%	172	89.58%
Not important to me	108	32.24%	5	9.43%	20	10.42%
Don't know	15	4.48%	1	1.89%	0	0%

Online service providing postal testing kits for HIV and STIs for people with no symptoms

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	214	63.69%	42	80.77%	153	77.27%
Not important to me	89	26.49%	5	9.61%	32	16.16%
Don't know	33	9.82%	5	9.62%	13	6.57%

A service which means women can get their oral contraception pills from their Community Pharmacies

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	187	55.49%	48	90.56%	159	81.54%
Not important to me	126	37.39%	4	7.55%	26	13.33%
Don't know	24	7.12%	1	1.89%	10	5.13%

Drop-in clinic times for young people that have longer opening hours, from 3.30 pm to 7.30 pm

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	181	54.19%	41	75.92%	171	86.80%
Not important to me	135	40.42%	9	16.67%	21	10.66%
Don't know	18	5.39%	4	7.41%	5	2.54%

City Centre Drop-in for young people on Saturday afternoons

	Public		Sandyford staff		Other	
	n	Percent	n	Percent	n	Percent
Important to me	158	47.02%	37	68.52%	152	76.77%
Not important to me	153	45.54%	9	16.67%	37	18.69%
Don't know	25	7.44%	8	14.81%	9	4.54%

Having to travel a bit further to get the right service for me

	Public		Sandyford staff		Other	
	n	n	n	Percent	n	Percent
Important to me	120	35.93%	24	46.15%	73	37.24%
Not important to me	141	42.21%	15	28.85%	78	39.80%
Don't know	73	21.86%	13	25%	45	22.96%

The elements of the service designed to facilitate **faster and easier access to the service** clearly mattered most to individuals completing the survey. There is also a **high level of support** for some of the more **innovative approaches** to providing care **online** or through **community pharmacy**.

Less people overall have answered the closed question around travel although it does also appear as a theme in the free text. It is slightly more important to Sandyford staff than other and public. However, the public have raised concern with regard to travel in the free text.

3.4 Analysis of free text

The free text questions asked individuals “Is there anything else you would like to say about the proposals.” **308** respondents answered the free text question, about half of all survey respondents. Of these **161** were members of the public. The responses show that some staff from other agencies whom completed the survey also use Sandyford services on a personal basis and their responses reflect dual perspectives. A wide range of views were included within these responses and largely mirror the feedback to the closed questions. These comments which have been analysed and thematically grouped, are listed on pages 9 to 13 in order of overall frequency of occurrence.

Theme	Number of responses
Positive feedback about the proposals	81
Concern that some individuals will have to travel	65
Needing to address waiting times and inability to get through on the phone	54
Concerns about reducing or closing of specific services	43
of which several specifically referenced removing services from areas of deprivation	18
Suggestions for improvements that are not included in the current proposals	16
Support for greater evening provision	15
Staffing specific issues	12

3.5 Examples of comments by theme

Examples of feedback for each of these themes are presented below. It should be noted that many individuals' responses included more than one of these themes. It should also be noted that many responses indicate both positive responses to aspects of the proposals while simultaneously drawing attention to potential concerns or current service pressures. i.e. it was common for individuals who are positive about the proposals to also report how frustrating the issue of waiting times is.

Most of the comments that were positive about the proposals were specifically positive about online booking of appointments and the facility for online service provision.

It was common for respondents who expressed concern about closure or reduction of services to also highlight concerns about travel for some clients.

There were 35 comments provided by staff working in general practice which refers to Sandyford service pressures having had an impact on general practice often as a result of clients experiencing lengthy waiting times for Sandyford appointments. While some of these comments were supportive of the proposals most stated a desire to ensure that sexual health workload for general practice was not increased.

The importance of effective and ongoing communication and engagement between Sandyford and GP practices is recognised as essential. Constructive discussions are taking place between senior management from the HSCP, Sandyford and the GP Sub-committee/LMC. These provide opportunity for the GP sub-committee/LMC to raise their concerns about the current service pressures and for the Partnership to provide an update on progress of the sexual health review. Sandyford has committed to continue to engage with local primary care partners, particularly in areas which may be more affected by the service pressures and proposed changes.

Positive feedback about the overall proposals

"All of these proposals sound like a really good idea and I am looking forward to them, although I am disappointed in my local clinic shutting down (Castlemilk) I think having the ability for quicker and easier STI screening kits with also the ability for postal options a fantastic idea; I know I was personally frustrated with the long wait times when I like to get routinely checked."

"Creating more appointments, online booking, less complicated STI screening services and improved drop-in services seem like sensible steps to improve the service for everyone."

"Long overdue changes if come in place. Engagement with sexual health services for many is not the issue but accessibility is. Moving many services online would allow for those with more complex needs to be seen in a more timely manner."

Concern that some individuals will have to travel

Many of these comments identified that travel is inconvenient for some. A frequent concern is that some clients may not have financial resources for travel costs.

“Just concerned that it may potentially have an impact with people having to travel and the cost involved in doing so. This may have a negative impact on service”

“Only thing with travelling further to attend services is that a lot of the patients in our practice, and arguably the ones that need these things the most, often do not have cars and unable to get to further away services”

“I would have preferred more clinics stayed open as I now have a 30/40 minute journey to Sandyford central instead of a 10 minute journey to pollok”

“I do not agree with closing Springburn location, as Parkhead is extremely far from a local health centre, especially with younger kids who are trying to keep it confidential from parents. Also travel is expensive and think it's completely unfair to close this facility.”

As part of developing the proposals, a Travel Impact Assessment was undertaken, to look at any detrimental effect on people living in communities where services will close and who will now be required to travel further to access services. Sandyford wanted to ensure that public transport options were still available for those who do not or choose not to drive to services. Data was reviewed to see where people who live in the areas of Glasgow where services will close attended during 2018, and cross-referenced with an analysis of the public transport routes to the services in other areas they attended in 2018 and/or where they may have to travel to in the future model. It showed that in each of these areas (Castlemilk, Easterhouse, Drumchapel, Springburn and Pollok), **fewer than 40%** attend their most **local service** (ranging from 22% in Easterhouse to 39% in Pollok), and **more than 40% attended Sandyford Central** (ranging from 42% of people from Pollok to 65% of people from Drumchapel). It also highlighted that there are direct bus or train routes, and often a choice of transport, from each of the local areas to Sandyford Central and the nearest Sandyford service. The exception to this is the Castlemilk area where there is no direct bus route to Sandyford Central.

The need to address waiting times at clinics and on the phone

Many people expressed their frustration at the current issues with waiting to get through on the phone or long waits till the next available appointment.

“Yeah, they fail to deliver appointment times. Time after time I have arrived well in time for an appointment and waited an excessive time to be seen - 1hr 40mins delay is the record so far - this is unacceptable and makes a complete mockery of having timed appointments - address this and you will calm down a lot of people.”

“Reducing the wait on the phone to make or change appointments would be a great move. Also addressing the long wait to be seen by the staff when you have an appointment. Waiting for an hour sometimes is hugely inconvenient especially during working hours.”

"I am a woman who has utilised Sandyford to have coil and also to consult and access menopause clinic. I had to phone round a lot to find someone to remove and replace the Mirena coil. When I finally got an appt., it was months I had to wait. I think it is a much needed service. The doctor who replaced coil was overworked, rushed and this is not how this very important service should be run.."

Many comments were from GP practices experiencing the impact of these access challenges in their own service.

"Lots of patients attending GPs and unable to get appts with Sandyford. Frustrated patients and limited service available from already overstretched GPs"

"All sound very good in theory, but concerned that these will be possible to implement and sustain over time as significant wait at present which has meant increased pressure on GP services due to patients being unable to access services in a timely manner. How will this be addressed?"

Concerns about reducing or closing of specific services

"My local service in Castlemilk shouldn't have been taken away then 8 months later asked for consultation!"

A theme which several specifically referenced was in relation to relocating services from areas of deprivation (n=18). Most of the comments about deprivation were made by staff.

"Services should be centred in areas of greatest social deprivation. Areas of lesser deprivation have residents who can travel. Glasgow city has more need for services than some of the 'shires'."

"Drumchapel is one of the poorest parts of Glasgow; closing this service and moving it to Woodside, where residents will have to travel to Woodside and be out of pocket, I believe this puts people at more risk of STI. An online system is simply not enough."

"I work in a deprived area where people find it hard or are unable to travel to appointments for a variety of different reasons. Although I agree with a lot of the changes suggested, I know the majority of my patients will not be able to travel for appointments. many of them do not have the capabilities to use online resources etc. I feel the reduction in local services over recent years & now the closing of local services will definitely be a negative step to these patients & results in a significant reduction in services available to an already deprived community."

"Really disappointed that the Springburn, Castlemilk and Drumchapel Sandyford Centres are being "relocated". They are three of the most deprived areas in Glasgow. I worked in Springburn HC for 12yrs and the clinic there was highly thought of by patients and GPs. Over recent years the service has been changed and cut back which has had a detrimental effect on patients. I am very disappointed in these closures."

Suggestions for improvements that are not included in the current proposals

Some individuals suggested areas that they would like to see considered in future

“Being able to order herpes breakout treatment online would be extremely beneficial as I have had to wait weeks before and was advised to call NHS 24 and was treated terribly by the advisor and it was very embarrassing”

“Repeat prescriptions for other matters would be appreciated. For example having to go to a clinic each time for genital warts isn't a good use of anyone's time.”

“Online appointment service to include PREP appointments”

“As a GP one of the most important things needed is prompt access for IUD insertion for emergency contraception. I wonder if urgent access for young mothers cared for by Family Nurse Partnership could be offered? Urgent appointments for LARC can make such a difference for certain vulnerable women. The Sandyford professional helpline is invaluable to GPs. Could there be a professional telephone line to access appropriate appointments, to save taking up the time of the clinician at the professional helpline? The proposals are very positive.”

“Should also have a city drop in service for adults”

“I feel an adult drop in service should be introduced as people can't always book due to various factors and drop in suits may people I know”

Whilst the public engagement on the implementation plan is now officially closed, Sandyford will continue to engage, listen, change where appropriate and improve its services over the coming years as an ongoing process. Review of the service changes will be put in place by monitoring and evaluating tools.

Support for greater evening provision

Alongside support for greater walk in appointments , there was also a strong endorsement of the proposals for evening provision with a desire for this to be expanded further.

“I have been trying to get my IUS contraceptive device removed for around 2 years. The GP will not do it, Govanhill health centre cancelled my appt more than once due to lack of staff, and it is very difficult to get through to the central Sandyford service. I have been told I am at increased infection risk but the removal of drop-in for adults and no way to get an apt in the evening or weekend means it is impossible for me to have my coil removed. Any improvement to access would be good - it is clear that there is not enough money so as long as this is a real improvement and not just a way to save money then that will be good. The service has become impossible for working adults to use and I don't see any ways that the improvement plan is addressing this. How can adults be seen for routine sexual health appointments such as coil removal? This should be addressed by the proposal.”

“More flexible opening times sounds great! My last appointment was hard to get as I had to work it round childcare and work also my two closest clinics were shut or not providing the services I required (coil change) due to no trained staff”

“Over the years it had been much harder to access services locally - almost impossible at times. Flexibility to access appointments locally outwith normal working hours would be wonderful. I can't take time off as I'm a teacher and have two young children to think about. Evening appointments fantastic!”

Staffing specific issues

There were also several comments made primarily by Sandyford staff about issues relating to staffing in the service.

“Whilst it is important to me to have services meet demand, it is also important that current staff are not overloaded, and that new staff be bought on board to meet demand for services”

“There is no way of providing all of these services without employing more staff, whilst many of them are a good idea we can't see patients without ridiculously long waiting times at present so there will be no way of seeing more with the same staff members. I think that we should not be seeing patents from other boards unless it is a public health issue. I also think many vulnerable complicated patients will not travel so removing medical staff from all sites except one is a mistake. There needs to be clear delineation about what Sandyford/GP's should provide in the current time and these proposals do not include that”

“I think the most important thing in this proposal is that enough staff are employed to provide the services as currently things are not going well !”

“I have women attending my surgery saying they cannot get coils fitted waiting for over 4 months. Our surgery luckily offers implants but loads of women don't want this. The service needs to employ enough staff to be able to provide a good standard of care.”

Sandyford as part of the review have planned to ensure the specialised sexual health workforce are confident and have the skills and competencies to deliver the proposed model. Continual training for staff to develop and be equipped for future developments with appropriate training is an ongoing process.

4. Face to face briefings

4.1 Locality engagement forums in Glasgow North West and North East

Staff from Sandyford management team and the communication and engagement team attended both locality forum meetings during the engagement period. A short verbal presentation on the proposed service implementation was given included the background and history to why changes are required. The members of the forums responded positively to the proposals and asked follow up questions. The themes of these questions were:

- How Sandyford choose the locations for the clinics
- Questions about how the online bookings and service will work
- Enquiring what service for sexual health GPs deliver
- Concern that young people and vulnerable adults need continued support
- Information around HIV and PREP
- Will all clinics be appointment only based?
- As services are being centralised, will general services be available widely?
- How will feedback on the engagement be given?

4.2 Castlemilk Community Network Breakfast

There was good engagement with the proposal. Retaining the young people service was welcomed, however concern was raised about the temporary closure and the length of time the service for young people has not been available.

4.3 Inverclyde Your Voice Community Care Forum

The forum had notified a large number of people about the meeting and many had engaged with the social media alerts by clicking through to the Glasgow city HSCP website to read the proposals. Unfortunately, only a small number of professionals attended a face to face meeting. However, they responded positively to the proposals asking similar questions to the points raised at the Glasgow forums.

5. Engagement with young people

Though the public engagement process was open to all people 13 years and above, Sandyford recognised that targeting for 13-18 year olds was required. Therefore a separate online survey ran from 23rd September until the 7th October 2019 on young people friendly digital platforms. The aim of the survey was to test the acceptability of the proposed changes to locations and opening times of the Sandyford Young People clinics.

346 young people completed the survey, demographic breakdown as follows:

81% are 16 to 18 years old

Age	n	%
13	4	1.16%
14	14	4.52%
15	48	13.87%
16	88	25.43%
17	99	28.61%
18	93	26.88%

80% are female

Gender	n	percent
Female	278	80%
Male	64	19.03%
Neither/non-binary	8	2.26%

There was a representative sample size from the six HSCPs in NHS GGC

HSCP	n	percent
Inverclyde	27	7.99%
West Dunbartonshire	32	9.47%
East Dunbartonshire	33	9.76%
Glasgow City	171	50.59%
Renfrewshire	45	13.31%
East Renfrewshire	30	8.88%

Q5. All of our young people's clinics will be open from 3.30 pm-7.30 pm. Are these times ok for you?

Number of respondents: 342

91% of respondents said the proposed opening times 3.30 pm -7.30 pm were ok for them

	n	Percent
Ok	312	91.23%
Not Ok	17	4.97%
Comments	13	3.8%

There were thirteen comments, of which the following are representative of the range:

"Handy for me since I don't finish work until 5"

"Could be open earlier"

"Could close a bit later"

Q6. The young people's clinics will be at the following locations. Please look at the one that is local to you and any others you might use. Are they ok for you?
 Number of respondents: 345

78% of respondents said the proposed Saturday City Centre clinic was ok for them

Respondents interpreted the question instructions differently. Some respondents only completed the question for the clinic locations closest to them or that suited them (choosing 'ok') and some responded 'ok' or 'not ok' for every location, regardless of their post code area. Subsequently, the percentage of responses for each clinic location doesn't correlate with the percentage of respondents from each locality. There are a higher number of 'not ok' responses for each location than there are respondents resident in that locality.

On further analysis of the individual responses, it is possible to say that the majority of respondents who ticked 'not ok' for locations, also ticked 'ok' for other locations on the list and most of these were in the geographic area that corresponded with their postcode area.

Overall, the majority of respondents considered the proposed location of the young people's clinic, within their locality, to be acceptable.

Q7. Any comments

There were thirty comments, most of which were about one of the following three themes:

1. Dissatisfaction with the current level of service

"There is no staff at the Sandyford clinic in Kirkintilloch"

"Sometimes it can be very difficult to get an appointment and to feel comfortable talking about sexual health over the phone when doing so"

2. Concerns about provision in localities out with the City

"The clinics are really bust already. I assume it will be even busier now there is only one clinic in the whole of West Dunbartonshire"

"Finding the Greenock clinic is difficult as it is within the Health Centre and it is difficult to access for those who are living in Kilmacolm. And those who are not from Greenock and don't know where the Health Centre is"

3. City centre clinic

"Why is the city centre one only open on a Saturday afternoon, surely this one is easiest for most people to go to"

"City centre clinic should be open more – more convenient as there's lots of travel routes to the city centre"

Further discussion with young people in each of the HSCP areas will be taking place over the next two months. This phase will seek suggestions about what the clinics should be called and how Sandyford should promote them with the intended audience.

6. Conclusions

- There was a good level of engagement with the online survey from the public, staff and other professionals
- Most respondents were positive about the proposed service changes with the public viewing the overall proposals more positively than staff and others
- Measures to facilitate faster and easier access to the service were well received and many reported frustrations at the current service access barriers
- There is a high level of support for some of the innovative approaches and service provision elements
- The online booking facility is more important to public whilst still rating high for staff and others
- There is some concern about people needing to travel further to access service especially from staff in a range of services. Alongside this sits concern about relocating services from some of the areas in Glasgow City, especially from areas of deprivation. However, the Travel Impact Assessment showed that in each of the areas of closure in Glasgow (Castlemilk, Easterhouse, Drumchapel, Springburn and Pollok), fewer than 40% attend their most local service and more than 40% attended Sandyford Central. It also highlighted that there are direct bus or train routes, and often a choice of transport, from each of the local areas to Sandyford Central and the nearest Sandyford service. The exception to this is the Castlemilk area where there is no direct bus route to Sandyford Central.

6.1 Young people

- There was a good level of engagement with young people
- 91% of respondents said the proposed opening times 3.30-7.30 pm were ok for them
- Overall, the majority of respondents considered the proposed location of the young people's clinic, within their locality, to be acceptable.

ⁱ <https://glasgowcity.hscp.scot/sexual-health-consultation>