

The Free Condom Project City & Hackney 2018-2019 Quarter 4 Report

The Free Condom Project	Q1 Total	Q2 Total	Q3 Total	Q4 Total	January	February	March	Annual Total	% of target	Annual Targets
New Registrations	606	481	494	442	181	195	66	2023	206%	980
Repeat Visits	524	627	617	421	143	164	114	2189	142% ¹	1537 ²
CAN Encounters	309	325	450	358	122	181	55	1442	288%	500
Total Condoms	11,849	6918 (plus OD 420)	5613 (Plus OD 300)	4275 (Plus OD 852)	1857	2141	1140	32,927	N/A	N/A
Staff Trained	8	27	75	30	11	15	4	140	350%	40
New Outlets	3	5	26	5	5	0	0	39	780%	5
Outreach Events	1	0	0	0	0	0	0	1	12.5%	8

Overview

This has been the final quarter of City & Hackney's Adult Condom Distribution Scheme. We are proud to report we have exceeded all KPIs for the financial year, with less than 1% of activity coming from Brook Outreach. We are particularly proud of CAN this year – this quarter they contributed to 59% of New Registrations, and have exceeded their KPIs – last year they were struggling to meet them so this is a huge improvement. Pharmacies have reported the highest number of Repeat Encounters (40%), whilst Clinics have contributed 31% - an increase from Q3. Outlets have performed consistently well throughout the financial year, and we are happy with how the scheme is running.

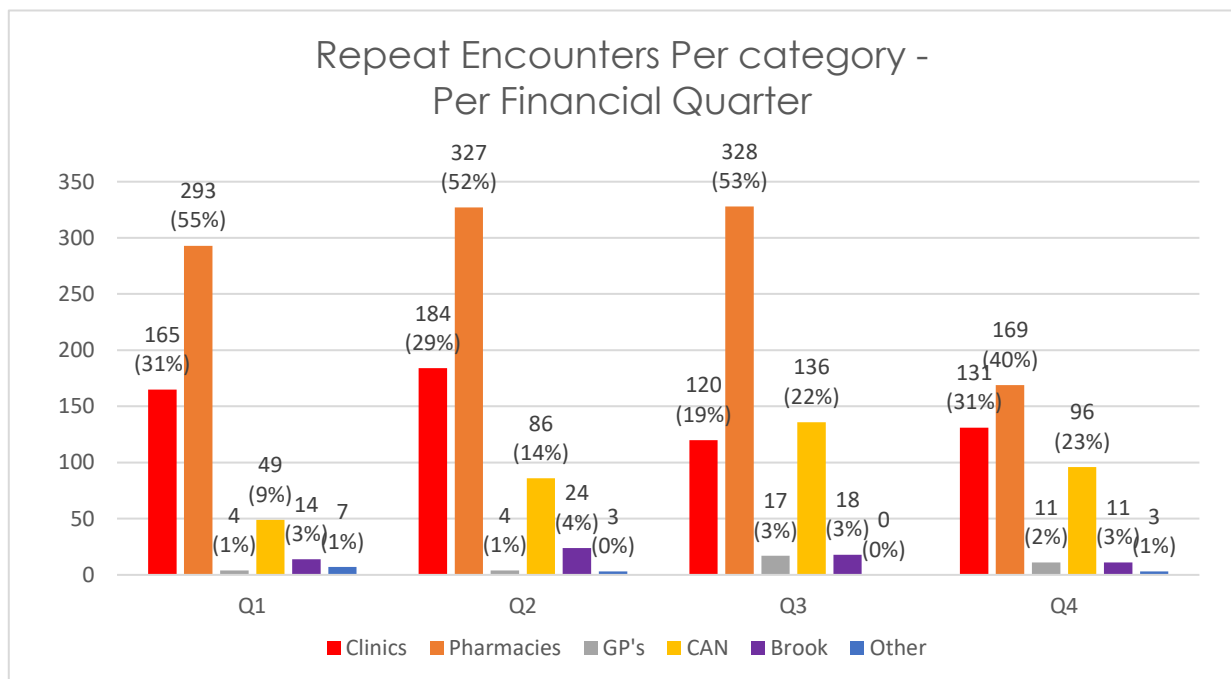
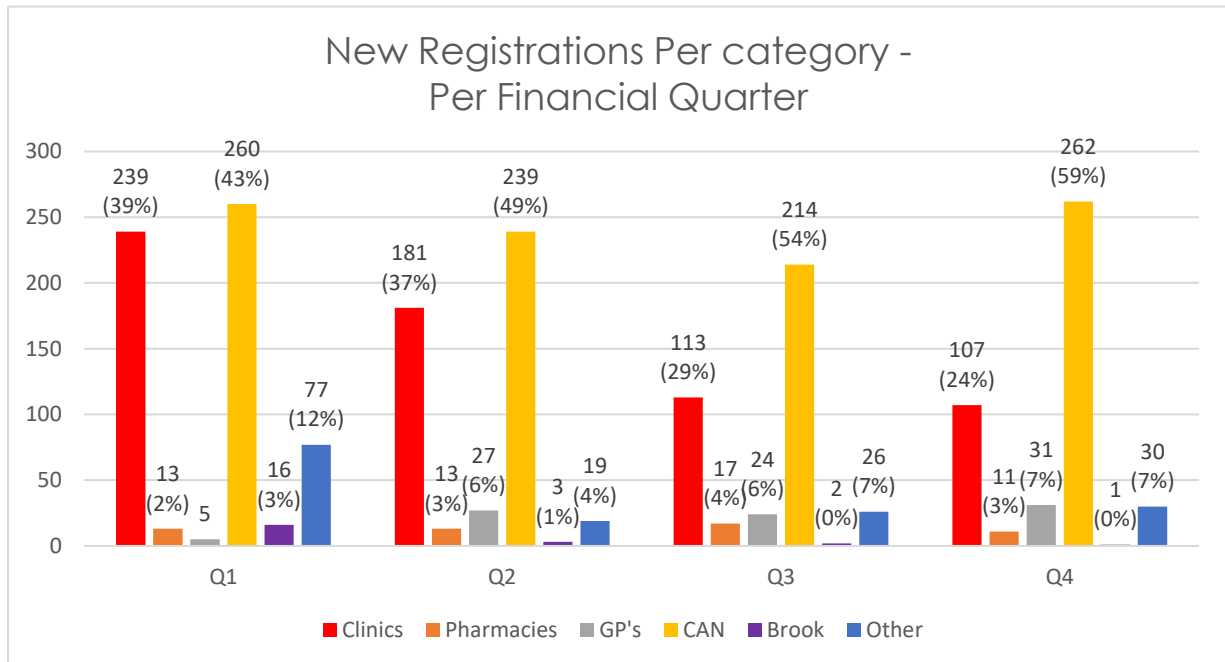
COVID-19 will have a big impact on how we deliver the service over the coming months, and will likely mean a reduction in the number of encounters we see across all outlets. Many outlets are closed until further notice, so pharmacies and HSHS outreach will be the only pick up points available to our service users. We made the decision to allow outlets to give up to 20 condoms out per encounter, to reduce the number of visitors to our outlets, and ensure service users have enough to keep them going during social distancing. We are discussing ways in which we can continue to provide training for professionals.

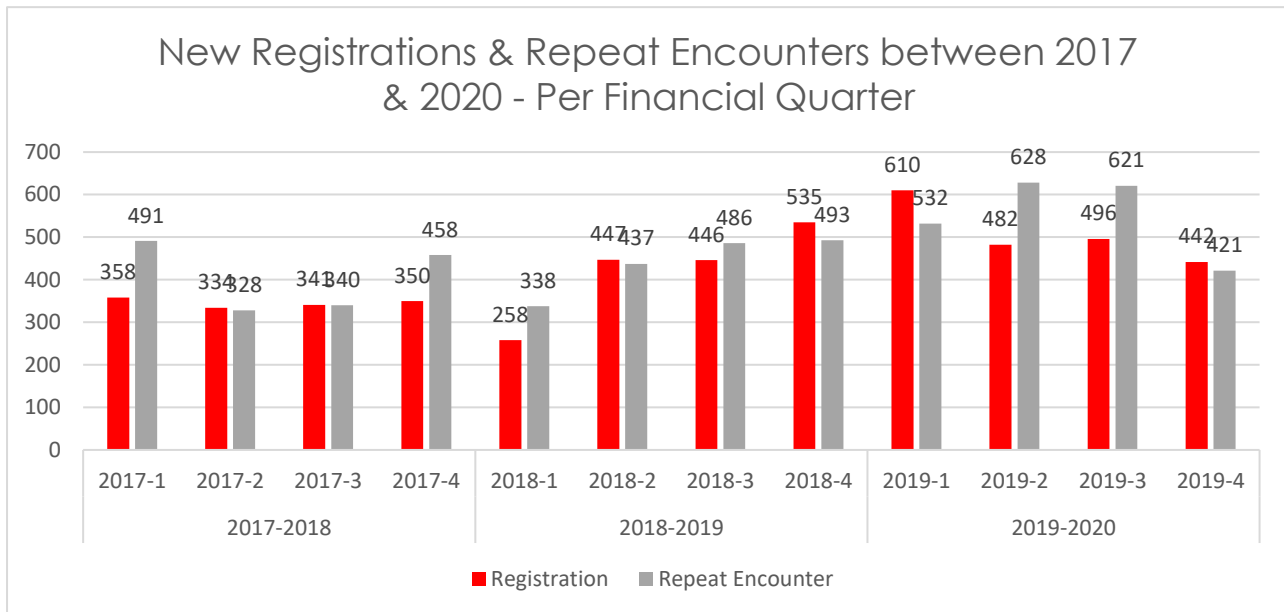
¹ Percentage of annual target achieved.

²The sum of 60% of New Registrations achieved in: Q4 2018/19; Q1 2019/20; Q2 2019/20; Q3 2019/20.

Staffing Changes

Emily Trip returned from Maternity leave at the end of March to coordinate the scheme. Sophie Chase will continue working full time as a specialist, alongside Hajer Adwish who will work 2 days a week as a specialist.





Targeted Groups

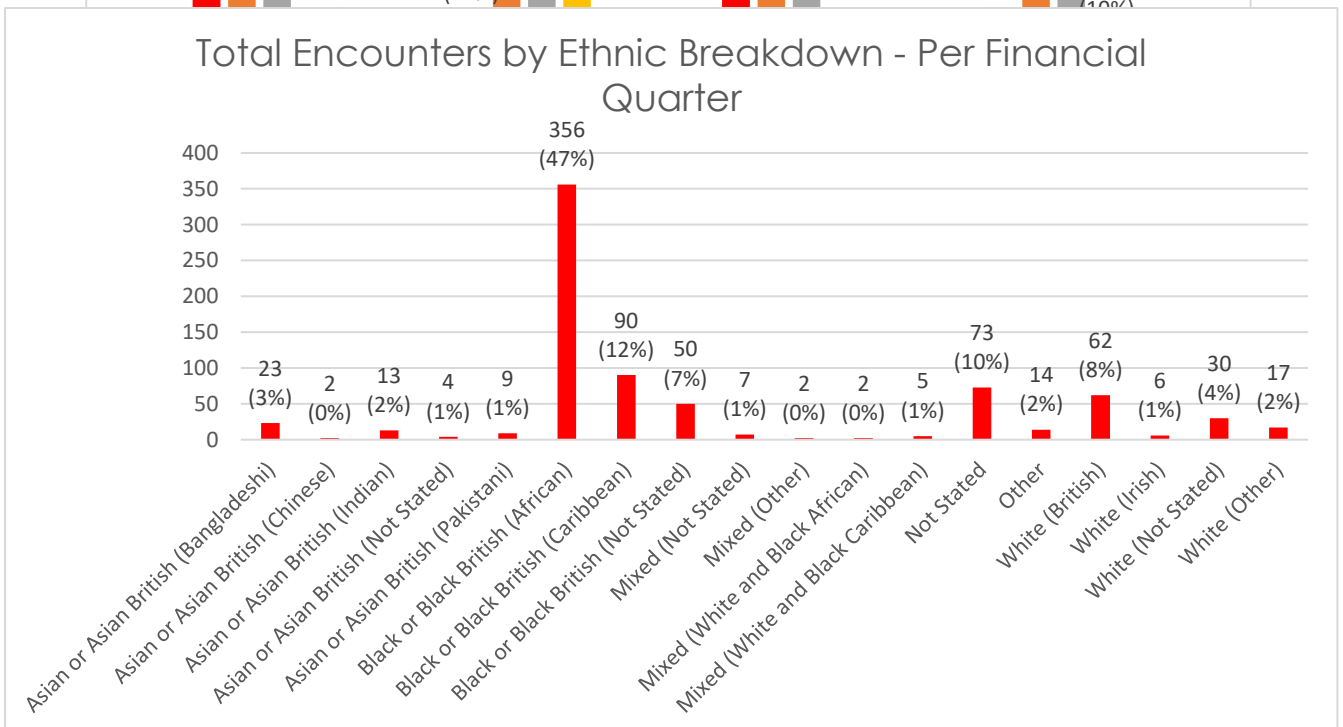
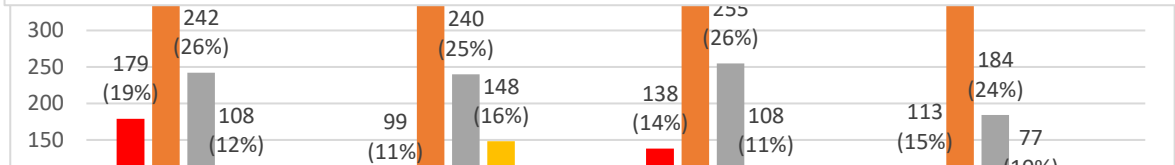
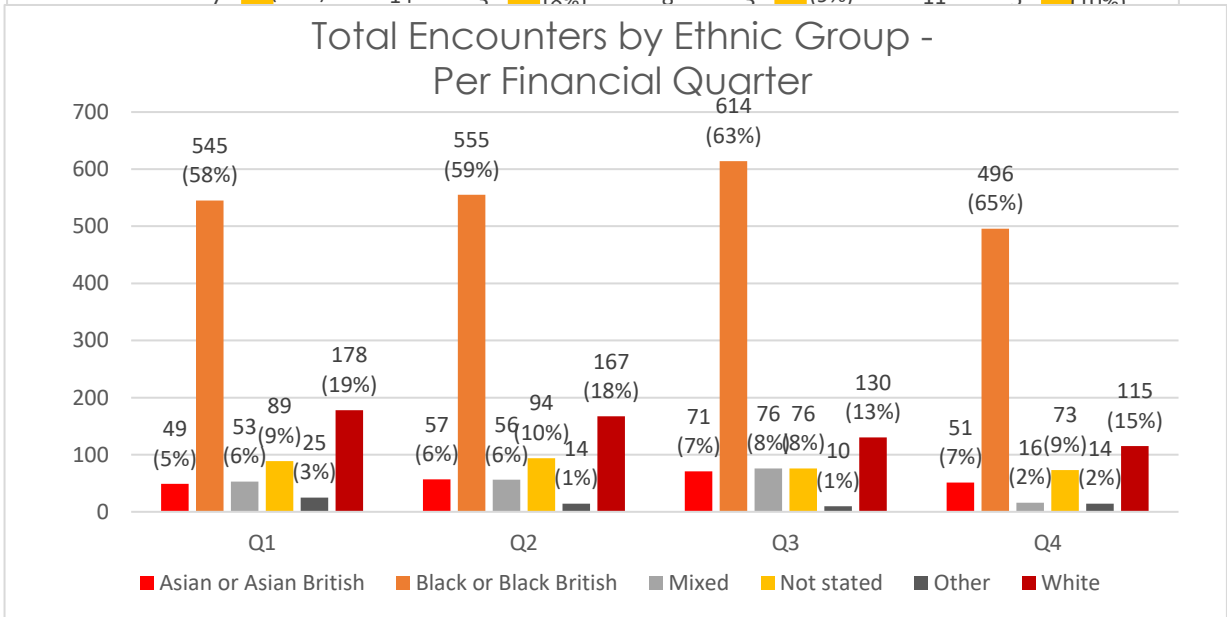
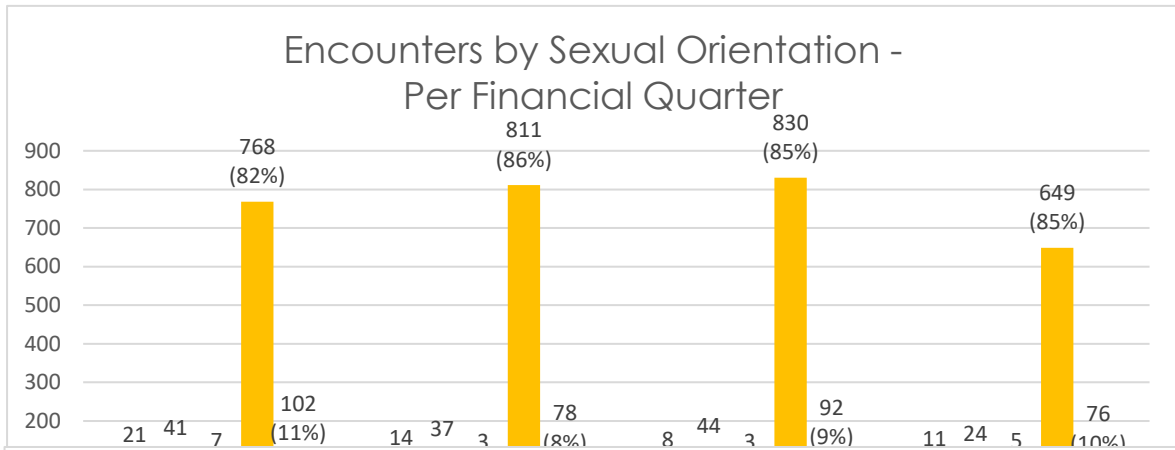
This quarter we have specifically engaged with our targeted groups via the following outlets:

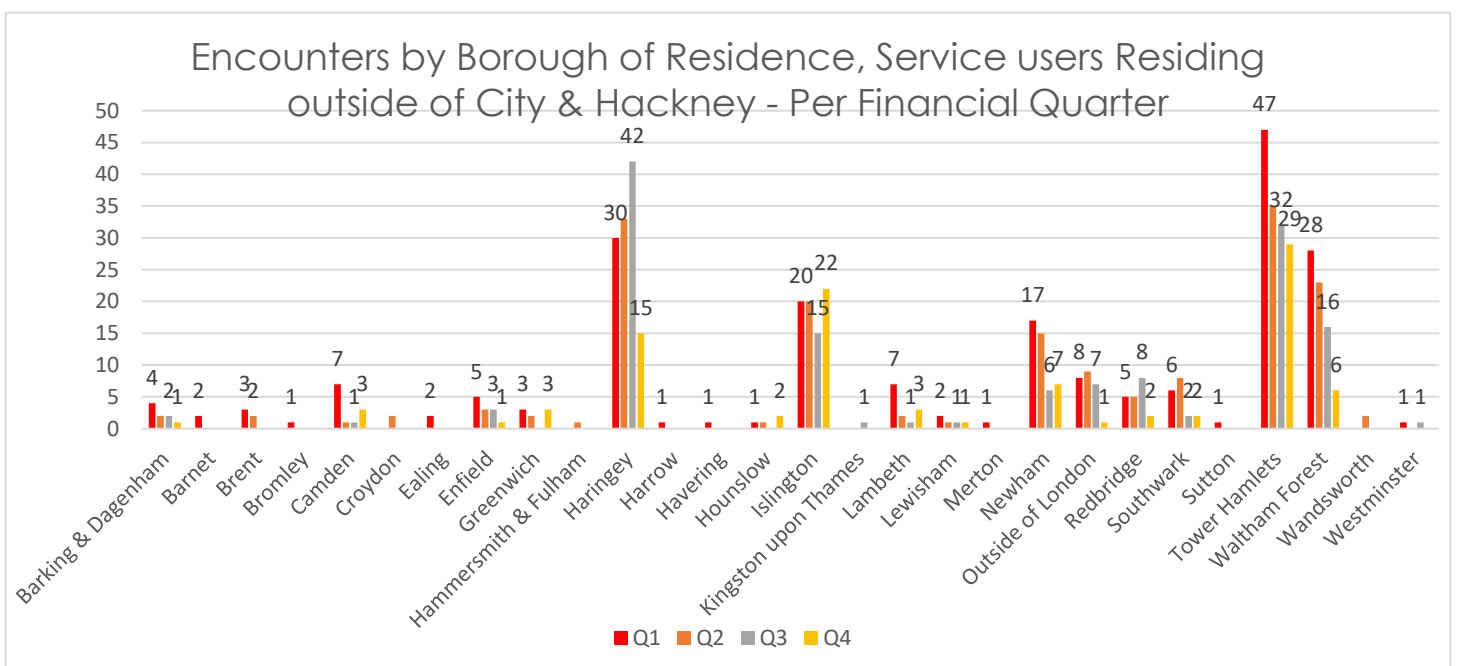
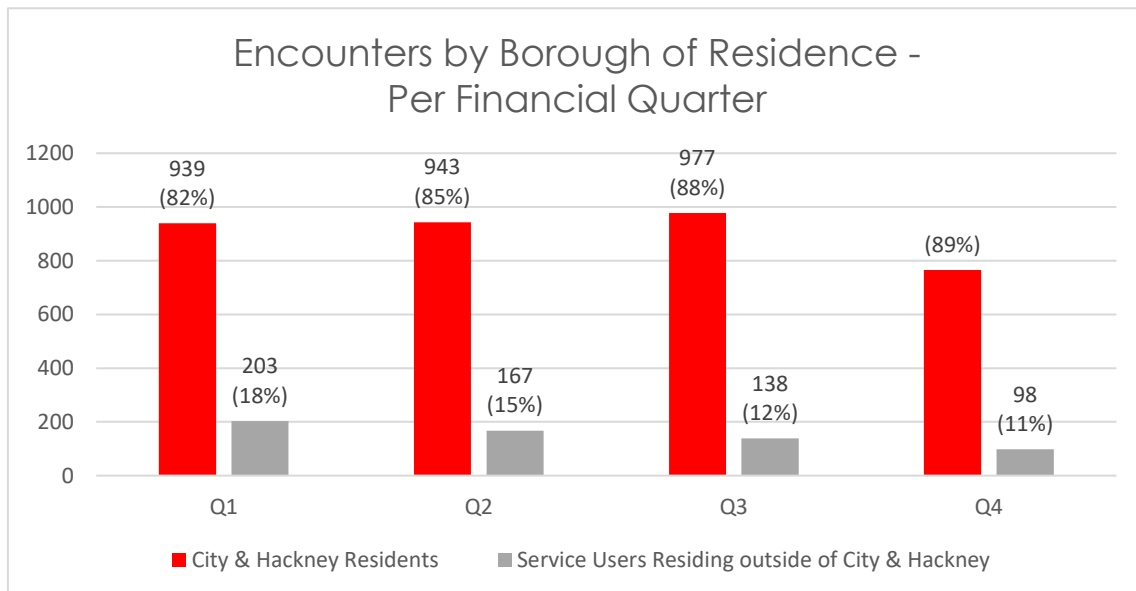
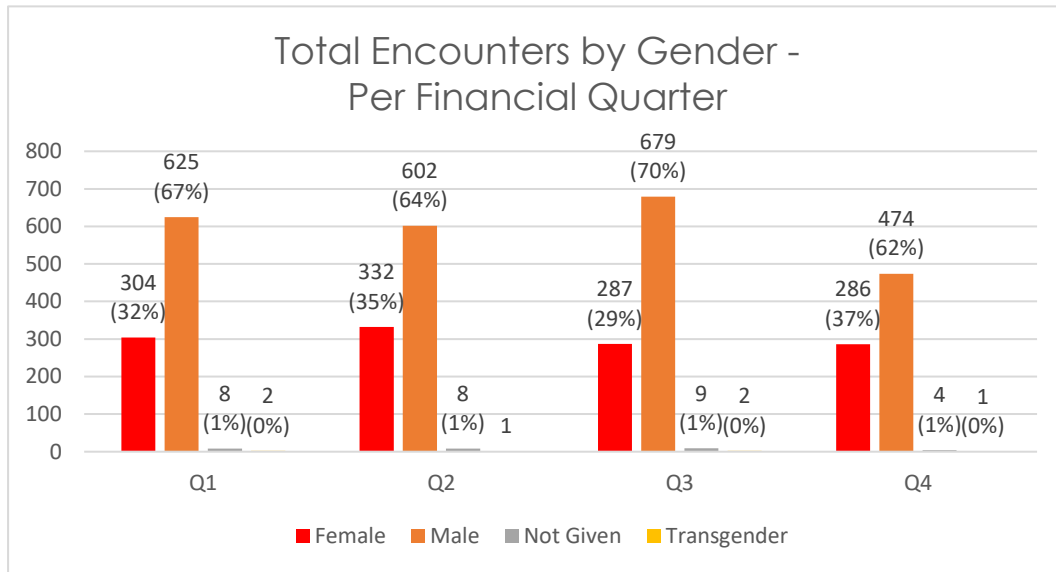
- ✦ Gay/bisexual men – Positive East engage with LGBT+ service users during their outreach for HIV testing, where they signpost to TFCP.
- ✦ Black Africans and Caribbean – We have continued to support CAN, and we also engage with a high number of Black Africans at Free2Learn.
- ✦ Clients of substance misuse services – we now have two secure Mental Health wards delivering the scheme, and a lot of their clients are battling substance misuse.
- ✦ Clients of homeless groups – The Greenhouse Surgery supports patients experiencing homelessness; St. Mungo's also provide the scheme however their numbers have been low this year.
- ✦ Those assessed as vulnerable by HSHS and GP services – HSHS remains aware of how to locate adults that fall into TFCP targeted groups.

Demographics

The proportion of women accessing the scheme has increased from 29% in Q3 to 37% this quarter. The scheme remains most popular for people between the ages of 30-39. The proportion of Black or Black British service users remains the same, as do other ethnic groups.

The number of LGBT+ service users remains low, however 10% of people have not recorded their sexual orientation – sometimes people do not feel comfortable disclosing this information when they are being registered – which could suggest we engage with more LGBT+ service users than recorded. The proportion of City and Hackney residents accessing the scheme has increased from 82% in Q1 to 89% this quarter – this is something we have been working to increase over 2019-20 so we are happy to see this change. The majority of people accessing the scheme from other boroughs come from Haringey, Waltham Forest and Tower Hamlets – a similar trend to ComeCorrect.

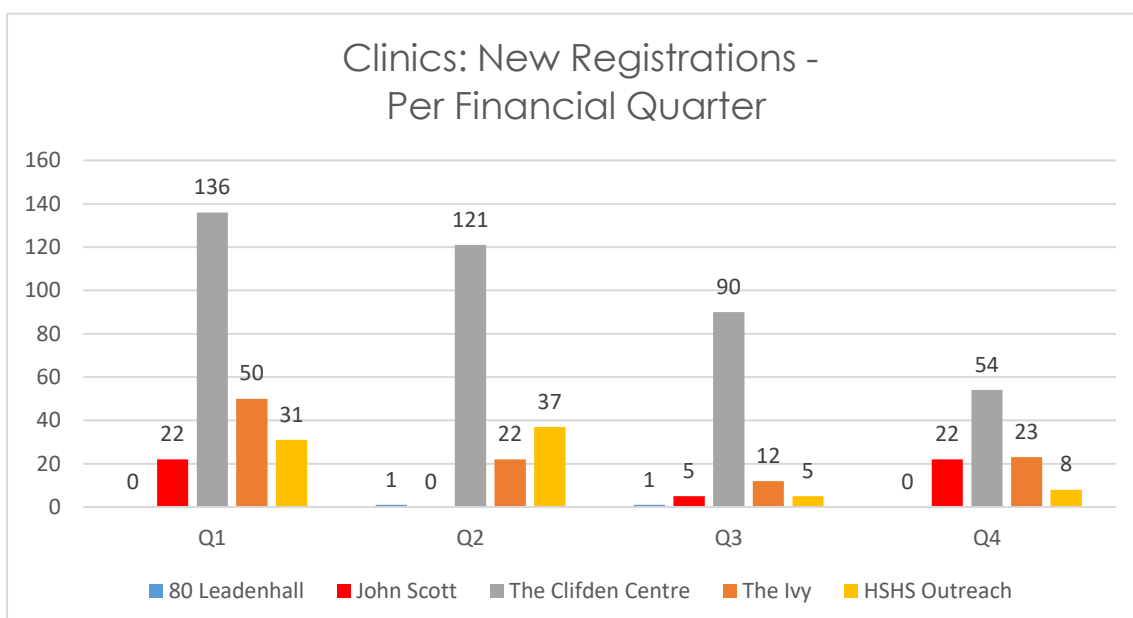
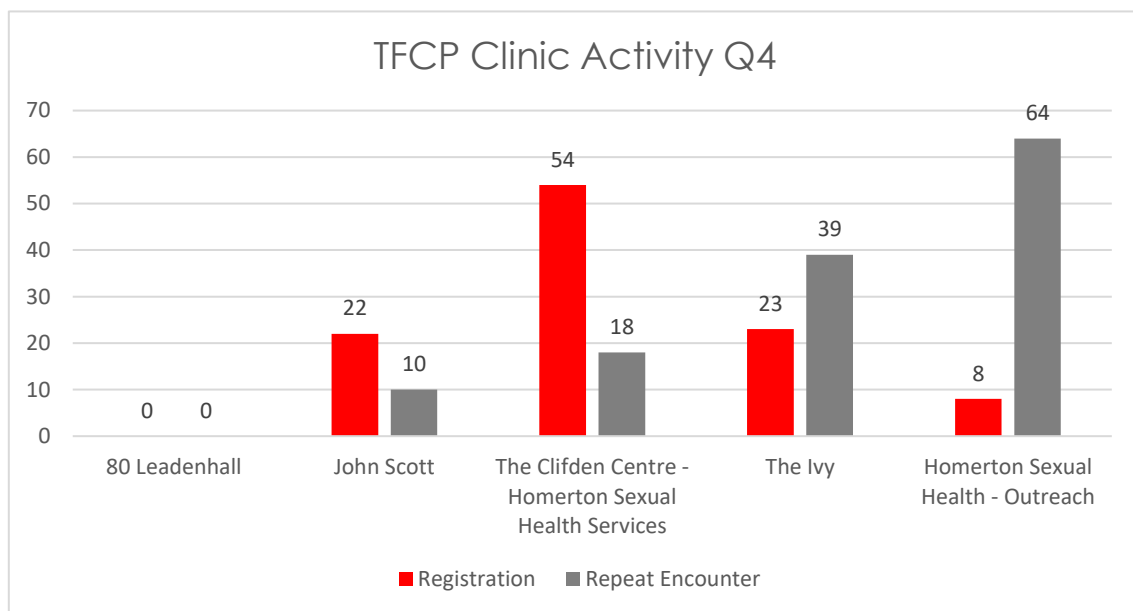


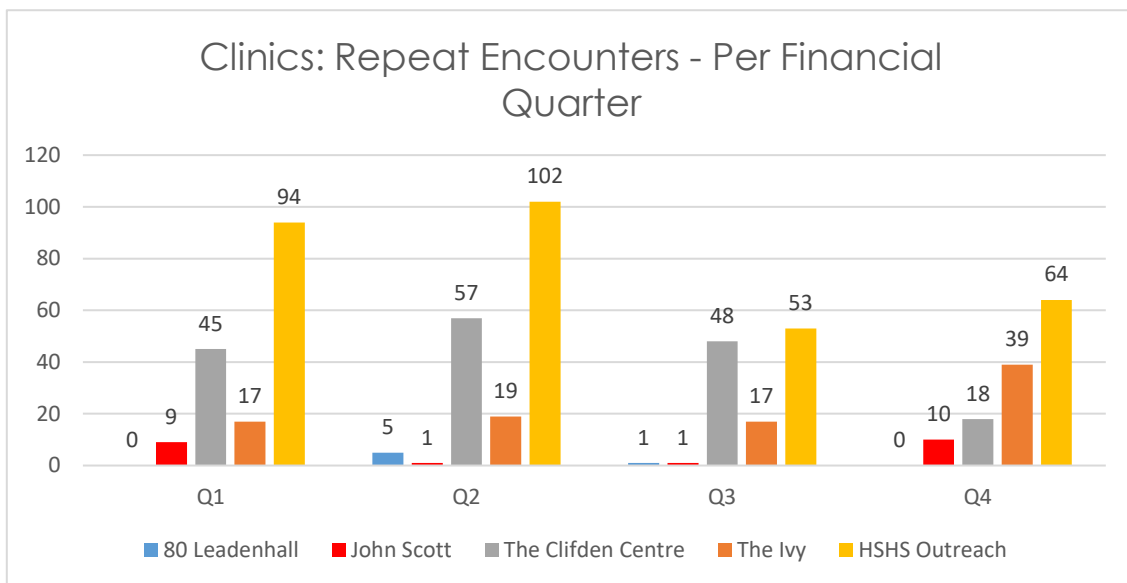


Clinical Services

In Q4 2019/20 clinical activity contributed 24% (107) of New Registrations and 31% (131) of Repeat Encounters. New registrations have decreased slightly in comparison to Q3, while Repeat Encounters have increased by 63%.

- ✦ During the COVID-19 pandemic all clinics will be offering limited services to reduce the amount of people in the waiting room. Telephone consultations were offered, and where necessary patients were offered a face-to-face appointment. This change will affect the clinics KPIs in the coming months, as they won't be seeing as many patients.
- ✦ Encounters at John Scott and The Ivy have increased since we spoke to our contact there about discrepancies between the number of condoms they had ordered and the amount they were recording on Therapy Audit.
- ✦ Encounters at The Clifden Centre have dropped in comparison to Q3 – of all the clinics we will notice a big difference in Clifden Centre numbers during COVID-19.
- ✦ 80 Leadenhall has had consistently low numbers this year, however as identified in Q3, this clinic is not a priority for TFCP because service users tend not to fall under the targeted groups.
- ✦ We have seen an increase in Repeat Encounters from HSHS outreach this quarter – Open Doors generate the majority of KPIs under this category, and they will be continuing with outreach during COVID-19.

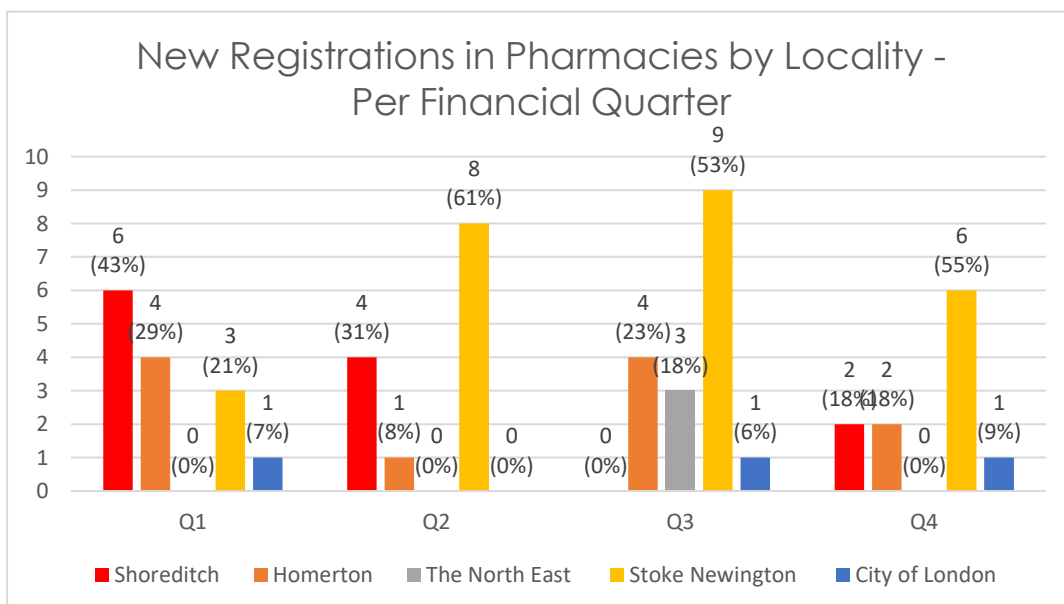
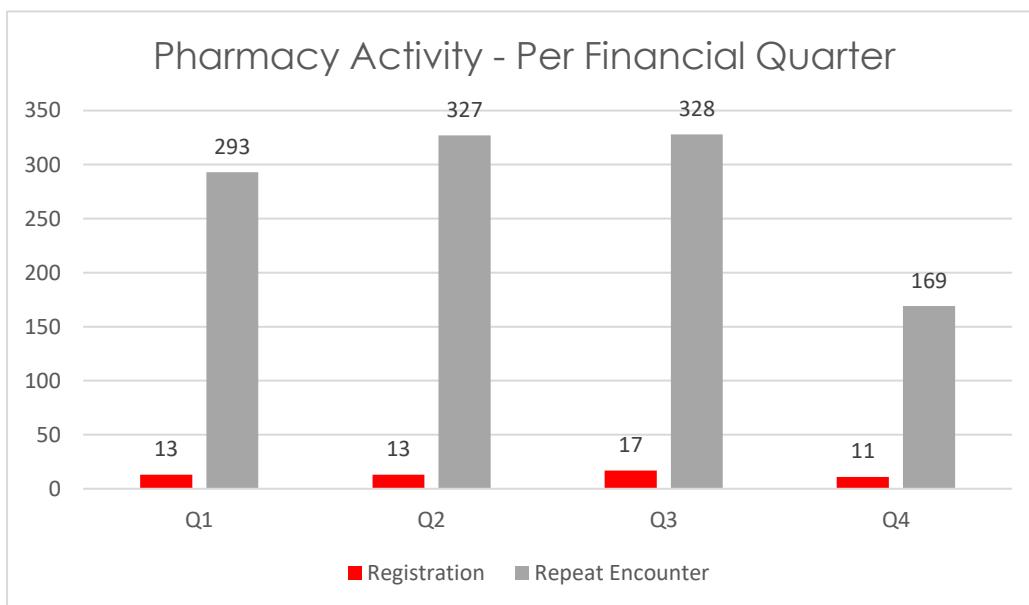
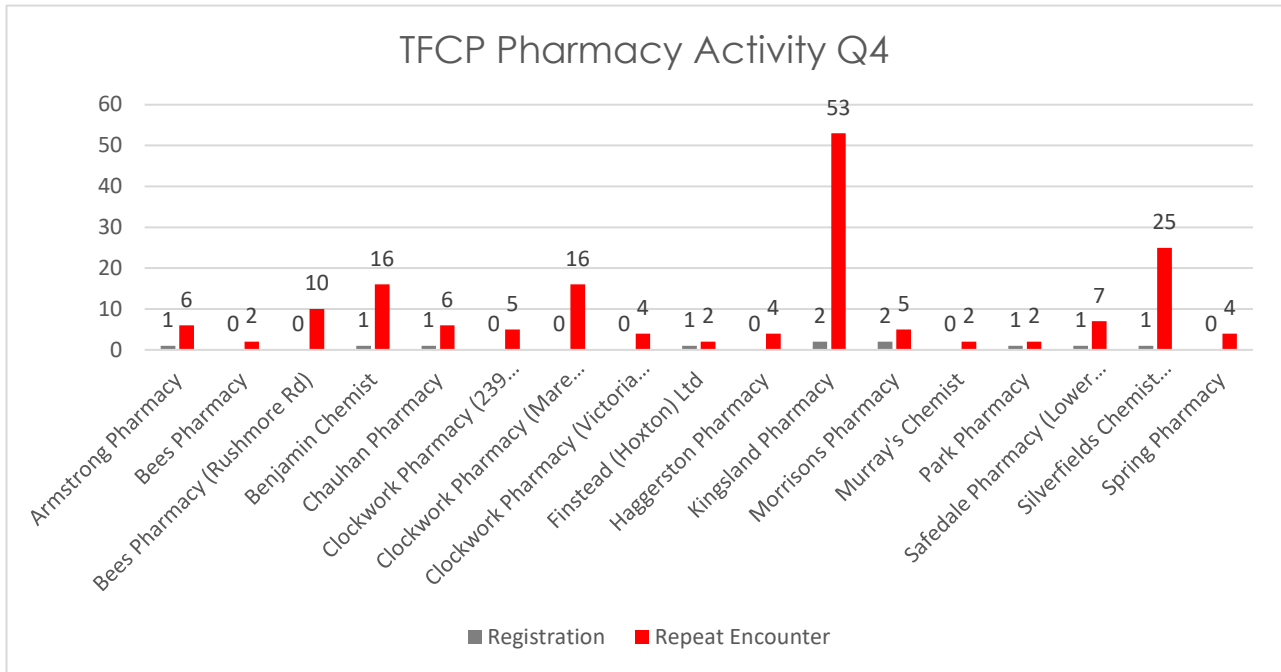


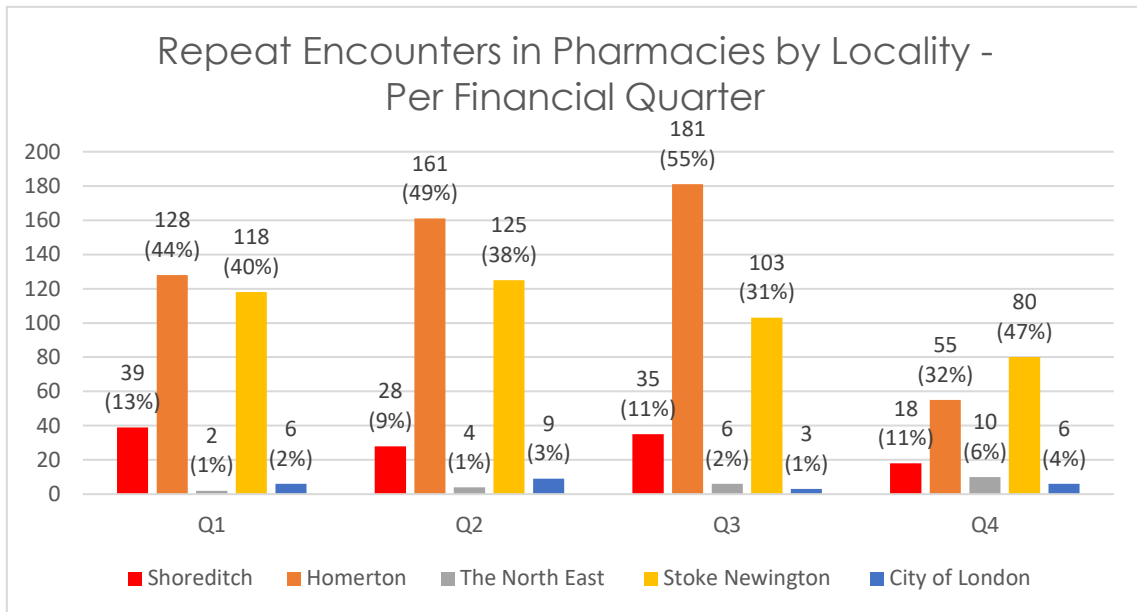


Pharmacies

In Q4 2019/20 pharmacy activity contributed 3% (11) of New Registrations and 40% (169) of Repeat Encounters. Pharmacy New Registrations remain the same, but Repeat Encounters have decreased by 24%. This is likely due to COVID-19.

- ✦ We completed a QAF2 with Bees Pharmacy (Rushmore Rd) for ComeCorrect, where they also offer TFCP. They were happy with how they scheme is running and said that customers were happy to have access to it.
- ✦ We have been in regular contact with the pharmacies this quarter due to us having to closely monitor their stock. We have not been able to process big condom orders so have been delivering them small amounts of stock to keep them going. We had expected some complaints from this, but pharmacies were very understanding and worked with us to ensure all service users were still able to collect condoms. Some pharmacies offered their stock to outlets who have more regular encounters so that they could keep the scheme running. It was nice to see that they valued the scheme.
- ✦ During the COVID-19 pandemic we are aware that pharmacies will be the main collection point for condoms from our service users. We will check in with them regularly to see how this is affecting their work, and if there's any way we can support. We predict that numbers will reduce during these times.
- ✦ Numbers for Repeat Encounters have dropped by 50% this quarter in comparison to Q3.

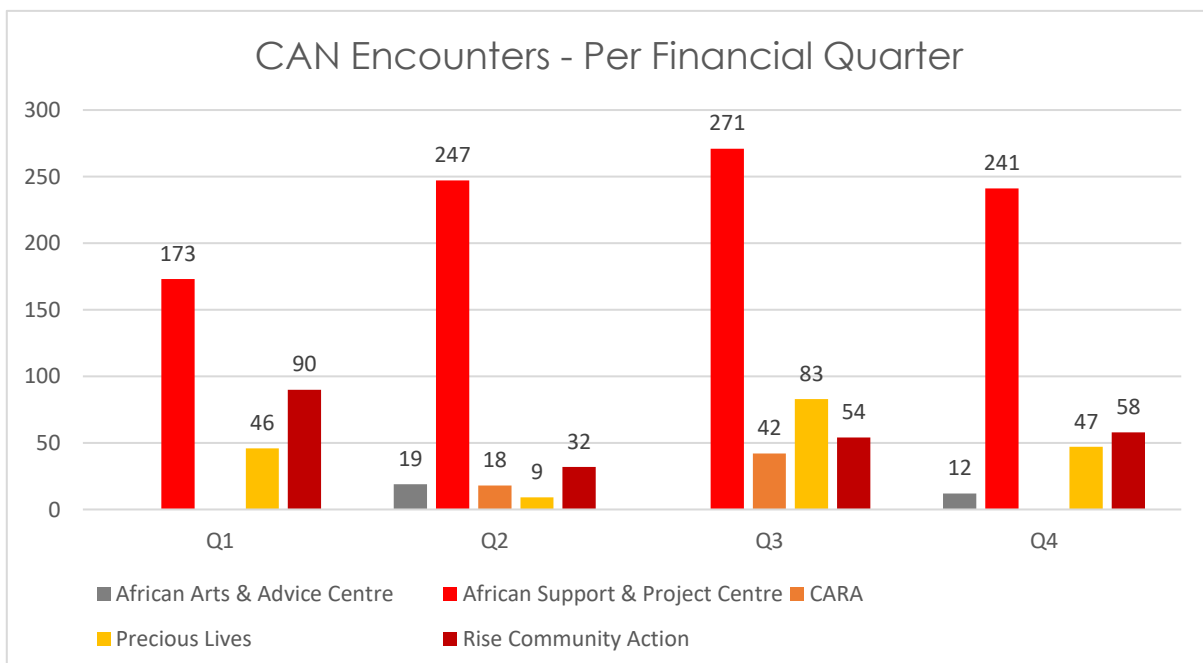





Community African Network

In Q4 2019/20 CAN activity contributed 59% (262) of New Registrations and 23% (96) of Repeat Encounters. In Q4 at the end of 2018-19 CAN contributed 28% to New Registrations and 16% to Repeat Encounters. This shows a huge improvement.

CAN New Registration figures have decreased slightly this quarter, and Repeat Encounters remain the same.



	African Support & Project Centre		CARA	African Arts & Advice Centre	Precious Lives	Rise Community Action	% of Target
	Q4 Registrations	172	0	12	9	57	214%
Q4 Repeat Visits	69	0	0	26	0		

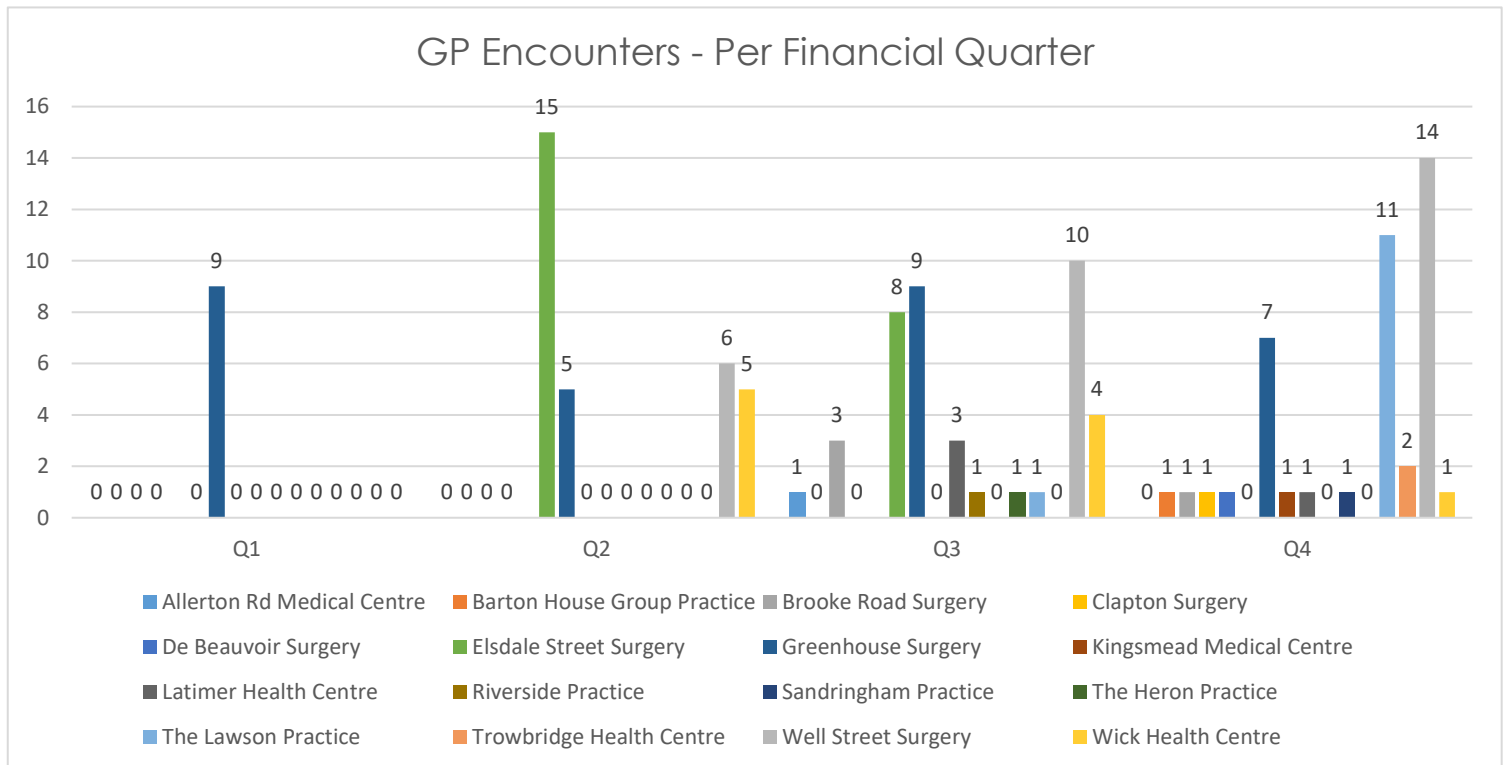
- + We are really impressed with how much CAN's activity has increased in comparison to last year. The African Support & Project Centre has had consistently high KPIs this year.
- + This quarter has seen a decrease in CAN encounters in comparison to Q3, however the figures are still high in comparison to the rest of the year.
- + The decrease is positive to see because CAN had already exceeded their KPIs so we were encouraging activity to be slowed down. We spoke to Ola who has been asking members to slow down with registrations.
- + CAN members are all working from home during COVID-19, so we expect to see a decrease in encounters as we move into the new financial year.
- + In the Q3 review meeting we had spoken about delivering a refresher training for CAN members. We will be moving our trainings online during COVID-19, so we will discuss whether this is suitable for CAN or if its best we wait until training can be delivered in person.

Q3 Migration Report

Visit Outlet	Registration Outlet	CAN: African Support & Project Centre	CAN: Precious Lives	CAN: Rise Community Action	Totals
CAN: African Support & Project Centre		68			68
CAN: Precious Lives			25		25
PH: Clockwork Pharmacy (Mare Street)				1	1
Totals		68	25	1	94

GPs

In Q4 2019-20 GPs contributed 7% (31) of New Registrations, and 2% (11) of Repeat Encounters. 16 out of 36 GPs were active this year.



- ✦ This quarter we held the last of the GP trainings which brings the total number of GP's delivering the scheme in Hackney to 36.
- ✦ The Condom Scheme at GP's remains more popular amongst TFCP service users than ComeCorrect.
- ✦ Following the Trainings, one of our leads at the GP Confed asked us if we thought Hackney Professionals at the GP's would benefit from any other training on sexual health topics. We suggested training on supporting LGBT+ clients as we felt that this was an area for improvement across the whole service.
- ✦ Now that GP's are all trained, they will no longer be receiving condoms from their previous condom scheme. We predict that numbers will increase once all GP's have found a way of implementing the new scheme into their practice.
- ✦ GPs will mainly be providing telephone consultations during COVID-19, so they have said they will signpost patients to pharmacies for condoms.

Other Outlets

St Mungos

- ✦ 0 Encounters this quarter.
- ✦ After dropping them new stock and being in contact with the new Coordinator here, we hope that activity will pick up after COVID-19, however we are aware that this might not be a priority for them currently.

Positive East

- ✦ 11 encounters this quarter.
- ✦ 1 new staff member from PE attended our CDS training in February.

- ✦ Positive East continue to run regular HIV testing outreach where they register people to the scheme. During COVID-19 they remain open but will only be providing support to their service users over the phone and signposting to shl.uk for tests.

John Howard Centre

- ✦ 16 encounters this quarter.
- ✦ We are happy to see activity at this outlet – we held a refresher training last quarter after our lead here left – staff are very enthusiastic about keeping the scheme going now that they have left. We imagine numbers here will fluctuate, as residents are usually here for a long time, but can leave during the day so are still a high risk group for engaging in unprotected sex.

Open Doors

- ✦ 70 encounters this quarter.
- ✦ We spoke to the lead at this outlet and they seemed to think the numbers for this quarter should be higher – they were going to check that staff were recording their encounters under the correct outlet, as sometimes staff work across clinics. Activity here is higher than Q3.
- ✦ During COVID-19 staff here will be continuing with outreach twice a week to support sex workers in the community.

Review and/or refresher meetings were held with the following outlets:

- ✦ Bees Pharmacy (Rushmore Rd)
- ✦ Kingsland Pharmacy
- ✦ Guardian Pharmacy

Introductory meetings

- ✦ We have been approached by more professionals working at secure mental health units this quarter, however we don't currently have the capacity to set them up as new outlets.

Other Meetings Attended

- ✦ Meetings with GPs
- ✦ LGBTQ+ quarterly meeting at HCVS. We discussed what the group wanted the values and aims of the meeting to be.
- ✦ Sexual Health SIG Meeting.

Training

We were pleased that a high number of professionals attended our CDS training in February. We are currently remodelling our training so we are able to deliver it during COVID-19.

<u>Name of training</u>	<u>Date of training</u>	<u>Total number of TFCP trainees</u>	<u>Training duration</u>
GP CDS Training	16/01/2020	11	2 hours
Intro to Sexual Health CDS Training	25/02/2020	15	Half Day
In House refresher Training	Various	4	Various
Total	4	30	Various

Successes, Challenges, and Opportunities

Successes

- ✦ TFCP has exceeded KPIs – although this has put a strain on the budget, it is positive to see that the scheme is really known in the community.
- ✦ Gender options have been updated on Therapy Audit – this should be more inclusive when people are signing up in pharmacies.
- ✦ One big success this quarter was completing the GP trainings. We will remain in contact with them in case they need any support in kick starting the scheme in their practices.
- ✦ Outlets are performing well which meant we could fully focus on the GP trainings.
- ✦ We have had more interest from professionals working at secure Mental Health wards. Although we don't have the capacity to set them up as outlets right now, it is positive to witness a shift in conversations about sexual health at these sites.
- ✦ Our communication with pharmacies this quarter has been good – we will remain in regular contact with them during COVID-19 so we can support them during this time.
- ✦ We receive consistently good feedback from our trainings, with many participants saying they wish it was longer.
- ✦ The percentage of service users residing in City & Hackney has consistently increased over the financial year to 89%, after it initially being too low.

Challenges

- ✦ There have still been inconsistencies with outlets condom orders not matching up to the amount they have been recording on Therapy Audit. This has improved slightly this quarter at the clinics.
- ✦ With TFCP exceeding KPIs this has put a strain on the budget for both schemes.
- ✦ Due to stock management we have been delivering smaller amounts of stock to outlets. Some have not been happy with this, due to wanting a bigger number of condoms in stock, however we reassured them that this is temporary and we will soon be able to make larger orders for them.
- ✦ Delivering so much stock by hand has meant that a lot of our time has been taken up travelling.
- ✦ With the scheme becoming popular universally we need to ensure that our most at risk service users remain a priority.
- ✦ COVID-19 began at the end of Q4, and many outlets have closed until further notice.

Opportunities

- ✦ Although COVID-19 brings challenges, we also hope that it will bring with it opportunities to explore new ways of delivering the scheme. We have already discussed moving training online so that we can still reach professionals. This might also be a good opportunity for staff to refresh knowledge as they will be working from home.
- ✦ During this time there might be an opportunity to explore some different training topics, and bring back condensed versions of some of the trainings we used to run so participants can build on their knowledge.

Strategy for 2020/21

- ✦ During Q1 we will be adapting our work to fit with social distancing guidelines. This will mean moving our training to an online platform and remaining in regular contact with outlets who remain open. From speaking to outlets we know that only Pharmacies and Open Doors will be able to provide service users with condoms. We are prepared for encounters to drop during this time, but are aware of the importance of getting condoms to those who need them the most.

- ✦ We will discuss with the GP Confed how we can best promote the Condom Scheme in clinics to ensure all the GPs we trained this year engage - This is a strategy for the financial year rather than Q1, due to COVID-19.
- ✦ Once we are able to we hope to Mystery Shop more outlets this year, because the feedback we receive from this is most valuable to us in terms of improving the scheme for our service users.
- ✦ We hope through attending the LGBTQ+ meeting that we will be able to partner with LGBTQ+ services.
- ✦ We will closely monitor how the popularity of TFCP impacts the budget for ComeCorrect.