



You said... We will...

You said

1. You want services to be confidential, discreet and accessible to all communities irrespective of: age, language spoken, culture, sexuality and gender (including transgender)
2. You want services to be more available in the evenings and at weekends
3. You didn't know about some of the services that are currently available
4. You want to be able to find information and book appointments online and all in one place
5. You want to ensure that all staff delivering services are highly trained and kept up to date with their training
6. You want to see better links between all sexual health services, and other lifestyle services such as drug and alcohol services, as well as wider links with schools

We will

1. Make sure that services take into consideration the needs of all communities, provide access to translation services and regularly seek and make changes based on feedback from users
2. Improve access to services so that they are delivered at more convenient times
3. Make sure that sexual health services and related services are promoted widely through a range of different methods
4. Ensure that appointments can be booked via telephone (using a single telephone number) and online whilst also ensuring that drop-in clinics are available
5. Ensure that specialist sexual health services are responsible for the training of their own staff, but also of all professionals who deliver sexual health services (e.g. GPs, pharmacists) and other key professionals
6. Continue to improve links between the range of sexual health services available, and make sure that staff know when and how to refer users on to other services.