



# OpenClinic

## Sexual Health Service Update Stoke-on-Trent, Staffordshire and Telford & Wrekin Winter 2023

### Welcome to the Winter Newsletter for Stoke-on-Trent, Staffordshire and Telford

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### Christmas Opening Times

As a reminder, our clinics are open as normal this holiday season, except for on the Bank Holidays.

This means clinics will be closed on:

**Monday December 26<sup>th</sup>**  
**Tuesday December 26<sup>th</sup>**  
**Monday January 1<sup>st</sup>**



Usual clinic open times apply 27<sup>th</sup> – 29<sup>th</sup> December.

Please sign post service users to our website for general information, [SH:24](#) for STI testing kits, or to consult their GPs or in an emergency call 111.

### Care Opinion Star Responder Awards

The Care Opinion Autumn conference took place on the 16<sup>th</sup> November. The conference hosted the very first **Star Responder Awards Ceremony** to celebrate 9 new 'Star Responders' across the UK. We were delighted that one of our very own was among the winners! Andrew Garratt, Senior Administrator in South Staffordshire, was chosen for his response to [this story](#).

The Star Responder title is reserved for those who demonstrate exceptional dedication, so Andrew should feel incredibly proud! Being a responder carries significant responsibility, but it is also an opportunity to connect with authors in a truly meaningful way. Allowing front line staff to respond to patient feedback is very important. Andrew's response serves as perfect example of how a detailed and empathetic response can be so powerful.



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## Pharmacy Contraception Pilot

As part of the ongoing pilot project to deliver pharmacy contraception, NHS England recently hosted a webinar to deliver further training to new and existing project participants. The webinar was intended to allow pharmacists currently delivering the ongoing supply service and those interested in offering the contraception service to build their confidence, ask questions and learn from other clinicians who work in sexual health.

Our Service Manager for Online Provision, Training, Prevention and Health Advising, Sehra Mehta, contributed to the webinar, offering input on topics including emergency contraception, LARC, challenging consultations and quick starting someone on the oral contraceptive method.

### About the Pharmacy Pilot

The pharmacy pilot is running over 3 years across certain areas of the UK, including the West Midlands. The pilot has 2 tiers of pharmacist training:

- Tier 1: Training to support delivery of oral contraception for women who are already taking it.
- Tier 2: Training to support delivery for women taking it for the first time, or re-starting it after a break.

The pilot was designed to offer training and support for pharmacists interested in offering oral contraception by appointment in their pharmacy, to increase access for women experiencing difficulties getting appointments with GPs.

More information about the scheme can be found by visiting [NHS England](#).



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## Online Appointment Booking - Go Live!

Online appointment booking has been unavailable for some time, while we work to get the new Patient Health Record (PHR) system integrated with the website. We are pleased to announce the work is nearly complete, and we will be ready to go live with PHR early in the New Year.

Once live, patients will be able to register for a PHR account and manage all their appointments online.

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## Changes to C-Card Age Limit

There is now **no upper age limit** for registering for a C-Card!

Anyone who is 13 or older can register for a C-Card but crucially, there is now no upper age limit. This applies to all areas including South Staffordshire, Shropshire, and Telford & Wrekin.

Registration can be done either online, at a sexual health clinic or a registration venue (e.g., pharmacies). To register online, people must be aged 16 or over. People aged 13-15 must register face-to-face at a sexual health clinic or other registration venue.



Details about the C-Card scheme and how to register (including a list of registration and distribution venues) can be found [here](#).

If anyone would like training to become a C-Card Registration/Distribution Venue, please contact us on the relevant area email below.

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## Update: HIV Prescription Services

We recently changed our service provider for HIV prescriptions from Alcura to HealthNet Homecare. HealthNet Homecare are a leading provider of homecare in the UK.

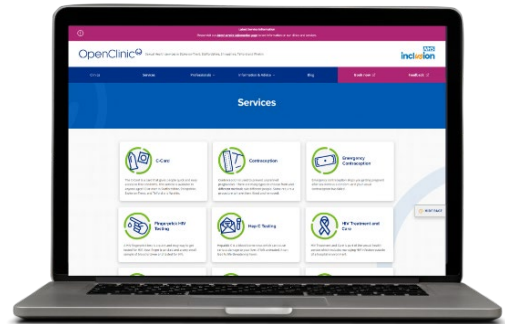
Homecare involves the provision of care, including medication management, in the comfort of your own home. For our HIV patients, this means they will receive their medication by postal delivery via a prescription service. By switching to HealthNet, HIV patients now have an easy-to-manage medication service via a proprietary app called MyHealthNet.

## A Reminder of our Services & Resources

All the latest sexual health service information can be found on our [website](#), including:

- Clinic information
- C-Card information and list of venues
- Contraception overview and FPA leaflets
- STIs overview and FPA leaflets
- Links to order STI testing kits online (ages 16+)
- Resources

Please feel free to include a link to our website on your website, so service users can easily access sexual health service information.



Don't forget – you can also find many useful resources available to download from our website. These include:

- OpenClinic Sexual Health Services poster and TV screen
- Poster for C-Card registration venues
- Poster for C-Card distribution venues
- C-Card poster and TV screen for all other venues
- EHC poster and TV screen
- SH:24 poster and TV screen



You can download copies of these posters and graphics for TV screens at: [www.openclinic.org.uk/resources](http://www.openclinic.org.uk/resources)

## C-Card reminder

Please send C-Card paperwork by the 5<sup>th</sup> of each month to one of the following email addresses:

Stoke-on-Trent and North Staffordshire: [SexualHealthOrders@mpft.nhs.uk](mailto:SexualHealthOrders@mpft.nhs.uk)

South Staffordshire: [sexualhealthprevention@mpft.nhs.uk](mailto:sexualhealthprevention@mpft.nhs.uk)

Telford & Wrekin: [telford.prevention@mpft.nhs.uk](mailto:telford.prevention@mpft.nhs.uk)

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Sexual Health Services in Stoke-on-Trent, Staffordshire and Telford & Wrekin  
0808 178 0955 | [openclinic.org.uk](http://openclinic.org.uk)

For more information on anything within this newsletter, or if you'd like to see anything included, please email [SexualHealthComms@mpft.nhs.uk](mailto:SexualHealthComms@mpft.nhs.uk)