

Sexual Health Engagement Findings

Background to the Engagement

Cheshire West and Chester People's Commissioning team is currently looking at the delivery of Sexual Health services across the borough.

Current services which the Council commissions for sexual and reproductive health include specialist, community-based sexual and reproductive health services for residents of any age. These provide free and confidential information and advice on all types of contraception, testing and treatment for Sexually Transmitted Infections (STI) and an outreach support service.

GPs in Primary Care deliver Long Acting Reversible Contraception (LARC) and chlamydia screening as part of the NCSP (National Chlamydia Screening Programme) for women aged 14 – 25 years of age.

Pharmacy Emergency Hormonal Contraception is a free service for women to access emergency contraception from local pharmacies across the borough.

The survey was compiled to gather the views of residents on the current sexual health services available in Cheshire West and Chester, in particular what things we are doing well and what could be improved.

The results of this engagement and survey will help to shape the future delivery of the Sexual Health services.

Leading up to the engagement, there was attendance at already established groups across Cheshire West and Chester to seek views on what the survey should ask. From these co-production sessions there was feedback from stakeholders which has been included in this report.

In addition to this resident's survey, a professional's survey was also carried out to gather feedback from the different professionals supporting individuals accessing the sexual health services. The survey was completed by 41 individuals from different professions within many different services, including Early Help and Prevention, General Practices and Maternity services.

How the engagement was carried out

The public engagement survey was open for eight weeks, starting on 12 February 2024 and closing on 7 April 2024. There were multiple ways in which residents could respond and ensure their views were heard. These methods included an online survey and paper copies which were distributed at various locations across the borough and available on request. People were also able to respond to the consultation by email, letter, or telephone.

Communication methods to ensure that key stakeholders were made aware of the engagement work and given the opportunity to have their say were varied. These included emails to key stakeholders, a Member Briefing, social media and the presence of the survey on the Council website.







The survey received 154 completed responses. In addition, there was feedback gathered from residents via face-to-face groups and meetings which the Public Health team attended.

Overall key messages

The key messages to emerge from the sexual health survey and feedback from group sessions are as follows:

- **Brilliant Staff:** Many individuals report that staff are kind, caring, non-judgmental and professional. Staff are friendly, provide good customer service and are well trained.
- **Access and Booking Issues:** Many people expressed difficulty in accessing sexual health services, expressing that there is limited availability of out-of-hours services, and challenges with walk-in options. Obtaining an appointment can be difficult, this could be either via telephone or through the online booking system. Respondents feel they should be able to book an appointment that meets individual needs, including a range of times and days.
- **Long Waiting Times:** Many people mention the long waiting times for appointments, both in terms of getting initial appointments and waiting at walk-in clinics for consultations.
- **Technological and Administrative Issues:** There were some comments about technological issues with online booking systems, as well as administrative challenges in making appointments over the phone or in-person. Respondents also expressed that the sexual health service website is difficult to manoeuvre and could have better functionality.
- **Inconsistent Service Quality:** While the majority of respondents praised the professionalism, friendliness, and helpfulness of the staff, some comments highlighted negative experiences, such as lack of privacy and confidentiality, and feeling disregarded by healthcare providers.
- **Face-to-Face appointments:** Some respondents reported that bookable face-to-face appointments are better for individuals.
- **Branding & Marketing:** Consistent feedback from all groups attended prior to the survey identified the need to raise the awareness of what sexual health services are available and this includes the name of the sexual health service.

Summary of the Survey findings

| In the last 2 years which of the following sexual health services have you had knowledge of, experience of or used? | | | | |
|---|---|---|------------------|----------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Sexual health services clinic |  | 68% | 102 |
| 2 | Outreach support service (e.g. college) |  | 5% | 7 |
| 3 | GP / Doctors |  | 38% | 58 |
| 4 | Pharmacy |  | 20% | 30 |
| 5 | None of the above |  | 15% | 22 |
| 6 | Other (please specify): |  | 3% | 5 |

Sexual health services clinic 68%, Outreach support services (e.g. college) 5%, GP/Doctors 38%, Pharmacy 20%, none of the above 15%, other 3%.
Please note that percentages do not add to 100% due to respondents having the option a multiple-choice option.

The above chart shows that two thirds of respondents (68%) have either used, have knowledge of or experience of the sexual health services clinic. Half of the respondents have used or have knowledge or experience of sexual health services at the GP/Doctors or Pharmacies.

| How satisfied or dissatisfied are you with the following services? | | | | | | | |
|--|----------------|-----------------|------------------------------------|--------------------|-------------------|----------------|----------------|
| Answer Choices | Very satisfied | Quite satisfied | Neither satisfied nor dissatisfied | Quite dissatisfied | Very dissatisfied | Not Applicable | Response Total |
| Sexual health services clinic | 40% 50 | 23% 29 | 9% 11 | 6% 8 | 6% 7 | 17% 21 | 126 |
| Outreach support | 8% 9 | 2% 2 | 8% 8 | 3% 3 | 3% 3 | 76% 81 | 106 |

How satisfied or dissatisfied are you with the following services?

| service (e.g. college) | | | | | | | |
|----------------------------------|-----------|-----------|-----------|---------|---------|-----------|-----|
| GP / Doctors | 17% 20 | 15% 18 | 17% 20 | 8% 9 | 4% 5 | 40% 47 | 119 |
| A pharmacy | 14% 15 | 13% 14 | 8% 9 | 4% 4 | 4% 4 | 58% 63 | 109 |
| Other (as described in Q1) | 15% 14 | 2% 2 | 2% 2 | 0% 0 | 0% 0 | 81% 76 | 94 |

Please note that percentages do not add to 100% due to respondents having the option a multiple-choice option.

The above chart shows percentages for the full number of participants, inclusive of the participants that answered the question as not applicable to them. As a result, the above chart shows that over half of participants were either quite satisfied or very satisfied with the sexual health service clinics with only 6% of participants saying they were very dissatisfied with the service. 76% of participants suggested that the outreach support service was not applicable to them.









A third of participants were either quite or very satisfied with the GP or Doctors and over half of participants outlined that the pharmacy service was not applicable.

When removing the participants who expressed that the above question (How satisfied or dissatisfied are you with the following services?) was not applicable to them, the results for the individuals who have knowledge or use the service are:

- 105 individuals expressed they have knowledge of or use the sexual health services clinic. Of these 105 individuals, 75% of them were very satisfied or quite satisfied with the service.
- 25 individuals responded to having knowledge of or using the outreach support service. Of these 25 individuals 44% of them were very satisfied or quite satisfied with the service.
- 72 individuals expressed that they have used or have knowledge of the services delivered by the GP/Doctor. Of these 72 individuals 53% of them were very satisfied or quite satisfied with the service.
- 46 individuals reported to have knowledge of or have used the services via a pharmacy. Of these individuals 63% of them were very satisfied or quite satisfied with the service.




There were two key themes identified from the comments given within the above question (How satisfied or dissatisfied are you with the following services?), these were:



- Staff are friendly and welcoming.
- It is hard to get an appointment in a reasonable timeframe, or that there is a long waiting list.

| How did you find out about the sexual health services and where to access them? | | | | |
|--|--|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Friend or Family |  | 9% | 11 |
| 2 | School or College |  | 4% | 5 |
| 3 | Social Media |  | 4% | 5 |
| 4 | Website |  | 20% | 25 |
| 5 | Online Search |  | 43% | 55 |
| 6 | Live Well Website (provides information about local services and support for residents in Cheshire West) |  | 5% | 6 |
| 7 | GP / Nurse |  | 31% | 39 |
| 8 | Other (please specify): |  | 9% | 12 |

Friend or Family 9%, School or College 4%, social media 4%, Website 20%, online search 43%, GP/Nurse 31%, other 9%.
Please note that percentages do not equal 100 due to rounding.

Almost half of respondents (43%) stated that they use online searches to find out about sexual health services and almost a quarter (20%) find information from the website. Almost a third of respondents (31%) found out about the sexual health services from a GP or Nurse.

| How do you prefer to make an appointment? | | | | |
|--|-----------|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Telephone |  | 29% | 37 |
| 2 | Online |  | 49% | 63 |
| 3 | In person |  | 9% | 12 |

| How do you prefer to make an appointment? | | | | |
|--|--|---|-----|----|
| 4 | Don't mind |  | 11% | 14 |
| 5 | Depends on which service (please specify): |  | 2% | 3 |
| Telephone 29%, online 49%, in person 9%, don't mind 11% and depends on which service 2%. | | | | |

The above chart shows that half of respondents would prefer to make an appointment online and 29% of respondents would like to make a telephone appointment. Only a small percentage of respondents suggested they would prefer to make an appointment in person.

In relation to Option 5, there were three further comments suggesting that individuals did not feel the telephone would be beneficial to make an appointment.

From the open comments given for this question, 20 people responded and the following themes have been identified:

- There were difficulties making an appointment online.
- There are problems with the website functionality and usability.
- Individuals found making appointment by telephone the best option.

Respondents were also asked to report if they thought there was anything about the services that was working particularly well. There were 47 responses from this open question.

From the comments received the following themes have been highlighted:










- Staff are kind, friendly, caring, non-judgemental and professional.
- Individuals were offered extra tests whilst attending an appointment.
- Sexual health treatments and tests could be arranged over the phone without an appointment.
- Walk-in clinics are very convenient.

Respondents were asked if they thought there was anything about the services that could be improved. 67 individuals responded to this open questions.


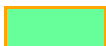






The following key themes have been identified from the comments received:

- Improve the waiting time to get an appointment.
- Have a variety of ways to make an appointment.
- The online booking service needs improving.
- More walk-in appointments are needed.

- Individuals were unable to get an appointment at a local clinic.
- A queuing system would be beneficial either in the form of a ticket system or display board.
- Improve the waiting times for services such as access to Long Acting Reversible Contraception (LARC) including implants and coils and Vasectomy.
- Improved access to services for individuals with disabilities, access requirements, where English is not their first language and individuals with hearing difficulties.
- Discretion and confidentiality are important for everyone wanting to access sexual health services. Concern that this is not always taken into consideration when delivering sexual health service for people including those who have a disability.

| What matters to you the most when accessing sexual health and contraception services? | | | | |
|--|---|--|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Being able to make appointments easily (i.e. online, telephone) |  | 85% | 109 |
| 2 | Appointments being available at different times of the day, including evenings and weekends |  | 74% | 95 |
| 3 | Having a service near to where I live / study / work |  | 61% | 78 |
| 4 | Drop-in clinics being available without the need to make an appointment |  | 48% | 62 |
| 5 | Being able to access a sexual health clinic close to public transport links |  | 12% | 15 |
| 6 | Sexually Transmitted Infections (STIs) and contraception services being available in the same place |  | 30% | 38 |
| 7 | Information about what services are available and how to access them |  | 38% | 49 |
| 8 | Having a dedicated youth clinic for young people under the age of 18 |  | 16% | 21 |
| 9 | Being able to access sexual health and contraception services at my GP practice |  | 36% | 46 |

What matters to you the most when accessing sexual health and contraception services?

| | | | | |
|----|--|---|-----|----|
| 10 | Being able to access sexual health and contraception services at a different GP practice in my local area |  | 21% | 27 |
| 11 | Being able to access sexual health and contraception services at a pharmacy |  | 28% | 36 |
| 12 | Knowing that it is a confidential service and my information will not be passed on unless I give my permission |  | 57% | 73 |
| 13 | Information about services being available in other languages |  | 7% | 9 |
| 14 | The service makes reasonable adjustments and is accessible to meet my disability needs |  | 12% | 15 |
| 15 | Staff are friendly and welcoming |  | 67% | 86 |
| 16 | Staff are trained to give me advice and signpost me |  | 62% | 79 |
| 17 | Other (please specify): |  | 9% | 11 |

Being able to make appointments easily (i.e. online, telephone) 85%, Appointments being available at different times of the day, including evenings and weekends 74%, Having a service near to where I live / study / work 61%, Drop-in clinics being available without the need to make an appointment 48%, Being able to access a sexual health clinic close to public transport links 12%, Sexually Transmitted Infections (STIs) and contraception services being available in the same place 30%, Information about what services is available and how to access them 38%, Having a dedicated youth clinic for young people under the age of 18 16%, Being able to access sexual health and contraception services at my GP practice 36%, Being able to access sexual health and Contraception services at a different GP practice in my local area 21%, Being able to access sexual health and contraception services at a pharmacy 28%, Knowing that it is a confidential service, and my information will not be passed on unless I give my permission 57%, Information about services being available in other languages 7%, The service makes reasonable adjustments and is accessible to meet my disability needs 12%, Staff are friendly and welcoming 67%, Staff are trained to give me advice and signpost me 62%, Other (please specify): 9%

Please note that percentage will not add to 100% due to individuals being able to choose multiple answers.

From the list of items that matter the most to individuals when accessing sexual health and contraceptive services, the above chart shows that the following five items all have a percentage above 60%:










- Being able to make appointment easily.
- Appointments being available at different times of the day.
- Have a service available close by.
- Staff are friendly and welcoming.
- Staff are trained to give me advice and signpost me.







| If you haven't used a sexual health / contraception service, please tell us why? | | | |
|---|---|-------------------------|-----------------------|
| Answer Choices | | Response Percent | Response Total |
| 1 | I haven't needed to use them | 74% | 17 |
| 2 | I don't know how to access the service | 0% | 0 |
| 3 | I was unable to make an appointment (i.e. couldn't get through on the telephone, couldn't get a time / place convenient for me) | 0% | 0 |
| 4 | There isn't a service close to where I live / study / work | 0% | 0 |
| 5 | I was too worried / didn't feel confident enough to contact the service | 0% | 0 |
| 6 | I didn't know I could access sexual health services from my GP / pharmacy | 0% | 0 |
| 7 | I couldn't use the website / online booking service | 0% | 0 |
| 8 | Other (please specify): | 26% | 6 |

I haven't needed to use them 74%, I don't know how to access the service 0%, I was unable to make an appointment (i.e. couldn't get through on the telephone, couldn't get a time / place convenient for me) 0%, There isn't a service close to where I live / study / work 0%, I was too worried / didn't feel confident enough to contact the service 0%, I didn't know I could access sexual health services from my GP / pharmacy 0%, I couldn't use the website / online booking service 0%, Other (please specify) 26%

The above chart shows that three quarters of replies to the question state that if they hadn't used the sexual health/contraception service it was because they hadn't needed too.

The other quarter of comments stated that they either lived out of area did not need to use the service due to age or had their issues resolved by another health care professional.

| If you haven't used a sexual health / contraception service, what would help you to access one in future? | | | | |
|--|---|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Being able to make appointments easily (i.e. online, telephone) |  | 65% | 15 |
| 2 | Appointments being available at different times of the day, including evenings and weekends |  | 57% | 13 |
| 3 | Having a service near to where I live / study / work |  | 61% | 14 |
| 4 | Drop-in clinics being available without the need to make an appointment |  | 48% | 11 |
| 5 | Being able to access a sexual health clinic close to public transport links | | 0% | 0 |
| 6 | Sexually Transmitted Infections (STI) and contraception services being available in the same place |  | 22% | 5 |
| 7 | Information about what services are available and how to access them |  | 35% | 8 |
| 8 | Having a dedicated youth clinic for young people under the age of 18 |  | 17% | 4 |
| 9 | Being able to access sexual health and contraception services at my GP practice |  | 30% | 7 |
| 10 | Being able to access sexual health and contraception services at a different GP practice in my local area | | 0% | 0 |
| 11 | Being able to access sexual health and contraception services at a pharmacy |  | 22% | 5 |







| If you haven't used a sexual health / contraception service, what would help you to access one in future? | | | | |
|---|--|---|-----|----|
| 12 | Knowing that it is a confidential service and my information will not be passed on unless I give my permission |  | 48% | 11 |
| 13 | Information about services being available in other languages |  | 4% | 1 |
| 14 | The service makes reasonable adjustments and is accessible to meet my disability needs |  | 9% | 2 |
| 15 | Staff are friendly and welcoming |  | 57% | 13 |
| 16 | Staff are trained to give me advice and signpost me |  | 26% | 6 |
| 17 | Other (please specify): |  | 13% | 3 |

Being able to make appointments easily 65%, Appointments being available at different times of the day, including evenings and weekends 57%, Having a service near to where I live / study / work 61%, Drop-in clinics being available without the need to make an appointment 48%, Being able to access a sexual health clinic close to public transport links 0%, Sexually Transmitted Infections (STI) and contraception services being available in the same place 22%, Information about what services are available and how to access them 34%, Having a dedicated youth clinic for young people under the age of 18 17%, Being able to access sexual health and contraception services at my GP practice 30%, Being able to access sexual health and contraception services at a different GP practice in my local area 0%, Being able to access sexual health and contraception services at a pharmacy 22%, Knowing that it is a confidential service and my information will not be passed on unless I give my permission 48%, Information about services being available in other languages 4%, The service makes reasonable adjustments and is accessible to meet my disability needs 9%, Staff are friendly and welcoming 57%, Staff are trained to give me advice and signpost me 26%, Other (please specify): 13%

Please note that percentages do not add to 100% due to respondents having the option of multiple-choice answers.

From the above responses 65% of individuals suggested that being able to make appointments easily would help them to better access sexual health services and 61% of individuals stated that having a service near to where they live/study/work would also help them to access services.




In addition, 57% of individuals felt that having appointments available at different times of the day, including evenings and weekends would help them to access sexual health services in the future.

| On which day/s would you prefer to access sexual health services? | | | | |
|--|-----------|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Monday |  | 71% | 104 |
| 2 | Tuesday |  | 61% | 89 |
| 3 | Wednesday |  | 63% | 92 |
| 4 | Thursday |  | 63% | 92 |
| 5 | Friday |  | 68% | 100 |
| 6 | Saturday |  | 76% | 111 |

Monday 71%, Tuesday 61%, Wednesday 63%, Thursday 63%, Friday 68% and Saturday 76%

Please note that percentages do not add to 100% due to respondents having the option of multiple-choice answers.






The chart above shows that there is a small margin between which days are preferred for the sexual health service to be accessed, with Saturday being the overall preferred day.

| What time of day would you prefer to access sexual health services? Please select all that apply. | | | | |
|--|-----------|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Morning |  | 68% | 101 |
| 2 | Afternoon |  | 61% | 90 |
| 3 | Evening |  | 69% | 102 |

Morning 68%, afternoon 61% and evening 69%

Please note that percentages do not add to 100% due to respondents having the option of multiple-choice answers.





The above chart show that participants would like to access sexual health services across the full day, with evening being marginally better.



| What type of appointment do you / would you prefer? | | | | |
|---|---|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Booked Appointment |  | 41% | 62 |
| 2 | Walk-in / Drop in (no appointment needed) |  | 8% | 12 |
| 3 | A mix of both |  | 47% | 72 |
| 4 | I don't know |  | 3% | 5 |
| 5 | Depends on the service (please specify) |  | 1% | 1 |
| <p>Booked appointment 41%, walk-in/drop in 8%, a mix of both 47%, I don't know 3% and depends on the service 1%.</p> <p>Please note that percentages do not add to 100% due to respondents having the option a multiple choice answers.</p> | | | | |

The above chart shows that almost half of participants would like a booked appointment and the other half would like a mix of both booked and walk in appointments.

From the additional comments received the following themes were identified:

- Same day or next day appointments for suspected infections.
- Pre-booked appointments with a guarantee of an appointment.
- Walk-in flexible sessions at different times of the day and on different days.
- Different booking systems, telephone and online.
- Telephone appointments for routine testing and contraception.



| Where would you prefer to go to get sexual health services? | | | | |
|--|----------------------------------|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Specialist sexual health service |  | 76% | 114 |
| 2 | Your GP |  | 44% | 67 |
| 3 | Pharmacy |  | 15% | 22 |
| 4 | School / College |  | 3% | 5 |

| Where would you prefer to go to get sexual health services? | | | | |
|---|---|---|----|----|
| 5 | Local leisure centre or other community setting |  | 5% | 8 |
| 6 | Other (please specify): |  | 7% | 10 |
| Specialist sexual health service 76%, your GP 44%, Pharmacy 15%, school/college 3%, local leisure centre or other community setting 5%, other 7%. | | | | |
| Please note that percentage will not add to 100% due to individuals being able to choose multiple answers. | | | | |

The chart above shows that three quarters of participants would prefer to go to a specialist sexual health service for their own sexual health support. Half of participants also stated that they would prefer to see their own GP. Comments from the 'other' category suggested that individuals would prefer to go to family or youth groups to get sexual services or online.

The following themes were found within the additional comments given:

- Sexual health clinics are good to use as staff are nicer and appointments are easier to book.
- Prefer to attend a venue where the GP/Doctor or nurse is specialised in the area and knowledgeable.
- GP/Doctors are not always helpful due to not having time, available appointments or specialist knowledge.
- It would be of benefit if drop-in sessions were made available at other community venues local to individuals including schools and colleges.

| In addition to our face-to-face services, we also currently offer some online and remote elements to our services, including online booking for appointments and postal STI (Sexually Transmitted Infections) kits. Is this something you would use or have used? | | | | |
|--|------------------------------------|---|-------------------------|-----------------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Yes, I would use it / have used it |  | 71% | 103 |
| 2 | No, I would not use it |  | 29% | 42 |
| Yes, I would use it/have used it 71% and no, I would not use it, 29% | | | | |

Almost three quarters of respondents (71%) stated that they would use or have used the online and remote elements of the service.

Respondents were also asked if they had any further comments, they would like to make about sexual health services in Cheshire West and Chester, particularly whether the services could be improved or if there is anything missing that they thought needed to be considered?

From the 53 responses given the following key themes were identified:

- More local sexual health services.
- Better advertising of sexual health services and how to access them.
- Make more appointments available to cut waiting times.
- More information, support and treatment for women's health/ fertility.
- Provide more drop in sessions.
- Make sexual health services available twenty-four hours a day, seven days a week.

Group session responses

Face to face and online sessions were run with key groups. People gave feedback and the key messages from these groups are summarised below

Older LGBTQ+ group:

- Mobility of older people needs to be considered and accessibility to services with transport consideration.
- Awareness of services being available to older people needs improving.
- Marketing of sexual health services and branding needs improving. The name of the specialist service needs changing so it is clear where people need to go.
- Access to services in locations away from the main sexual health service to allow for testing and treatment.
- Safe space and non-judgmental service is important.

Women's Menopause Group:

- Marketing and branding of the sexual health services that are available is key and needs improving.
- Need to account for different life stages and the different sexual and reproductive health needs.
- Training for staff is important so that they have the right skills to support people accessing the service.
- Ease of access to services is important, this includes a reduction in waiting times to access services and get results.

Sessions with young people:

- Education offer is important and is inconsistent across schools and colleges.
- Young people would like to access sexual health services at school and college and know where to go for to get help and support. This needs strong marketing and a better name for the specialist sexual health service.

- Privacy and confidentiality are important with private spaces to speak openly.
- Multiple routes into service to get an appointment and to access services.
- Some young people would prefer to use digital technology to access support.

What Happens Next

The information from this report will be used to inform the future sexual health services. What you told us is already making a difference and we are using this to develop our current sexual health services offer. Following on from this report there will an update later this year to provide details of how services have responded to this feedback and what changes have been made as a result.

Appendix 1 – profile of Respondents

| In what respect are you completing this survey? Please select all that apply. | | | |
|---|--|------------------|----------------|
| Answer Choices | | Response Percent | Response Total |
| 1 | A resident of Cheshire West and Chester | 86% | 130 |
| 2 | A person who uses sexual health services | 53% | 81 |
| 3 | A family member / carer of someone who uses sexual health services | 7% | 11 |
| 4 | An employee or volunteer of any of the sexual health services | 1% | 1 |
| 5 | An employee of Cheshire West and Chester Council | 20% | 30 |
| 6 | An employee of the NHS / health professional | 7% | 11 |
| 7 | An elected Member of Cheshire West and Chester Council | 2% | 3 |
| 8 | An elected town or parish councillor in Cheshire West and Chester | 1% | 2 |
| 9 | A representative of a voluntary sector organisation or charity | 3% | 5 |
| 10 | A group response | 1% | 2 |
| 11 | Other (please specify): | 3% | 4 |
| | | answered | 152 |
| | | skipped | 2 |

In what respect are you completing this survey? Please select all that apply.

A resident of Cheshire West and Chester 86%, a person who uses sexual health services 53%, a family member / carer of someone who uses sexual health services 7%, an employee or volunteer of any of the sexual health services 1%, an employee of Cheshire West and Chester Council 20%, an employee of the NHS / health professional 7%, an elected Member of Cheshire West and Chester Council 2%, an elected town or parish councillor in Cheshire West and Chester, 1%, a representative of a voluntary sector organisation or charity 3%, a group response 1%, other 3%.

Please note that percentage will not add to 100% due to individuals being able to choose multiple answers.

What is your sex?

| Answer Choices | | Response Percent | Response Total |
|----------------|------------------------|------------------|----------------|
| 1 | Male | 30% | 46 |
| 2 | Female | 68% | 103 |
| 3 | Prefer not to say | 2% | 2 |
| 4 | Prefer to use own term | 0% | 0 |

Sex of respondent. Male 30%, female 68%, prefer not to say 2% and prefer to use own term 0%.

Is the gender you identify with the same as your sex registered at birth?

| Answer Choices | | Response Percent | Response Total |
|----------------|-------------------|------------------|----------------|
| 1 | Yes | 98% | 146 |
| 2 | No | 1% | 2 |
| 3 | Prefer not to say | 1% | 2 |

Yes 98%, no 1% and prefer not to say 1%.

Which age group do you belong to?

| Answer Choices | | Response Percent | Response Total |
|----------------|-------------------|------------------|----------------|
| 1 | Under 16 | 3% | 4 |
| 2 | 16-17 | 4% | 6 |
| 3 | 18-24 | 7% | 11 |
| 4 | 25-34 | 18% | 27 |
| 5 | 35-44 | 29% | 42 |
| 6 | 45-54 | 17% | 26 |
| 7 | 55-64 | 17% | 26 |
| 8 | 65-74 | 2% | 3 |
| 9 | 75 and over | 1% | 2 |
| 10 | Prefer not to say | 2% | 3 |

Age of respondents. Under 16 3%, 16-17 4%, 18-24 7%, 25-34 18%, 35-44 29%, 45-54 17%, 55-64 17%, 65-74 2%, 75 and over 1% and prefer not to say 2%.

Do you have a long-term illness, health issue or disability that limits your daily activities or the work you can do?

| Answer Choices | | Response Percent | Response Total |
|----------------|-------------------|------------------|----------------|
| 1 | Yes | 22% | 34 |
| 2 | No | 75% | 112 |
| 3 | Prefer not to say | 3% | 4 |

Long term illness, health issue or disability. Yes 22%, No 75% and prefer not to say 3%.

If you answered 'yes' to the question above, please indicate which of the following applies to you... Please select all that apply.

| Answer Choices | | Response Percent | Response Total |
|----------------|--|------------------|----------------|
|----------------|--|------------------|----------------|

If you answered 'yes' to the question above, please indicate which of the following applies to you... Please select all that apply.

| | | | |
|---|---|-----|----|
| 1 | Physical impairment that causes mobility issues, e.g. wheelchair user | 20% | 8 |
| 2 | Visual impairment | 0% | 0 |
| 3 | Hearing impairment | 5% | 2 |
| 4 | Learning disability or difficulty | 2% | 1 |
| 5 | Mental Health issue | 41% | 17 |
| 6 | Long standing illness or health condition | 37% | 15 |
| 7 | Prefer not to say | 12% | 5 |
| 8 | Other (please specify): | 15% | 6 |

Illness, health issue or disability. Physical impairment that causes mobility issues, wheelchair user 20%, visual impairment 0%, hearing impairment 5%, learning disability or difficulty 2%, mental health issue 41%, long standing illness or health condition 37%, prefer not to say 12% and other 15%.

Please note that percentages do not add to 100% due to respondents having the option of multiple choice answers.

Which of these groups do you consider yourself to belong to?

| Answer Choices | | Response Percent | Response Total |
|----------------|---|------------------|----------------|
| 1 | White - English/Welsh/Scottish/Northern Irish/British | 87% | 131 |
| 2 | White - Irish | 1% | 1 |
| 3 | White - Any other White background | 3% | 4 |
| 4 | Black or Black British - Caribbean | 0% | 0 |
| 5 | Black or Black British - African | 3% | 4 |
| 6 | Black or Black British - Any other Black background | 0% | 0 |
| 7 | Asian or Asian British - Indian | 0% | 0 |
| 8 | Asian or Asian British - Pakistani | 1% | 1 |
| 9 | Asian or Asian British - Bangladeshi | 0% | 0 |
| 10 | Asian or Asian British - Chinese | 0% | 0 |

Which of these groups do you consider yourself to belong to?

| | | | |
|----|---|----|---|
| 11 | Asian or Asian British - Any other Asian background | 1% | 1 |
| 12 | Mixed - White and Black Caribbean | 0% | 0 |
| 13 | Mixed - White and Black African | 0% | 0 |
| 14 | Mixed - White and Asian | 1% | 1 |
| 15 | Mixed - Any other Mixed background | 0% | 0 |
| 16 | Other ethnic group - Arab | 1% | 1 |
| 17 | Other ethnic group - Other ethnic group | 0% | 0 |
| 18 | Travelling community - Gypsy/Roma | 0% | 0 |
| 19 | Travelling community - Traveller of Irish descent | 0% | 0 |
| 20 | Travelling community - Other member of the Travelling community | 0% | 0 |
| 21 | Prefer not to say | 4% | 6 |

Ethnicity. 87% of respondents considered themselves to be White - English/Welsh/Scottish/Northern Irish/British, 1% White – Irish, 3% White - Any other White background, 3% Black or Black British – African, 1% Asian or Asian British – Pakistani, 1% Asian or Asian British - Any other Asian background, 1% Mixed - White and Asian, 1% Other ethnic group – Arab and 4% preferred not to say.

Please note that percentages do not add to 100% due to respondents having the option of multiple choice answers.

Which of these best describes your religious belief / faith? Please tick one box only.

| Answer Choices | | Response Percent | Response Total |
|----------------|-------------------|------------------|----------------|
| 1 | Buddhist | 1% | 1 |
| 2 | Christian | 36% | 52 |
| 3 | Hindu | 0% | 0 |
| 4 | Jewish | 0% | 0 |
| 5 | Muslim | 1% | 2 |
| 6 | Sikh | 0% | 0 |
| 7 | None | 55% | 80 |
| 8 | Prefer not to say | 8% | 11 |

Which of these best describes your religious belief / faith? Please tick one box only.

Religion. 1% of respondents described themselves as Buddhist, 36% Christian and 1% Muslim. 55% of respondents answered 'None' and 8% preferred not to say.

Please note that percentages do not add to 100% due to respondents having the option of a multiple-choice answers.

Which of these best describes your sexual orientation?

| Answer Choices | | Response Percent | Response Total |
|----------------|---|------------------|----------------|
| 1 | Heterosexual/Straight | 67% | 101 |
| 2 | Bisexual | 11% | 16 |
| 3 | Gay/Lesbian | 15% | 22 |
| 4 | Prefer not to say | 5% | 7 |
| 5 | Prefer to use own term (please specify) | 3% | 4 |

Sexual orientation. Heterosexual/Straight 67%, Bisexual 11%, Gay/Lesbian 15%, Prefer not to say 5% and prefer to use own term 3%.

Please note that percentages do not add to 100% due to rounding up values.