



Who is responsible for making sure the standards are followed?

Commissioners are responsible for buying high quality services. Service providers are responsible for delivering high quality and effective care. Commissioners, service providers and the staff that work within the outreach services share responsibility for ensuring the standards are used.

If you believe the care you have received is less good than the standards outlined in this leaflet, you should follow the complaints procedure of the service that provided your care.

Who produced the standards?

The standards were written by the British Association for Sexual Health and HIV (BASHH) with the support of organisations who provide outreach sexual health services and service users.

Where can I get a copy of the standards?

You can download a free copy of *Standards for the management of sexually transmitted infections (STIs) in outreach services* from the BASHH website:

www.bashh.org

If you do not have internet access, you could ask for a free copy from the outreach service provider or BASHH.



A user's guide to:

Standards for the management of sexually transmitted infections (STIs) in outreach services

What are outreach sexual health services?

Outreach services take place outside of traditional health care settings and are tailored to individuals who need them. They may be delivered by a charity, voluntary organisation, private organisation, local authorities or the NHS.

Why do we need *Standards for the management of sexually transmitted infections (STIs) in outreach services*?

To make sure that people accessing outreach sexual health services receive high quality care which is safe, accessible and appropriate.

What are the outreach standards?

The standards are a guide for people who deliver and access services. They describe the standards that all outreach sexual health services should achieve. There is also information for NHS commissioners (the people who buy these services on your behalf) to make sure the services are right for you and your community.

Importantly, the standards also identify the things that people who use services for help and advice on STIs are entitled to expect. This leaflet tells you how the standards will affect the services you use.

Which parts of the standards are relevant for me?

All of them. There is a summary on the next page.

Standard 1: Access in outreach services

How are outreach sexual health services developed and who can use them?

- Outreach services in your area will be developed to respond to sexual health needs.
- Consultation with service users is essential.
- You can access outreach sexual health services without needing to see your GP or clinic first.

Standard 2: Clinical assessment in outreach services

What will happen when I go to an outreach sexual health service?

- When you use an outreach sexual health service you will be asked about your medical and sexual history and this will include questions about sexual behaviour.
- The outreach service may provide a full range of sexual health tests or selective tests only. This may involve urine testing, swab tests and blood tests. You will be told what you are being tested for.
- If you have symptoms, or the tests you require are not provided in the outreach service, you will need to go to a sexual health clinic.

Standard 3: Diagnostics in outreach services

Which tests will be used?

- If you are being tested for STIs the most accurate diagnostic test should be used.
- If your tests show an infection you will need to be seen by a nurse or Dr for treatment or further tests.

Standard 4: Clinical management in outreach services

When will I get my results and who will treat me?

- You should receive your results, both positive and negative, within 10 working days.
- If you are diagnosed with an STI you should receive the best available treatment, either in the outreach service or a sexual health clinic.
- If you are diagnosed with an STI your recent sexual partner(s) will also need an STI test and treatment. The service should offer you

help in letting them know. This is called partner notification. This may be done in the outreach service or by a sexual health clinic

- The outreach staff may suggest you have vaccination or treatment to prevent some infections.

Standard 5: Information governance in outreach services

What happens to the information that I give the outreach service?

- You should be told about how the outreach sexual health service uses any information it collects about you and the safeguards that are in place to make sure this remains confidential.

Standard 6: Clinical governance in outreach services

How do I know the outreach service I go to is safe?

- You should receive care from high quality outreach sexual health services that are safe, well managed and accountable, regardless of who provides the service.

Standard 7: Appropriately trained staff in outreach services

Will the outreach staff be trained?

- Your sexual healthcare should be provided by staff with the training to do so. Many different people may be involved in your care.

Standard 8: Links to other services

What if the outreach service can't meet all my needs?

- If you need to be referred to another service this should happen as easily and quickly as possible.

Standard 9: Patient and public engagement

How do I let the outreach service know what I think about them?

It is possible for you to provide feedback, good or bad, about sexual health outreach services. Your views and comments will be used to plan how services are delivered and developed. If you would like to do give feedback please ask your outreach service how to do this.