

SEXUAL HEALTH SERVICES IN HERTFORDSHIRE: Communications to local services and stakeholders

The sexual health service in Hertfordshire, provided by Central London Community Healthcare NHS Trust (CLCH), and funded by Hertfordshire County Council, has been awarded a new contract for five years to continue delivering sexual health and reproductive services to the county.

As part of the contract, a new service model will be put in place. The primary aim of the new service model is to reduce demand on specialist sexual health services and increase the emphasis on community-based preventative services and self-managed care.

Service provision – what's new?

In addition to the current digital offer, whereby residents can order self-testing sexual health kits, oral, and emergency contraception online from the patient-facing [Hertfordshire sexual health website](#) via SH:24, residents will also be able to order self-injectable contraception, the patch, and chlamydia treatment online. Online booking will also be extended to all clinics across Hertfordshire.

The website is being further developed to include Chatbot functionality, through which residents can book appointments and order at-home STI tests and contraception. A Chat Health function will also be available on the website by the end of June 2023, which means members of the public can chat online to a clinical advisor (at specific hours during the week) to receive clinical support and advice and be signposted to appropriate information and services. We will share more information about this when it is live.

CLCH will work in partnership with METRO Charity who focus on improving people's sexual health. In Hertfordshire, METRO will provide screening for chlamydia and gonorrhoea, run sexual health outreach support, promotion and campaigns, as well as training and education. METRO will also provide people with free condoms and test kits via [GetIt.org.uk](https://getit.org.uk).

The service will continue to operate from three main clinics: Watford, Hatfield and Stevenage, and will continue offering sexual health and contraception services, including long acting reversible contraception (LARC). Cheshunt and Borehamwood will continue offering non-complex STI screening and contraception via one day clinics.

Specialist outpatient services for people living with HIV will continue to be provided at the Stevenage and Watford sites only. These services are provided by Chelsea and Westminster Hospital Foundation NHS Trust, with local support from CLCH. [Find out more.](#)

Referral information

Stakeholders can refer patients to the sexual health service using a sexual health [referral form](#) available on our website and soon to be uploaded to the DXS referral system.

Further information on how healthcare professionals can make referrals and contact our clinics are [on our website](#). You can also contact our Single Point of Access (SPA) line on **0300 008 5522** and the most appropriate clinician will get back to you.

Patients are able to self-refer by going online or by calling the SPA line.

If you have any questions or need more information, please find contact details on our [Contact Us page](#).

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