

Sexual Health: Behaviour Change

Background

A 19-year-old girl living with her grandad who has health needs. Has some caring responsibilities. Reported she was removed from parental care and placed with family members. Socially isolated due to long term remote study (clinically vulnerable).

Issue experienced

Reported with unprotected sexual intercourse. Unsure about relationship and reported partner not listening to her about sexual intercourse. Also described non-consensual sex.

Advice and care

- Tailored 1:1 support from Sexual Health Advisor using variety of communication methods - ChatHealth, Telephone and Face to Face.
- Non-judgemental space to be heard and talk about wishes and needs.
- Contraception and sexual health screen.
- Discussion around sexual health assault and information about the SARC (Sexual Assault Referral Centre).

Outcome

With this support she accessed the sexual health clinic and later made the decision to end her relationship. Recognised she had been sexually assaulted and following information given, independently contacted the SARC. She gained the confidence to access the service as/when she needs to which demonstrates a change in behaviour.

Impact of ChatHealth on this contact

Initially accessed support via Chat Sexual Health. After lots of support via messaging, agreed to a phone call. Following several telephone conversations, agreed to face to face support.

Sexual Health: Emergency Contraception

Issue experienced

The young person had experienced unprotected sexual intercourse and asked where she could get emergency contraception from.

Advice and care

- Signposted to local sexual health services and explored how they could attend a clinic or GP surgery.
- Lived in rural area without transport and unable to attend a clinic, therefore arrangements were made for a School Nurse to meet the young person in their school to administer emergency contraception.

Outcome

A full sexual health assessment was undertaken by the School Nurse, including risk of sexual exploitation. Emergency contraception was administered, condoms given (as part of C-card scheme) and chlamydia screening offered. Methods of contraception and risks of sexual transmitted infections were discussed. Repeat appointments were arranged.

Impact of ChatHealth on this contact

Sexual health advice and emergency contraception was given to a young person unable to obtain elsewhere within the required timeframe.



Sexual Health: Contraception

Issue experienced

The young person sent a message to ask how long it would take to get an implant fitted. This conversation took place during the COVID-19 pandemic and arrangements made by the School Nurse to fit the implant within school were affected by the school closures during lockdown.

Advice and care

- Young person appropriately used the ChatHealth service and was well supported and listened to by school nursing team during messaging conversation.
- School Nurse shared young person's details with the local sexual health team.

Outcome

The young person attended the local sexual health provision to be fitted with an implant. They were very happy that the issue was sorted out.

Impact of ChatHealth on this contact

Without ChatHealth, this young person would not have been able to receive such a succinct service. Having a messaging service in place during the COVID-19 lockdown helped to meet young people's needs as they arose, such as in this case study.

Sexual Health: Emergency Contraception

Issue experienced

A 15 year-old girl contact ChatHealth seeking advice on where to access emergency contraception following a condom failure the previous day. Had seen ChatHealth advertised on the Trust's sexual health website.

Advice and care

- Offered options to contact GP or attend sexual health clinic.
- Decided to attend the young person's sexual health clinic as was on the same day and could attend after school.
- Seen by a nurse and an assessment was carried out.
- Oral emergency contraception was issued.
- A further appointment was booked in 3 week's time to take a pregnancy test, STI screen and fit an implant.
- Completed the Under 18 assessment and no concerns were highlighted.

Impact of ChatHealth on this contact

This contact via ChatHealth led to emergency contraception being issued within 24 hours of condom failure, ongoing contraception and an STI screen appointment arranged.