

## Nottinghamshire/City ISHS appointments

**General:** These clinics are run by doctors/specifically trained Drs/nurses to offer services for most STI and contraception care. This includes anyone who has symptoms, needs treatment for an infection, cryotherapy (freezing of warts), coil removal/review, PEP, sexual assault, emergency contraception, or is a contact of an STI. In some clinics they can also give PrEP (mainly in the hubs).

**Asymptomatic:** HCA/nurse led (usually) lists for people with **no symptoms**, and who do not need any treatment/examination/PrEP/PEP/contraception/vaccinations and are not a contact of an STI. They will have an STI screen ONLY. **Over 16s** unless in a specific under 25s clinic at VHC only.

**Contraception:** pills, patches, ring, depo injection, out of date coil/implant (**not LARC procedures/coil problems**), emergency contraception. Can also have asymptomatic screen in same appointment. Not for any examinations.

**LARC:** will specify if for implants or coils. ONLY for Nottm/shire residents and ONLY for contraception need. If patients from out of area are struggling to get an appointment, we will see them, but ideally they should be diverted to their local clinic/GP. Can have an asymptomatic screen in this appointment.

**Hybrid LARC implant:** These clinics are for implant removals/fits/replacements, but also patients with symptoms/need PEP/emergency contraception/STI treatment/contact of an STI/PrEP. They are essentially a mix of general and implant LARC. **NO COILS.** Worksop/Retford only

**Hybrid mixed LARC:** These clinics are for implants and coils (fits/removals/replacements) plus any other contraception or STI care. They are a mix of both LARCs plus general and can manage most things STI and contraception related. Worksop/Retford only.

**General STI list:** These clinics are for STI care - symptomatic, need STI testing/treatment, contact of an STI, post assault, PEP, PrEP. **NO CONTRACEPTION.** Worksop/Retford only

**Contraception and implant:** These clinics are a mix of contraception and implant procedures (fit/removal/replacement). **NO COILS, NO STI CARE.** Worksop/Retford only

**Under 25s:** anyone who is aged 24 and under can attend for asymptomatic screening, symptomatic testing, STI treatment, routine and emergency contraception. There are pre-booked and walk in options. VHC only

**Health advisor treatment lists:** no direct booking from contact centre. Booked by HAs after a positive result, for treatment and partner notification.

**Nurse Treatments:** for repeat cryotherapy (wart freezing, not 1<sup>st</sup> treatment, must have been seen in last 4 weeks), further vaccinations (not 1<sup>st</sup> dose). NOT for general symptomatic patients. At SFH only they can also do coil removals (NOT coil problems).

**Complex LARC/complex contraception/complex PrEP/Recurrent/Skin/procedure/contraception problems – no direct booking from contact centre**, but if patient calls to cancel please leave in appointment slot and email outpatient team with patient details to rebook like-for-like appointment. (These are at NCH/VHC only)  
[nuhnt.sexualhealthoutpatientadmin@nhs.net](mailto:nuhnt.sexualhealthoutpatientadmin@nhs.net)

**Research** currently no clinic (NCH only)

**PrEP** for repeat or starting PrEP (will also have an asymptomatic screen but no symptoms, not for those needing treatment for an STI) (NCH/VHC only)

**Telemedicine results management clinics:** Any patient who wants a discussion about something (e.g. questions about an STI diagnosis, questions about a method of contraception etc.)

### **Symptomatic patients**

**Same/next day, semi-urgent, routine**

**24-48h**

**1week**

**1week plus**

Patient type	Reason for Appointment	Where to book
<b>Symptomatic needing triage</b>	<ul style="list-style-type: none"> <li>Severe herpes recurrence</li> <li>Any sores/blisters &lt;72h duration</li> <li>?Monkey pox</li> <li>Sexual Assault</li> <li>Emergency Contraception</li> <li>Severe Testicular pain &lt;72h duration or getting worse</li> <li>Female with severe pelvic pain &lt;72h duration or getting worse</li> <li>Under 16 (15 and under)</li> <li>New painful genital rash &lt;72h</li> <li>Male sudden onset discharge &lt;72h duration</li> <li>HIV contact and sex &lt;72h ago (PEPSE)</li> </ul>	<ul style="list-style-type: none"> <li>If same day appointment available book into:</li> <li>General anywhere</li> <li>General STI list, hybrid LARC implant or hybrid mixed LARC (W/R only)</li> <li>If no same day appointment (likely) walk into Telemedicine call back list (these are the patients who are likely to need same/next day appointments booked by triage nurse)</li> <li>Patients who do not fulfil these criteria should NOT be added to triage, but offered the next available appointment anywhere in the service</li> </ul>
<b>Symptomatic directly book</b>	<ul style="list-style-type: none"> <li>Male / Female with Discharge</li> <li>Contact of STI</li> <li>Male with burning with passing urine</li> <li>Female with pelvic pain or male with testicular pain &gt;72 hrs duration and not worsening</li> <li>Warts/lumps/rashes &gt;72h</li> </ul>	<ul style="list-style-type: none"> <li>Any general list anywhere</li> <li>General STI list, hybrid LARC implant or hybrid mixed LARC (W/R only)</li> </ul>
<b>Asymptomatic</b>  <b>**also online if over 16 – text link</b>	<ul style="list-style-type: none"> <li>No symptoms, purely wanting a 'check-up'</li> <li>Not a contact of an STI</li> <li>Not needing any treatment/vaccines/examination/PrEP/PEP/contraception</li> <li>OVER 16s ONLY unless VHC YP clinics</li> </ul>	<ul style="list-style-type: none"> <li>Any asymptomatic list (reinforce this is for a check-up only, no examination/treatment will be possible due to the staff delivering the clinic)</li> <li>VHC YP clinic can do under 16 asymptomatic (but remember triage for under 16s)</li> </ul>
<b>PrEP start or follow up</b>	<ul style="list-style-type: none"> <li>PrEP request (will include asymptomatic screen/vaccines as needed)</li> <li>If also have symptoms need to be seen in general/STI clinic</li> </ul>	<ul style="list-style-type: none"> <li>PrEP (at NCH this is the preferred clinic) – not if also have symptoms.</li> <li>General clinics</li> <li>Hybrid LARC implant or general STI list (W/R only)</li> </ul>
<b>I want a pregnancy test</b>	<ul style="list-style-type: none"> <li>If no other service required at all (e.g. no testing, no contraception, no treatment etc)</li> </ul>	<ul style="list-style-type: none"> <li>Asymptomatic list at NUH</li> <li>Asymptomatic list at SFH</li> </ul>
<b>I want condoms</b>	<ul style="list-style-type: none"> <li>If no other service required at all (e.g. no testing, no contraception, no treatment etc)</li> </ul>	<ul style="list-style-type: none"> <li>General or contraception clinic anywhere</li> </ul>
<b>LARC – coil removal</b>  <b>ALSO SEE TABLE BELOW AND FLOWSHEET</b>	<ul style="list-style-type: none"> <li>Coil removal- asymptomatic/no pain/no other problems simply wanting coil removed</li> </ul>	<ul style="list-style-type: none"> <li>General clinics or coil review slot on coil LARC lists</li> <li>*send SMS Coil fact sheet* and advise to read to ensure procedure can be done on the day</li> </ul>

<b>LARC</b> <b>Post-natal coil check</b>	<ul style="list-style-type: none"> <li>NUH pathway, booked by admin not contact centre</li> <li>Asymptomatic/no pain coil check after caesarean section or vaginal delivery</li> </ul>	<ul style="list-style-type: none"> <li>Coil review appt on NUH coil LARC lists</li> <li>See specific SOP, usually booked via referral on LARC waiting list</li> </ul>
<b>LARC – coil removal AND refit</b>  <u>ALSO SEE TABLE BELOW AND FLOWSHEET</u>	<p>If ringing to see when Coil fitted/coil type book Results Management Telemedicine call back</p> <ul style="list-style-type: none"> <li>Coil removal and refit <b>in date</b> Note: Hormone coils (IUS) brands Mirena &amp; Levosert are now approved for <b>8 years</b> for contraception (only 5y for HRT). All copper coils fitted after 40 years old are approved until 55 years. Any women who query these durations should be booked Results Management Telemedicine call back</li> <li><b>Out of date</b> coils: book LARC in 3 weeks' time and <b>NO UPSI</b>. If there is a delay to LARC appointment (eg waiting list) book contraception F2F if wish interim alternative method</li> </ul>	<ul style="list-style-type: none"> <li>If aged over 55 contact their GP</li> <li>Otherwise book LARC coil list</li> <li><b>*send SMS Coil fact sheet* and advise to read to ensure procedure can be done on the day</b></li> </ul> <p><b>ANY queries about coil type/duration/removal time etc. book Results Management Telemedicine call back <b>first</b> (avoid wasting LARCs)</b></p>
<b>LARC – routine coil fit (emergency contraception coil for triage)</b>	<ul style="list-style-type: none"> <li>Coil fit for contraception</li> </ul>	<ul style="list-style-type: none"> <li>If aged over 55 contact their GP</li> <li>Otherwise book any LARC Coil list</li> <li><b>*send SMS Coil fact sheet* and advise to read to ensure procedure can be done on the day</b></li> </ul>
<b>LARC – implant fit, removal or removal and refit</b>	<ul style="list-style-type: none"> <li>Implant fit</li> <li>Implant removal</li> <li>Implant removal and refit – if implant expired offer contraception appointment if delay to LARC</li> </ul>	<ul style="list-style-type: none"> <li>Any LARC Implant list</li> <li><b>*Need to send SMS 'Info- Contraception: Implant appt'* and advise patient to read this to ensure procedure can be done on the day</b></li> </ul>
<b>LARC – implant removal and coil fit</b>  <b>2 APPOINTMENTS NEEDED</b>	<ul style="list-style-type: none"> <li>Implant removal and coil fit</li> </ul>	<ul style="list-style-type: none"> <li>LARC implant list <b>AND</b> LARC coil list <b>(2 appointments)</b></li> <li>Or double slot on Hybrid mixed LARC (W/R only)</li> <li><b>*Need to send SMS Coil fact sheet &amp; send SMS 'Info- Contraception: Implant appt'* and advise to read to ensure procedure can be done on the day</b></li> </ul>
<b>LARC – implant fit and coil removal</b>  1 appointment needed	<ul style="list-style-type: none"> <li>Implant fit and coil removal</li> </ul>	<ul style="list-style-type: none"> <li>LARC Implant list</li> <li><b>*Need to send SMS 'Info- Contraception: Implant appt'* and advise to read to ensure procedure can be done on the day</b></li> </ul>

<b>LARC – coil problem</b>	<ul style="list-style-type: none"> <li>Problem with coil (remember triage if severe recent pain)</li> </ul>	<ul style="list-style-type: none"> <li>General list</li> <li>Coil review appt on LARC lists</li> </ul>
<b>LARC – implant problem</b>	<ul style="list-style-type: none"> <li>Problem with implant (but not for removal)</li> </ul>	<ul style="list-style-type: none"> <li>General list</li> <li>Contraception list</li> </ul>
<b>Contraception</b>	<ul style="list-style-type: none"> <li>Contraceptive pills, injections, patch, ring, out of date coil/implant and delay to LARC for replacement</li> <li><b>NOT FOR COIL WITH PAIN/BLEEDING/REMOVAL/COIL REVIEW</b></li> </ul>	<ul style="list-style-type: none"> <li>Contraception appointment</li> <li>General list</li> <li>*Need to send SMS 'Info – Contraception'*</li> </ul>
<b>Research clinic</b>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Results Management</b>	<ul style="list-style-type: none"> <li>Positive result from tests done in our service – usually returning phone call from RMT text message</li> <li>Not received results/querying results</li> </ul>	<ul style="list-style-type: none"> <li>Results Management Telemedicine call back – <b>either SFH or NUH list depending where they had their tests done</b></li> </ul>
<b>"I've got a question"</b>	<ul style="list-style-type: none"> <li>Patient has questions about an STI diagnosis</li> <li>Patient wants to speak to someone about their sexual health</li> <li>Patient not sure when their coil or implant was fitted</li> </ul>	<ul style="list-style-type: none"> <li>Results Management Telemedicine call back</li> </ul> <p>Emphasise this is a quick call back and they may be recommended to have a F2F appointment which will be booked over the phone</p>
<b>CHANDOS service queries</b>	<ul style="list-style-type: none"> <li>Not managed by contact centre</li> <li>Chandos is the psychosexual clinic at City Hospital. Please note reception is not staffed all day every day but there is an answerphone.</li> </ul>	<p>Please advise the patient to contact the Chandos clinic directly. 0115 9691169 ext 75582</p>
<b>Counselling</b>	<ul style="list-style-type: none"> <li>Not managed by contact centre</li> </ul>	<p>For <b>SFH</b> patients please email patient details to <a href="mailto:sfh-tr.ishssecretaries@nhs.net">sfh-tr.ishssecretaries@nhs.net</a> For <b>NUH</b> patients please email patient details to <a href="mailto:nuhnt.sexualhealthoutpatientadmin@nhs.net">nuhnt.sexualhealthoutpatientadmin@nhs.net</a></p>
<b>HIV service queries</b>	<ul style="list-style-type: none"> <li>Not managed by the contact centre</li> </ul>	<p>Patients receiving HIV care through <b>NUH or Bassetlaw</b> ask the patient to contact Admin = 07812278279 Bassetlaw Admin = 07484516300 Pharmacy = 07595284922 Specialist nurses = 07812268514 Patients receiving HIV care through <b>SFH</b> ask the patient to contact Admin 07385 555 193</p>
<b>Query from other sexual health clinic staff</b>	<ul style="list-style-type: none"> <li>Take contact details from staff member <b>and</b> patient info and email to NUH or SFH health advisors</li> </ul> <p>- <a href="mailto:nuhnt.sexualhealthha.nhs.net">nuhnt.sexualhealthha.nhs.net</a> - <a href="mailto:sfh-tr.ishshealthadvisors@nhs.net">sfh-tr.ishshealthadvisors@nhs.net</a></p>	<p><b>DO NOT GIVE THESE EMAILS TO PATIENTS</b></p> <p>For NUH, if Dr wants to speak to Dr there is 24/7 on call via NUH switch</p>

## **F2F interpreters for LARC appointments only:**

- Appointments at NUH – please add a new task on Inform – Task, Interpreter required, NUH task. Include the language required and appointment details in the notes box
- Appointments at SFH – FOR SIGN LANGUAGE ONLY (other languages are covered by telephone interpreting at SFH) please e-mail the SFH Admin team on [sfh-tr.admin@sexualhealth@nhs.net](mailto:sfh-tr.admin@sexualhealth@nhs.net). Include the language required and appointment details in the notes box
- Appointments needing an interpreter are single slot, but max 1 per list to avoid the clinic over-running
- Please add an alert on Inform to say interpreter requested

## **Information about coils:**

NB: hormone coils can be used for both contraception and non-contraception purposes (eg. for heavy bleeding/HRT cover). **If the woman has NO need for contraception, then she can NOT have her coil fitted in ISHS. If she needs her coil for both non-contraception AND contraception then that is OK.**

Coil type	When does it need changing?
<b>Mirena</b>	<ul style="list-style-type: none"><li>• 8 years if under age of 45 when fitted*</li></ul>
<b>Levosert</b>	<ul style="list-style-type: none"><li>• Remove at age 55 if age 45 or over when fitted, contraception not required after 55 years</li></ul>
<b>Benilexa</b>	
<b>Hormone coil (52mg)</b>	<p>*8 years for contraception is a new guideline, previously 5 or 6 years.</p> <p><b>***If using as part of HRT regardless of your age when fitted: 5 years***</b></p> <p><b>If bleeding with coil in place and using HRT please advise to contact GP.</b></p>
<b>Kyleena</b>	<ul style="list-style-type: none"><li>• 5 years for contraception regardless of your age when fitted</li></ul>
<b>Hormone coil (19.5mg)</b>	
<b>Jaydess</b>	<ul style="list-style-type: none"><li>• 3 years for contraception regardless of your age when fitted</li></ul>
<b>Hormone coil (13.5mg)</b>	
<b>10 year copper coil</b>	<ul style="list-style-type: none"><li>• 10 years if under age of 40 when fitted</li><li>• Until age 55 if 40y or over when fitted</li></ul>
<b>5 year copper coil</b>	<ul style="list-style-type: none"><li>• 5 years if under age of 40 when fitted</li><li>• Until age 55 if 40y or over when fitted</li></ul>

