

# Appendix 1 – Sexual Health Service Performance Data

## Key Performance Indicators

KPIs	Stretch Target	Minimum target	Average date April 2021/Feb 2022
<b>Integrated KPIs</b>			
Proportion (%) of triages contacted within 1 working day of the patient first contacting the service	>95%	>90%	99%
Proportion (%) of booked GUM appointments set within 5 days following triage appointment	>85%	>80%	91%
Proportion (%) of booked SRH appointments set within 10 days following triage appointment	>85%	>80%	81%
Proportion (%) of all first time patients (at any clinic or telephone triage) offered a full health screen (chlamydia, gonorrhoea, syphilis, and HIV)	>92%	>75%	91%
Proportion (%) of LARC contraception waiting times <6 weeks from first consultation (virtual or in person) to insertion	<90%	>72%	98%
<b>Online KPIs</b>			
Proportion (%) of reactive HIV test that following subsequent tests are negative		<10%	<0.4%
E-user satisfaction survey (3 or above)	>85%	>68%	99%

Proportion (%) of symptomatic call-backs actioned and completed within 72 working hours	100%	>90%	91%
Proportion (%) of test kits returned in previous month (i.e. E-user return rate)	>85%	>70%	73%
Proportion (%) of failed call backs (3 attempts)		<10%	8%
Proportion (%) of test requests dispatched to E-user within 24 hours	100%	>95%	92%
Proportion (%) of performance screens tested with results made available to MTW within 72 hours of Preventx receiving the kit	100%	>95%	97%
Proportion (%) of performance screens made available to patient to view within 72 hours after results made available to MTW	100%	>95%	98%
<b>Psychosexual</b>			
Proportion (%) of clients who complete an evaluation reporting an improvement in their presenting problem	>80%	>64%	95%
Proportion (%) of referrals where client is not appropriate for		<5%	4%

psychosexual therapy			
Proportion (%) of referrals accessing first appointment within 18 weeks	>96%	>77%	96%
<b>METRO</b>			
No. of new registrations a quarter	>2700	>2250	Average 1,142 a quarter
No. of instances of >6 hours where the website is unavailable	0	<2	0
No. of outreach sessions a quarter conducted in areas of high need, high deprivation and aimed at vulnerable groups	>20	>18	Average 32 a quarter
No. of return users from previous month (YP aged 20–24) per month (quarterly)	>750	>690	Average 945
Proportion (%) of condoms distributed within 7 days	>97%	>95%	100%
Service user satisfaction ( <i>satisfied</i> or <i>very satisfied</i> )	>90%	>87%	91%
Professionals trained - satisfaction levels ( <i>satisfied</i> or <i>very satisfied</i> ) and knowledge improvement	>90%	>87%	95%
Increase in volume of YP aged 20–24 registering and accessing service a quarter	>750	>690	Average 1,992

Increase in number of condoms distributed per quarter (versus previous quarter)	>1100	>1000	Average 1,718
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Sexual Health indicators	Financial Years			
	2018/19	2019/20	2020/21	2021/22 (April to Feb unless otherwise stated)
No. of Appointments (Face-to-Face & Virtual) Attended for ISHS	76,264	71,543	57,014	60,272
No. of Sexual Health Outreach Sessions Attended	9,207	4,810	718	3,093
No. of Non-Emergency Contraceptive Methods Issued	26,763	28,165	13,232	18,615
No. of Emergency Contraceptive Methods Issued	962	994	188	417
Number of emergency oral contraception from pharmacies	5,502	5,256	3,311	3,994
Number of condoms issued METRO only Pack of 6	-	33,472	9,517	Estimated 12,204 (9,153, Q1-3 only)
No. of psychosexual therapy sessions delivered (total   first and follow up appointment)	2,432	2,618	2,772	2,287
Total STI testing returned	-	17,116*	37,004	47,796

\*From October 2020 only