Patient Information

**My Info**

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| Contact numbers**Integrated Sexual Health ServiceFountains Health Clinic** |  |
| Reception | 0300 247 0020 |
| **Ward admission**Ward 3Y Royal Liverpool Hospital | 0151 706 2436 |
| Ward 3X Royal Liverpool Hospital | 0151 706 2437 |
| **Pharmacy (Lloyds)** | 0151 706 4880 |
| **Complaints**HCRG Care Group | 0300 303 9509 |
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| Integrated Sexual Health ServiceFountains Health ClinicDelamere StreetChesterCH1 4DS |  |

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Introduction

At the Fountains Sexual Health Clinic, we work with patients to provide lifelong HIV care which empowers them to live well. We are committed to providing a high quality, comprehensive service by multi-disciplinary team working.

This booklet is for people who have been transferred from other services or are newly diagnosed with HIV. It gives information about HIV care available within the clinic, Cheshire, and surrounding areas.

**Initial Contact**

A Specialist Nurse or Doctor will see you as soon as possible following your diagnosis. When the service is closed, you will be seen at the next available opportunity. They will talk to you about living with HIV, confidentiality, who to tell, the services and support available, your treatment, communication with your GP, legalities and if you have children, whether they will need testing. They will also help in referring you to services that can help with social and psychological issues. If you are transferring from another service, we will request your information from the last clinic you attended. Some clinics work differently to others and how often you attend or how you receive your medications may also be different. Please discuss any concerns with your clinician or specialist nurse.

**Confidentiality**

We will give you information about the confidentiality policies and procedures which are in place to keep your diagnosis and care in complete confidence. We strongly advise that your GP is involved in your care in collaboration with us, this can be discussed at your clinic attendance.

Routine hospital clinics

On arriving at the clinic, please give your name to the receptionist on the main desk. It is important to inform us of any change in your address/contact telephone numbers or change of GP details. On arrival, we will require a blood pressure reading and urine sample. You will then see one of the team of doctors and/or specialist nurses. We usually require blood samples to be taken at your visit.

The Specialist Nurses are always available to go through any issues with you at your clinic visits.

**HIV Clinics**

The HIV service is delivered by the Royal Liverpool University Hospital via a number of satellite clinics. Patients can be seen at the Chester satellite service based in the sexual health service at the Fountains Health Centre.

HIV clinics run twice weekly, Tuesday morning and Thursday morning. They are staffed by Doctors, Specialist Nurses and health care support staff.

The clinic is located on the ground floor of the Fountains Sexual Health Clinic. To change or re-schedule an appointment or if you are running late, please ring 0300 247 0020.

**Fountains Sexual Health Clinic**

Also called GUM or Genitourinary Medicine) are held in the same department and offer contraception, emergency contraception, free condoms, chlamydia testing, pregnancy testing, symptomatic patients and sexual health advice.

**Medications**

Your HIV medications will be sent directly to the Fountains Sexual Health Clinic from Lloyds Pharmacy based at the Royal Liverpool University Hospital. You can choose to collect from this clinic or from the Lloyds Pharmacy at the Royal Liverpool Hospital. Please make an appointment with reception if you choose to collect from this clinic. Medications are delivered only once per week on a Tuesday afternoon via courier service, therefore it is important that you do not run out of medication. If you are running low on medication, it is important to contact the clinic as soon as possible to ensure delivery of your medication in time. In exceptional circumstances if you run out of medication, you may have to travel to the Royal Liverpool University Hospital Lloyds pharmacy to collect your medication.

**Cancellations**

If you cannot make your appointment, it is important that you let the clinic know on 0300 247 0200. If you do not attend your appointment, we have procedures in place where we will attempt to contact you in order to rearrange.

# Clinic support

**Specialist Nurses**

Work specifically with HIV positive patients and are available to support you. They can help you with any health-related problems that may arise. You can ask to be contacted by the HIV Specialist Nurse on 0300 247 0200 and they will call you back.

**Health Advisors**

Are here to discuss all aspects of sexual health and advice. They can assist with notifying any previous or current partners in getting tested for HIV and other sexually transmitted infections.

Health Advisors 0300 247 0200

**Psychological Support**

Please ask your Doctor or Nurse regarding any advice for psychological support. We can also write to your GP to suggest you receive psychological support. The Specialist Nurses are also here to support you at any stage. There is also a HIV psychologist who is based at the Royal Liverpool University Hospital who takes referrals.

**Dietician**

It is possible to be referred to the Specialist Dietician. Your Doctor or Specialist Nurse can make this referral for you.

**Ward 3Y and 3X Royal Liverpool Hospital**

Wards 3Y and 3X are infectious disease wards at the Royal Liverpool Hospital. They are available for advice over the weekend or if you are unable to contact one of your specialists at the Fountains Clinic. They are also available for advice and support relating to HIV. They can be contacted on 0151 706 2966.

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# Community services

**Cheshire and Wirral Partnership**

Offer **urgent support** for your mental health, please call their mental health **helpline on 0800 145 6485**and their dedicated local staff will support you to access the help you need.

The phone line is open 24 hours a day, seven days a week and is open to people of all ages – including children and young people. If you call NHS111 you may have to wait longer for help and will be re-directed to this local service – so call **0800 145 6485**.

**Terence Higgins Trust**

Offer information about HIV, other sexually transmitted infections and how to maintain good sexual health. They provide resources for people living with HIV and those newly diagnosed. They also have a direct helpline if you need further advice or support.

Direct helpline **0808 802 1221**

Website [www.tht.org.uk](http://www.tht.org.uk)

**George House Trust**

George House Trust has been inspiring people living with HIV to live healthy, confident lives by providing HIV support, advice and advocacy services.

Website <https://ght.org.uk/>

**Samaritans**

24hr Support helpline 116 123

www.samaritans.org

**Café 71 (Spider Project)**

Call - 01244 393139

**Cafe71** is a safe, non-clinical, community space for anyone struggling to cope in a crisis. It is open **10 am - 10 pm 365 days per year** and is run by professionals & volunteers and offers:

* Listening, care & support
* Help to work through challenges
* Help to access other support & advice
* Creative recovery through social & educational activities

**LGBT Foundation**

Offer services and activities such as: - a range of support groups; face-to-face counselling; a helpline, email and pop-in service; a befriending scheme; a sexual health programme, a substance-misuse project; organisational training; a range of guides and resources; a national website; advice surgeries; LGBT infrastructure support; various research projects and policy campaigning.

<http://lgbt.foundation/>

**Facebook link:**

<https://www.facebook.com/LGBTFdn/>

**Twitter link:**

<https://twitter.com/LGBTfdn>

**YouTube Link:**

<https://www.youtube.com/user/lgfonline>

**Instagram link:**

<https://www.instagram.com/lgbtfdn/>

**Useful Websites**

**HIV Information**

i-base[**www.i-base.info**](http://www.i-base.info)

aids map[**www.aidsmap.com**](http://www.aidsmap.com)

**Sexual Abuse**

Chester Sexual Abuse Support Service [csass.org.uk](https://csass.org.uk/)

Survivors UK Male Sexual Abuse [www.survivorsuk.org](http://www.survivorsuk.org)

**Drug and Alcohol**

Drug and alcohol support [Home - via (viaorg.uk)](https://www.viaorg.uk/) TEL: 020 7421 3100

Alcohol Change Uk [www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)

**LGBTQI+ Support**

Body Positive www.bpcnw.co.uk

**Asylum Support**

Race and Equality Centre www.chawrec.org.uk

LGBTQI+ Asylum Support [www.rainbowmigration.org.uk](http://www.rainbowmigration.org.uk)

**Domestic abuse**

Domestic Abuse Intervention and Prevention Service 0300 123 7047 option 2 (during office hours) or the national 24 hour domestic abuse helpline on 0808 2000 247.

[www.cheshirewestandchester.gov.uk/residents/crime-prevention/domestic-abuse](http://www.cheshirewestandchester.gov.uk/residents/crime-prevention/domestic-abuse)

If you require services outside of the Chester area, your specialist nurse will be able to assist with accessing the appropriate service.