



Condom Distribution Service

Online Venue Survey

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1. Survey Design

An e-newsletter was sent to all condom distribution venues in November 2013 requesting that they complete a web based survey, hosted by Survey Monkey. The purpose of the survey was to find out more about how the service is operating and if any improvements are required. In particular, the survey queried aspects of the product range, ordering and delivery of products, perceived levels of service user satisfaction, the usability of the service, guidance around delivery to young people under the age of 16 and training requirements.

Table 1 – Survey Questions

Q1	Do you think your service users are satisfied with the product range (condoms and lubricant) and packaging?
Q2	Are you happy with the ordering and delivery system?
Q3	Do you stock the full range of products - even if only in small numbers?
Q4	Do you advertise the service on your premises?
Q5	Do you think you are able to offer a discreet and confidential service?
Q6	Do you think the service users are happy with the service?
Q7	Our main target groups are men who have sex with men, people from African communities and young adults (age 16-24). Do you think these groups collect condoms from your service (approximately)?
Q8	Are all staff aware of the protocol and guidance for distributing condoms to under 16's?
Q9	Do you have someone available to have a conversation with anyone under the age of 16?
Q10	Do you or your staff have any additional training needs?

2. Survey Response and Results

The survey link was sent to over 400 distribution points via an e-newsletters (or in print by post to a small number of pharmacies that do not have an e-mail address). 30 responses were received.

2a. – Product Range

Table 2 – Question 1

Q1	Do you think your service users are satisfied with the product range (condoms and lubricant) and packaging?	
Answer Choices	Responses No.	Responses %
Yes	27	90.00%
No	1	3.33%
Unsure	2	6.67%
Total	31	100.00%

It would appear that most venues believe that the service users are happy with the products available. 7 comments were received.

- *Packaging is very discreet and compact so is easier to hide what is being given to avoid any embarrassment. Pack sizes are good for patients.*
- *Halo are popular. People seem to like the pictures on the packs. We tend to notice that packaging gets opened despite posters describing what they contain which would suggest to us that people are seeing the packaging but not sure what's inside and therefore are opening them to have a peek. As a suggestion perhaps having condoms worded on the packaging.*
- *People are still surprised such a service is available.*
- *I did get some feedback saying that they wished it was a 'finer' 'thinner' condom?*
- *We often get requests for textured condoms.*
- *There is a massive request for flavoured condoms, as the young people are not using the plain ones for oral sex and worse still just getting carried away after it and not using any condom at all.*
- *Only problem is some people have asked for packs of three which we don't stock.*

2b. – Ordering and Delivery

Table 3 – Question 2

Q2	Are you happy with the ordering and delivery system?	
Answer Choices	Responses No.	Responses %
Yes	28	93.33%
No	0	0.00%
Unsure	2	6.67%
Total	30	100.00%

93% of venues are satisfied with the ordering and delivery system in place. 6 comments were also received. 3 were positive statements describing the ordering and delivery system and excellent and efficient. 1 individual commented that they only require small numbers (in this case the CDS team can post a small supply of stock from resources held until the venue is ready to order the

minimum amount.). 2 venues made comment regarding back orders (there have been a few issues with stock problems with our contracted provider).

- *Very straight forward and efficient service*
- *Our ordering and delivering system has been excellent*
- *The service is excellent.*
- *We don't have a high demand so not too familiar with the system. I do remember that the least we can order is 70. For us, this is quite excessive and potentially leads to waste.*
- *If full order is not received then they are held on back log which saves time our end having to reorder, happy with this.*
- *It has been quite frantic, ordering some items which we did not receive therefore we've never had the full product range.*

2c. – Product Supply

Table 4 – Question 3

Q3	Do you stock the full range of products - even if only in small numbers	
Answer Choices	Responses No.	Responses %
Yes	25	83.33%
No	2	6.67%
Unsure	3	10.00%
Total	30	100.00%

The service has encouraged all venues to carry the full range of stock and the majority of respondents to this survey appear to do so. Some agencies carry only stock relevant to their client group e.g. some support services offer loose condoms to the clients. It is apparent that certain products are more popular (such as Standard and Variety packs) and there is the possibility that agencies may only re-order these and disregard the rest of the range. Communication to all venues is required to re-iterate that the full range should be stocked and a small amount of missing items can be ordered from the CDS team.

- *There has been no movement of any other stock with the exception of 'standard' for some fourteen months.*
- *We try but it was out of stock and the minimum order line is not beneficial for us as we have no space to stock large amounts of packages.*
- *Whilst we try to stock the full range and have the majority at present we have no variety packs. Appreciate the cost implication of delivery for small amounts. Suggest that maybe a small amount could be held at a central location if you need to order outwith a main order? Hope that makes sense*
- *We usually put out a range of products especially during workshops, trainings, seminars and conferences so people know what is out there to enable them make choices*
- *We do stock full range of products, however we tend to know what is more popular and find that we run out of the ones that are more popular and have to re-order those more often.*
- *We only stock standard and variety, though we still have some of our original stock of other types*
- *Would like an up to date list of products available but happy with what we have at present.*

2d. – Service Publicity

Table 5 – Question 4

Q4	Do you advertise the service on your premises by the following means:					
Sub Question	Yes Number	Yes %	No Number	No %	Unsure Number	Unsure %
Door/Window Sticker	22	81.48%	5	18.52%	0	0%
Posters	26	89.66%	3	10.34%	0	0%
Choice Cards	26	89.66%	3	10.34%	0	0%

Most respondents agreed that they promote the service within their venue. 3 respondents made comments around promotion and 2 pharmacies commented that it would be beneficial if the service could be advertised within GP surgeries.

- *I think we could advertise at doctor surgeries that we provide this service*
- *Promoting via surgeries etc. or wider media campaign. A lot of patients/customers coming in to the pharmacy are unaware the service exists*
- *They are displayed in the waiting room.*

2e. – Discretion and Confidentiality

Table 6 – Question 5

Q5	Do you think you are able to offer a discreet and confidential service?	
Answer Choices	Responses No.	Responses %
Yes	26	86.67%
No	2	6.67%
Unsure	2	6.67%
Total	30	100.01%

Nearly 87% agreed that they were able to offer a discreet service. This is of great importance to service users due to levels of ‘embarrassment’ when collecting condoms. Location of the service can be an issue and several respondents mentioned lack of discretion when offered from a reception area or an open plan area. Some respondents identified that they have made small changes to accommodate the service in order to provide a more confidential method. Choice cards were also mentioned as a possible way to reduce embarrassment.

- *Condoms are given out from the reception area where other clinics are being conducted. I.e. baby clinic, dental app. Community doctors clinic and any other clinics booked at the centre*
- *We are fortunate with the location of our advice centre which is near the entrance to the building and our two advisers can provide a discreet service from two individual rooms.*
- *We put condoms out in reception areas and in toilets with a free condoms poster and identifiable posters so that people can help themselves. We also have condoms in clinical areas and interview rooms so that if there is discussion around sexual health issues condoms are accessed easily*
- *Condoms are in the waiting room and clients help themselves. We also ask when seeing clients in the clinic if they need a supply and we can get them for them.*
- *The pharmacy is very open plan, apart from the consultation room, so it can make patients somewhat cautious of their surrounding when asking staff members for the condom service.*
- *Consultation room*

- Whilst we endeavour to offer a discreet service, it can be challenging to do so as we are detached street workers and do little one to one work, the young people tend to come to us in groups and it is a particular peer group who ask for the condoms. As such there are young people in this group receiving condoms, some who are engaging in sexual behaviour and some who aren't.
- In as much as we offer general advice during our workshops and training, it is still very helpful to offer discreet and confidential advice to individuals. Some people do not want anyone to know they pick up condoms but it helps to offer advice on how to use them and what to do if a condom splits as well as information about the choice cards
- People tend to take the card and hand you it through, saves them having to ask out loud.
- Do encourage use of cards as think they are the most discreet way of doing things

2f. – Customer Satisfaction

Table 7 – Question 6

Q6	Do you think the service users are happy with the service?	
Answer Choices	Responses No.	Responses %
Yes	28	93.33%
No	0	0.00%
Unsure	2	6.67%
Total	30	100.00%

Feedback is generally positive. 5 comments were received and again these indicate positive levels of customer satisfaction.

- We try to ensure we give the best product, correct size and additional products if necessary like lubricants, and to be discreet as possible
- From feedback clients seem quite satisfied about the static venues for free condoms and the fact that they could use the choice card to get more free condoms.
- We are able to offer a service to our students 5 days per week (Mon-Friday, 9-5).
- No complaints so far
- Nobody has ever said happy or not

2g. – Target Groups

Table 8 – Question 7

Q7	Our main target groups are men who have sex with men, people from African communities and young adults (age 16-24). Do you think these groups collect condoms from your service (approximately)?	
Answer Choices	Responses No.	Responses %
Yes	17	56.67%
No	8	26.67%
Unsure	5	16.67%
Total	30	100.01%

This question sought to determine if the service was being used by its target groups. Naturally, it is difficult to determine exactly who is using the service and by no means do we expect venues to ask questions around sexual orientation, age or nationality. 17 respondents felt that our target groups were in some way accessing the service and from 16 comments young adults were mentioned on 10 occasions. Different nationalities were mentioned on 4 occasions.

- *No, we have a large range but I would not feel it would be mostly these groups.*
- *Mainly young adults group*
- *Young adults (16-24)*
- *Young adults*
- *Young adults*
- *Mostly all young adults*
- *The first two target groups not using service in this area*
- *Young Adults mostly, but some from the other two target groups too.*
- *Mainly young adults although we do have a reasonable amount of people from African communities that use the service. We also leave a small amount of condoms in the toilets on our premises for people who feel they cannot ask outright.*
- *Young male adults and International students from African communities.*
- *We have many young men who use this service from many nationalities*
- *Men who have sex with men*
- *It is a waiting room for clients that are attending hepatitis clinics and the day ward which covers respiratory/rheumatology and gastroenterology. We have a wide range of people using the service.*
- *We are a drug service, the majority of people taking condoms would be Adults aged between 19 and 35. People accessing condoms from our service will predominantly using them for the purpose of protection from pregnancy and STIs*
- *We obviously can't tell whether each gentleman that comes in is homosexual or not so therefore could not answer this accurately. I find the question slightly absurd. The service encourages confidentiality and professionalism, assuming that someone may be gay allows for neither. However, I would comment that the posters do target these groups accordingly and agree that this is appropriate. With that said, we actually find that mostly under 16's access the service, although we mostly feel that these requests are 'dares'*
- *Feedback for what they say during our outreach chats*

2h. – Under 16s

Table 9 – Question 8

Q8	Are all staff aware of the protocol and guidance for distributing condoms to under 16's?	
Answer Choices	Responses No.	Responses %
Yes	23	76.67%
No	1	3.33%
Unsure	6	20.00%
Total	30	100.00%

6 people were unsure if staff are knowledgeable on the guidance for under 16s. 7 comments were received reflecting that pharmacy staff refer to the pharmacist, that staff refer to the guidance within the manual and that some agencies do not deal with young people specifically. Training is offered to all venues but a specific 'under 16' refresher could be offered in light of these findings.

- *Staff would just refer to pharmacist.*
- *Yes, all staff read through the folder when we started providing the service, and refer to pharmacist when any customers seem young*
- *Staff in our team for the specific community are update to date as we refreshed ourselves recently. Our admin worker is preparing information to refresh our colleagues in other teams.*
- *All staff are advised regularly to read the condom instruction manual.*
- *I have staff on holiday, I will have to review this with them, but will do so within the next week.*
- *We roughly know the policy but under 16s can't access our service so it isn't an essential one for us to know.*
- *We tend not to have under 16's at the clinics as it is an adult hospital.*

2i. – Under 16s Conversation

Table 10 – Question 9

Q9	Do you have someone available to have a conversation with anyone under the age of 16?	
Answer Choices	Responses No.	Responses %
Yes	21	70.00%
No	5	16.67%
Unsure	4	13.33%
Total	30	100.00%

Although 70% of respondents agreed that someone was available to chat with a young person there were several who either unsure or did not have anyone to do this task. However, some respondents may be from services that do not operate as an 'open access' service and, as 2 respondents indicated in their comments, may distribute only to their own adult client group. Pharmacies appear to ask the pharmacist, as recommended by CDS training and handbook, and therefore are well placed to offer this service to young people. Health centres may have issues as indicated in 1 respondents comment as the service is usually offered via reception/administration staff but young people ideally should be seen by a health professional.

- *We do have two Student Advisers who would be available to speak to someone but as we are a Students Association we do not have any students who are under 16.*
- *Again this isn't applicable to our service as under 16s can't access our building.*
- *We would ask the pharmacist if they would be comfortable dealing with this situation*
- *Pharmacist always on premises*
- *Pharmacist*
- *Pharmacist*
- *We have young people workers who discuss any concerns on a regular basis.*
- *Service at health centre is provided by admin staff*
- *Appointment system available if needed*
- *We have a counselling team and sexual health adviser at another service within the grounds of the hospital that we could call on*

2j. – Under 16s Conversation

Table 11 – Question 10

Q10	Do you or your staff have any additional training needs?	
	Responses No.	Responses %
Answer Choices		
Yes	2	6.67%
No	21	70.00%
Unsure	7	23.33%
Total	30	100.00%

Only 2 recognised that they had specific training needs. 7, however, were unsure. Training is offered to all new venues and is repeatedly offered via e-newsletters. Interestingly, 2 respondents commented on their need for specific training around sexual health and young people.

- *I think the staff would benefit from specific training in how to approach service users under the age of 16 without appearing judgemental or over inquisitive. We haven't come across the situation yet, but in our discussions about what they should do they are not confident in their ability to deal with these cases.*
- *Sexual health training and ways to deliver sexual health workshops in a street work session. At present, with a particular group of young people I don't have a venue to invite partners in to deliver sessions. (the group are very challenging and are presently barred from their local centre) as such it would be useful to have resources to use in a street work setting.*

Summary

In general, most respondents report that service users are satisfied with the service and the products supplied. Respondents also noted that they are happy with the ordering and supply of products although there are clearly some issues for some distributors with ordering our 'minimum order value' (in place to avoid carriage costs associated with smaller orders). The CDS team will communicate to all venues the necessity to stock all products and that small supplies can be provided from the team when required.

Publicity for the service does seem to be an issue. It is difficult to perform mass market advertising approaches with a limited budget. There may be a role for venues to offer a better 'point-of-sale' promotion of the service and some consideration will be given to this.

Most respondents felt their venues could offer a discreet service but there remain some logistics around receptions/waiting areas for some.

It is difficult to determine if target groups are accessing the wider Free Condoms service. Many respondents mentioned that their venues attract young adults and this would likely be the appropriate target group for Free Condoms venues.

Some training may be required within some venues for new staff or as a refresher for existing staff with particular reference to providing the service to young people under the age of 16.