



Condom Distribution Service

Annual Report 2012

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## **Contents**

<b>1.</b>	<b>Introduction and Background</b>	<b>Page 2</b>
<b>2.</b>	<b>Service Design</b>	<b>Page 3</b>
<b>3.</b>	<b>Distribution Venues</b>	<b>Page 6</b>
<b>4.</b>	<b>Information and Training for Venues</b>	<b>Page 13</b>
<b>5.</b>	<b>Trends in Distribution</b>	<b>Page 15</b>
<b>6.</b>	<b>Communication and Marketing</b>	<b>Page 26</b>
<b>7.</b>	<b>Summary Points</b>	

## **Appendices**

<b>1.</b>	<b>Aims and Objectives, November 2010</b>	<b>Page 34</b>
<b>2.</b>	<b>Product Range Key</b>	<b>Page 38</b>
<b>3.</b>	<b>African Health Project - Free Condoms Sponsored Events</b>	<b>Page 39</b>
<b>4.</b>	<b>Facebook Advertising Report</b>	<b>Page 41</b>
<b>5.</b>	<b>CDS Mapping and List of Distribution Venues</b>	<b>Page 42</b>

## 1. Introduction and Background

The Scottish Sexual Health Strategy<sup>1</sup> highlighted that all health boards should make a range of condoms freely available across a range of agencies and locations to prevent HIV, STIs and unintended pregnancy. In 2011, the Scottish Government published The Sexual Health and Blood Borne Virus Framework<sup>2</sup> and recommended that multi-agency partners should be working together to ensure services, including the provision of general sexual health advice, pregnancy testing and condoms, are available in areas of greatest need.

Additionally, the HIV Action Plan in Scotland<sup>3</sup> sets out a range of standards to ensure that health boards effectively target condom resources to reflect population with the highest prevalence of HIV.

During autumn 2010, staff from the Health Improvement Team – Sexual Health commenced management of the condom distribution service and the service in its current format was launched in June 2011. Full details of the transition from the previous C-Card scheme to the current method of service delivery are contained in the Condom Distribution Service Annual Report, 2011 which also includes information on the launch and first six months of service operation.

This Annual Report outlines the work undertaken by the Condom Distribution Service (CDS) team during the period January 2012 to December 2012 (the first full year of service operation). This report provides information on the delivery of the condom distribution service including distribution venues and supply of products as well as other associated activity including training, marketing and information provision.

<sup>1</sup> *Scottish Executive, Respect and Responsibility: A national strategy and action plan. Edinburgh.*

<sup>2</sup> *Scottish Government (2011) The Sexual Health and Blood Borne Virus Framework. Edinburgh. Scottish Government (2009)*

<sup>3</sup> *HIV Action Plan in Scotland, December 2009 to March 2014. Edinburgh.*

## **2. Service Design**

The aims and objectives of the CDS were defined in November 2010 prior to the development and launch of the service. These aims facilitated the planning and design of the CDS and will assist with future evaluation. The over-arching aim of the Free Condoms service is to provide free condoms across NHS Greater Glasgow and Clyde (NHS GGC) to people who need them. The six primary aims of the service are:

- 1. To identify appropriate target groups based on identified need.*
- 2. To create and maintain effective partnerships which enable service development and delivery.*
- 3. To provide an available and accessible quality service.*
- 4. To establish and maintain effective communication with current and future service users.*
- 5. To provide a responsive service that addresses the needs of service users.*
- 6. To contribute towards the evidence base and inform future policy and services.*

A full copy of the Aims and Objectives Paper can be found at Appendix 1. This paper will be reviewed during the first quarter of 2013 as part of continued service development.

### **2.1 Target groups**

The following sub-populations are the defined priority groups for the CDS:-

- People living with diagnosed HIV
- People most at risk of acquiring HIV infection
- Young adults aged up to 24
- Sexually active young people aged 13 to 15

Additionally, NHS GGC has a responsibility to plan and deliver its services with a focus on addressing inequalities in health and life circumstances. Therefore the CDS is delivered in such ways that address poverty and rurality. Efforts are made to ensure that areas that are known to have a high rating within the Scottish Index of Multiple Deprivation have access to condom distribution venues. Similarly, attention has been paid throughout 2012 to consider areas that are known to have high levels of teenage pregnancy and concentrate recruitment of distribution venues within these areas.

The CDS also aims to be available to those who have added vulnerability such as disability, homelessness or substance use dependency. Agencies working with such vulnerable groups can offer the CDS to their clients/service users. A review of these agencies will be required in 2013 to ensure that coverage is equal and adequate. Additionally, some further work is required to

generate awareness of the availability of the Free Condoms service amongst agencies working with vulnerable and the potential target audiences.

The CDS has overarching aims including the prevention of HIV, sexually transmitted infections and unintended pregnancy and therefore the CDS does not supply condoms to gynaecology departments/general practice for routine supply to patients following a procedure

## **2.2 Service Operation**

The current CDS, branded as 'Free Condoms', is designed to be a user friendly service for both the service user and for those involved in distributing condom products.

The main features of 'Free Condoms' for service users are;

- Condoms are accessible throughout the health board area.
- Condoms are accessible from a range of agencies.
- There is no requirement to register or provide personal details as a service user.
- 'Membership' cards are not required.
- There are no restrictions regarding the amount of times condoms can be accessed.
- The service is discreet and simple.
- Condoms are provided in discreet packaging.
- A range of products are available.

The main features for distributions points are;

- The transaction involved in providing a condom pack is simple and discreet and therefore should not take up a great deal of staff time.
- There is no requirement to record transactions or complete paperwork.
- Condoms are ordered from the CDS team and are delivered directly to the venue.
- Delivery occurs within 10 days of ordering and condoms/lubricant are delivered pre-packaged into packs of 12.

## **2.3 Condom Supply**

The tender for the supply of condoms and lubricants was first processed in autumn 2010. This 18 month contract was won by Pasante Healthcare Ltd to run from December 2010 – May 2012. During the final quarter of 2011 it became apparent that there were insufficient funds to complete this tender period and by the end of January 2012 funds were exhausted. Pasante were therefore offered an extension to contract to run from February 2012 to end of March 2013.

No changes were made to the condom supply contract. Pasante continue to package condoms into discreet plain packaging clearly marked with a label coding the contents and use-by date. Pasante also use a courier to deliver condoms directly to each distribution venue.

There have been no major issues with the supply of condoms during 2012. Any minor issues with supply/delivery have been recognised and rectified promptly.

#### **2.4 Product range**

Efforts continue to ensure that the product range reflects the needs of target groups and is in line with current evidence regarding condom effectiveness.

The list of products currently offered to distributors/service users is attached as Appendix 2.

### 3. Distribution Venues

The Free Condoms service began with 113 sites inherited from the previous 'C-Card' service. Throughout 2011 further venues were recruited and by 31<sup>st</sup> December 2011 there were a total of 251 venues.

Note: Gay Men's Health, African Health Project and Brownlee Centre are coded separately on the CDS database as these agencies provide condoms on a board wide basis to a key target group. Steve Retson Project is also coded separately on the CDS database to differentiate from general Sandyford distribution and because they provide a broader range of product choice. Therefore, all statistics shown regarding distribution venues does not include these 4 agencies. Distribution from these agencies are discussed at section 5.4 – Supply to Partner Agencies.

Table 1 illustrates the range of operational sites as at December 2011 together with their respective Community Health Partnership (CHP) locality.

**Table 1 – Distribution Venues as at December 2011**

CHP AREA	BUSINESS TYPE															
	Acute	Addiction Services	College/University	Community Centre	Comm. Health/Social Care	Doctors/H.C.	Housing Services	Library	Pharmacy	Residential/Secure Unit	Sandyford Services	Sport	Vocational/Training	Youth Services	NHS Youth Health Services	Grand Total
EDUN						2			9		1			1		13
EREN		2				3			6		3					14
GCC NE	1	1	4	4	3	11		3	9		3		1	2		42
GCC NW	1	5	6	1	5	15	4	3	10		3	1	2	4	2	62
GCC S	1	5	3		1	6			5		3		1	4	1	29
INVER	1	1	1		1	7			5		2			1		19
NLAN						1			2							3
REN		4	3		1	6	1		17	1	3		2		1	39
SLAN						1			2		1			1		5
WDUN		3			1		2		14		2			2		24
<b>Grand Total</b>	<b>5</b>	<b>21</b>	<b>17</b>	<b>5</b>	<b>12</b>	<b>51</b>	<b>7</b>	<b>6</b>	<b>79</b>	<b>1</b>	<b>19</b>	<b>1</b>	<b>6</b>	<b>15</b>	<b>6</b>	<b>251</b>

#### 3.1 Venue Recruitment

Throughout 2012 a further 93 distribution points were recruited. Table 2 illustrates the type of venues recruited and their respective CHP locality. There was no recruitment activity within East Dunbartonshire CHP or within the South Lanarkshire (Cambuslang and Rutherglen) CHP areas.

**Table 2 – Distribution Venues Recruited - 2012**

<b>BUSINESS TYPE</b>	<b>EREN</b>	<b>GCC NE</b>	<b>GCC NW</b>	<b>GCC S</b>	<b>INVER</b>	<b>NLAN</b>	<b>REN</b>	<b>WDUN</b>	<b>Total</b>
Acute		1		1					2
Addiction Services			2		1			1	4
College/University		1	1						2
Community Health/Social Care		1	2	1					4
Doctors/H.C.		1	4	2			2	1	10
Housing Services		2	7	4	1		1		15
Pharmacy	1	9	9	18	1	2		1	41
Vocational/Training		2	2		2				6
Youth Services	2			1					3
NHS Youth Health Services				3					3
Workplace			1	1					2
Criminal Justice		1							1
<b>Grand Total</b>	<b>3</b>	<b>18</b>	<b>28</b>	<b>31</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>93</b>

As in 2011, the largest ‘business type’ recruited was pharmacies with 41 new venues becoming operational in 2012. Pharmacies appear to be a popular choice for condom distribution for a possible number of reasons including locality, anonymity and an opportunity to discuss health issues or signposting to services. Anecdotal information gained from pharmacies suggests that they find this a useful service to offer as it compliments other health services offered, for example emergency hormonal contraception.

Pharmacy recruitment will continue in 2013 with focus placed on areas where gaps in service exist and with particular focus on areas where there are known high rates of teenage pregnancy. Elaine Paton, Primary Care Development Pharmacist has continued to assist with pharmacy recruitment and in an advisory capacity in general with regard to the development of the service within pharmacies.

A full listing of all CDS distribution venues as at December 2012 and maps illustrating service access as at September 2012 are included as Appendix 5.

### **3.2 Source of Recruitment**

Distribution venues are recruited in a number of different ways. When a new venue is ‘signed up’ to the CDS they are asked how they first came to hear about the opportunity to become a distributor. The largest method of recruitment is by the CDS team who recruited 40 venues, mainly by approaching agencies that had potential to provide the service or by following up suggestions given by colleagues. Current sites also recommend the service to other branches or partner agencies and 20 sites were recruited by this method in 2012. Colleagues from Health Improvement within the CHPs also assist with venue recruitment and recruited 14 sites in 2012.



Throughout the year, the Pharmacy Development Team has assisted with pharmacy recruitment and ongoing support of the CDS by, for example, discussing the Free Condoms service with pharmacies as part of their annual visits. Additionally, all pharmacy recruitment letters and correspondence are jointly signed by Elaine Paton, Primary Care Development Pharmacist.

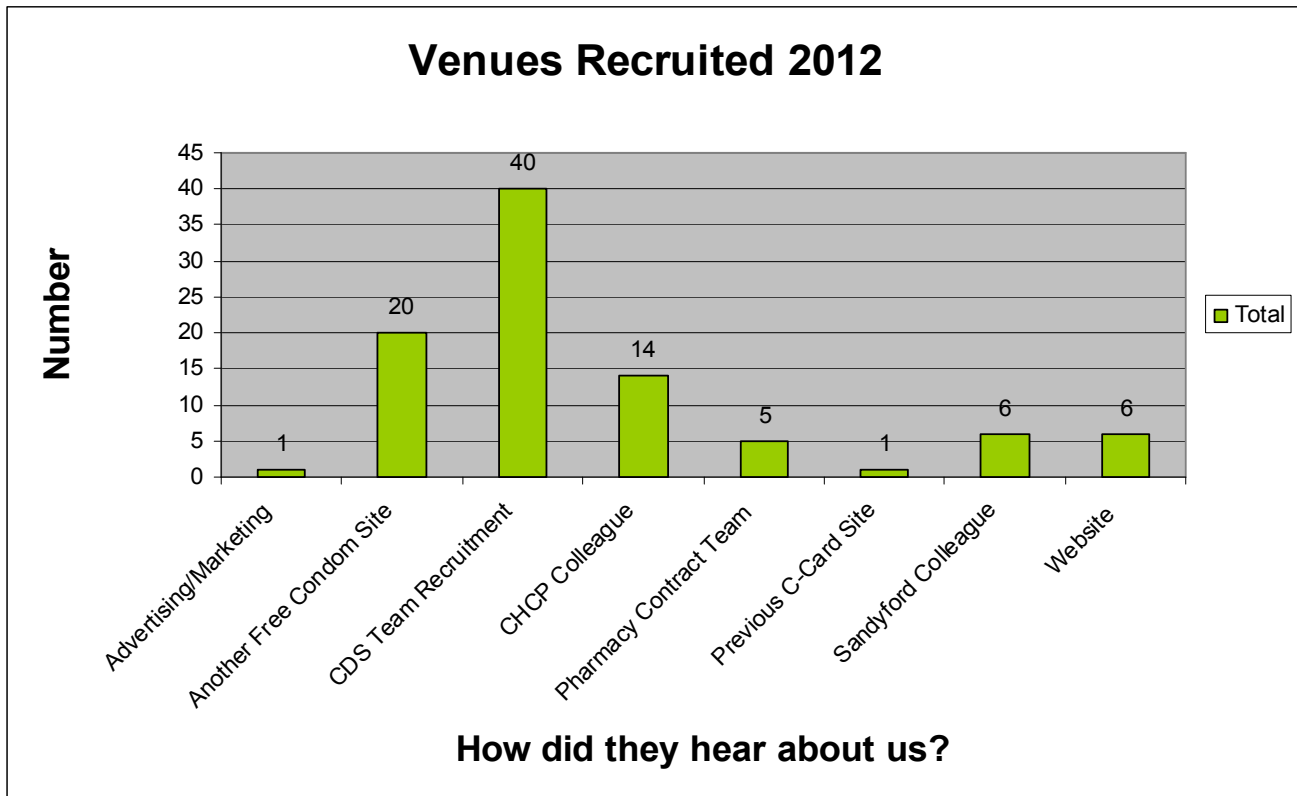
The role of partners in recruitment is of great importance whether sites are recommended to the CDS team or directly recruited by a partner. It is acknowledged that this partnership work that has contributed greatly to the overall service growth throughout 2012. Continued support to distribution venues by partner agencies will ultimately assist with maintaining the success of the Free Condoms service.

Table 3 and Chart 1 describe the recruitment sources during 2012.

**Table 3 – Method of Venue Recruitment - 2012**

<b>WHERE DID YOU HEAR ABOUT US?</b>	<b>Total</b>
Advertising/Marketing	1
Another Free Condom Site	20
CDS Team Recruitment	40
CHCP Colleague	14
Pharmacy Contract Team	5
Previous C-Card Site	1
Sandyford Colleague	6
Website	6
<b>Grand Total</b>	<b>93</b>

Chart 1 – Method of Venue Recruitment - 2012



### 3.3 Inactive Venues

3 sites were removed during 2012 for a variety of reasons. 1 GP practice could no longer offer the service from their reception desk and instead were referring patients to a nearby pharmacy. 1 agency (an LGBT student union group) was re-directed to Gay Men’s Health. A further agency (an addiction service) was not offering the service.

Therefore, at the end of December 2012, 341 sites were operational (251 sites from 2011 plus 93 new sites minus 3 who are no longer operating).

### 3.4 Current Active Venues – December 2012

There are currently 341 active CDS distribution points as illustrated in the chart and bar graph at Table 5 and Chart 2 below.

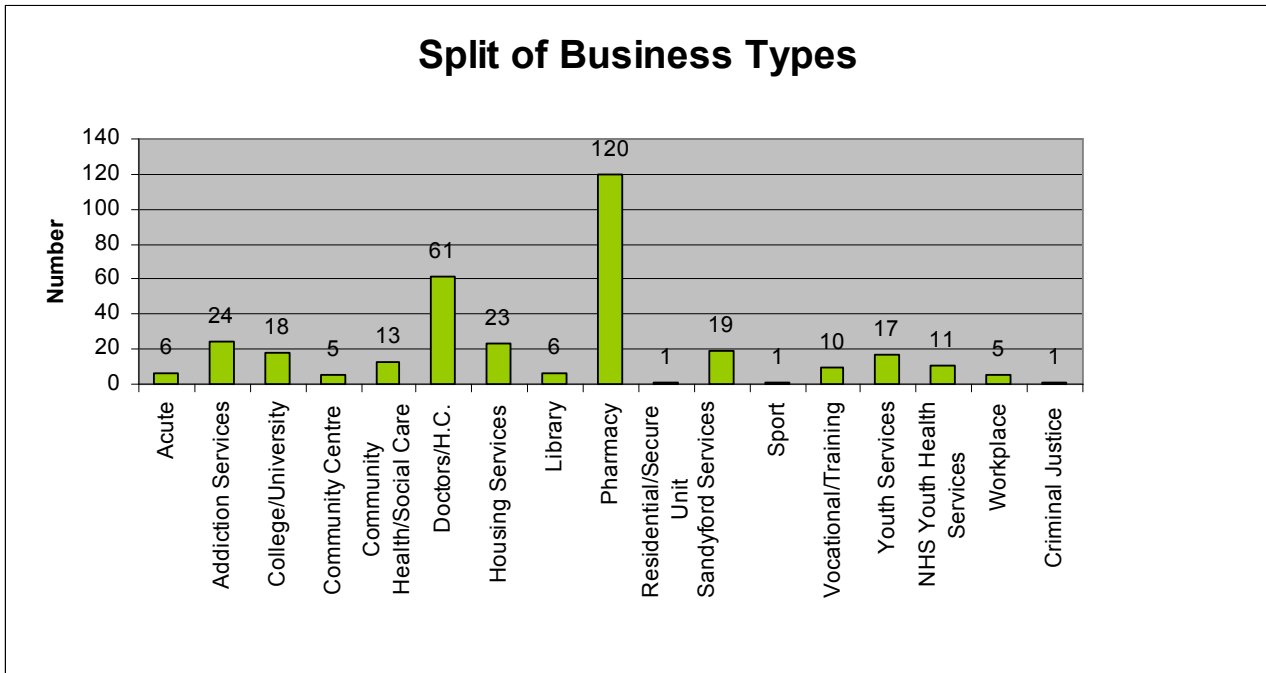
**Table 5 – Operational CDS Venues as at 31<sup>st</sup> December 2012**

BUSINESS TYPE	EDUN	EREN	GCC NE	GCC NW	GCC S	INVER	NLAN	REN	SLAN	WDUN	Grand Total
Acute			2	1	2	1					6
Addiction Services		2		7	5	2		4		4	24
College/University			5	6	3	1		3			18
Community Centre			4	1							5
Community Health/Social Care			3	5	2	1		1		1	13
Doctors/H.C.	2	3	11	20	7	7	1	8	1	1	61
Housing Services			2	12	4	1		2		2	23
Library			3	3							6
Pharmacy	9	7	18	19	23	6	4	17	2	15	120
Residential/Secure Unit								1			1
Sandyford Services	1	1	3	3	3	2		3	1	2	19
Sport				1							1
Vocational/Training			3	3		2		2			10
Youth Services	1	2	2	4	6	1			1	2	19
NHS Youth Health Services		2		2	4			1			9
Workplace			1	2	2						5
Criminal Justice			1								1
Grand Total	13	17	58	89	61	24	5	42	5	27	341

It is apparent that the greatest volumes of distribution venues are pharmacies, health centres and Sandyford sites. All of these venues will provide an 'open access' service meaning that all members of the public can access condoms during all opening hours.

Mapping of CDS venues took place during the third quarter of 2012. NHS GGC's Information Services team were able to plot CDS venues on CHP maps that also included information on teenage pregnancy rates (many localities that exhibit high rates of teenage pregnancy are also areas that score highly on the Scottish Index of Multiple Deprivation). This exercise will be repeated during 2013 to ensure that CDS venues are appropriately placed in areas. Copies of maps are included within Appendix 5 – CDS Mapping and List of Distribution Venues.

**Chart 2 – Operational CDS Venues as at 31<sup>st</sup> December 2011**



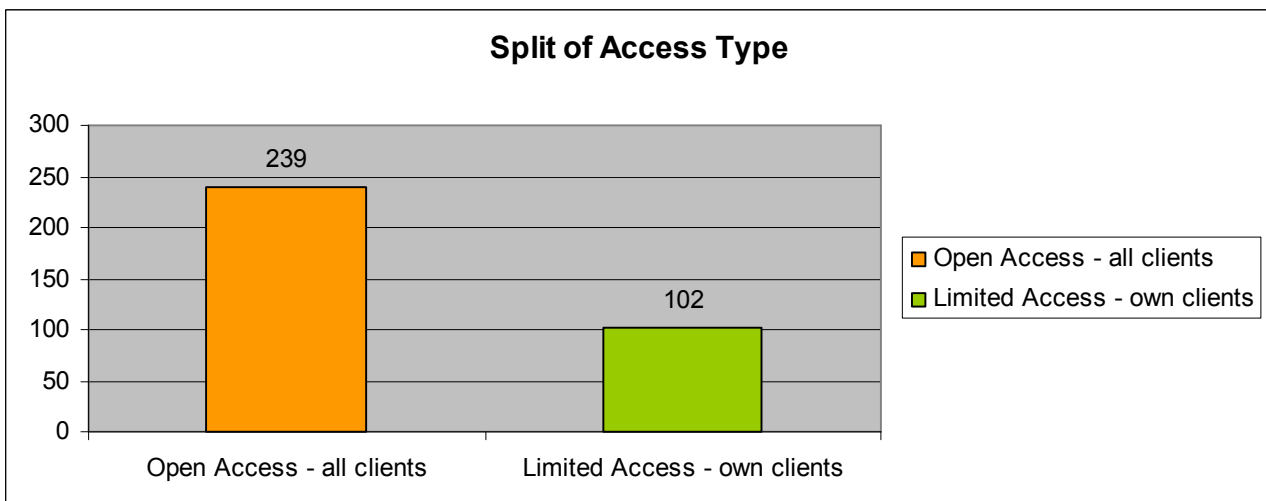
### 3.5 Service Access Types

Distribution venues, depending on their business type, can open the service to the public or restrict to their own service users only.

As Charts 2 and 3 below illustrates, approximately 70% of venues are operating the service for public access with the remaining 30% providing condoms to their own clients only.

Some further refinement is required to ensure that services offering condoms to their own clients are in appropriate locations (based in areas that might score highly on the Scottish Index of Multiple Deprivation) and that this type of access is equitable across all services and locations e.g. all homeless housing services have the opportunity to be involved.

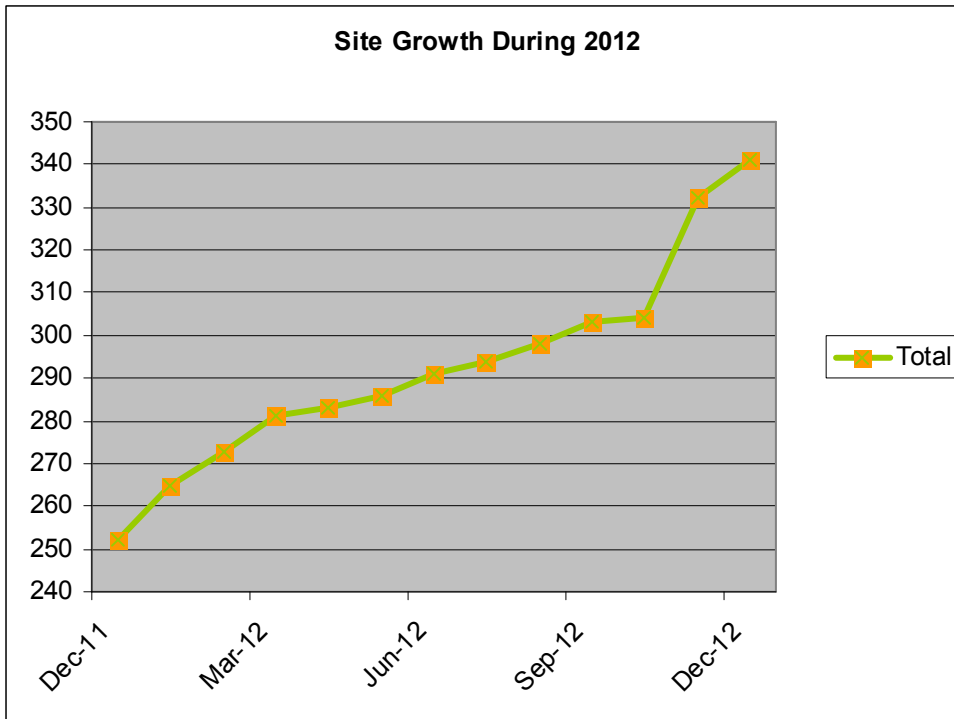
**Chart 3 – Service Access Type**



### 3.6 Service Growth

The CDS has expanded the number of distribution sites during 2012. A 35% growth in service was experienced.

Chart 4 – Growth in Venues in 2012



### 3.7 Plans for Development of Venues

In the first quarter of 2013 the CDS staff team will review the list of venues to find areas that have little or no service access and ascertain which areas will require the development of a venue as a matter of priority. Data will be considered including local teenage pregnancy statistics and Scottish Index of Multiple Deprivation information to compile a list of geographical priority areas. These areas will be mapped to current CDS venues and, if no venue exists in that area, arrangements will be made to source new distributors.

Similarly, services offering condom supply to their 'own clients' will be reviewed during 2013 and efforts will be made to ensure that geographical areas that score highest on the Scottish Index of Multiple Deprivation have a greater level of services offering condoms to their service users.

Further thought will be given to the potential services that could offer this method of distribution. It is likely that further recruitment will take place amongst appropriate housing and training services working particularly with vulnerable young adults. There are a number of housing and homeless support services offering condoms currently but gaps exist. Services offering training support to young people leaving education are in an optimum position to offer condoms and promote the Free

Condoms service in general. Similarly, there are a number of agencies that offer support to young people leaving care. A small number of both of these agency types are currently providers of the service but further work is required to scope out the further opportunities amongst this sector.

There are a number of venues in operation that experience low levels of demand but despite this it is important that these sites are retained as they may provide a local service to a small population. Venues that have low order volumes will be contacted in the first and second quarter of 2013 to assess their level of operation and determine if they wish to continue as a distribution point.

Venues will also be contacted or visited by the CDS team throughout 2013. This contact will provide information on how well the CDS is operating in the community and will inform future service design.

## **4. Information and Training for Venues**

There are three main formats for providing information to distribution venues; the service handbook, a practitioners section on the web-site and face-to-face staff training. Handbooks are given to each new venue as part of their 'welcome pack' together with choice cards, posters and a brief summary of products and ordering procedures. Training is offered to all new distribution venues. Some agencies do not take up the offer of training and opt to have a telephone discussion and read literature/web-site as an alternative.

### **4.1 Service Handbook**

The Service Handbook was created prior to the service launch in June 2011 and was updated during the second quarter of 2012. Version 2 of the Service Handbook has been distributed to all new distribution venues from July 2012 onwards and a revised version also appears on the web-site. The handbook includes information on a range of topics including service procedures and operation (including expected service standards), information on products, providing guidance on condom use and an in-depth section on providing condoms to young people under the age of 16.

### **4.2 Practitioners Section of Web-site**

In recognition of the fact that many people look for web based information there is a section of the 'Free Condoms' web-site dedicated to distribution venues. The section is designed to give information to current service providers as well as providing information for potential new venues (who have the option of 'signing up' to the service by providing their details via an on-line form). Other topics in the practitioners section include information on products, service values and operation, referral to Sandyford services and advice on condom provision with young people under the age of 16.

The Practitioners section of the web-site appears to be well used and had 7832 page views by 6590 unique visitors during 2012. The most frequently viewed pages are 'under 16s' (2145 page views by 1891 unique visitors) and 'how does it all work' (2017 views by 1586 unique visitors). This section of the web-site is also open to the public so the amount of actual distributors/potential distributors viewing these pages cannot be accurately measured.

### **4.3 Training Provision**

There are generally 3 types of training provided. A training session is offered when a new venue is recruited. This session takes between 1-2 hours and includes information on service operation, products, distribution to young people and marketing the service. A 'brief information session' takes place when an agency is interested in finding out more about the service, for example at a team meeting or prior to registering as a distributor. Occasionally, training events are designed to suit a different audience and these are described as 'bespoke training sessions'. Examples of this

include speaking at a conference or for a larger audience. Table 6 illustrates the training provided in 2013.

**Table 6 – Training events provided in 2012**

<b>BUSINESS TYPE</b>	<b>CHP AREA</b>	<b>Training Session</b>	<b>Brief Information Session</b>	<b>Bespoke Training Session</b>	<b>TOTAL</b>
Acute	GCC NE		1		1
	GCC S		1		1
Addiction Services	INVER	1			1
College/University	GCC NW	1	1	1	3
	GCC S	2			2
Community Health/Social Care	GCC NE	1			1
	GCC NW		3		3
Doctors/H.C.	EREN	1			1
	GCC NW	2	1		3
	GCC S	1	2		3
	REN	1			1
	WDUN	1			1
Housing Services	GCC NW	1	1		2
	GCC S	2			2
Mixed	Mixed			3	3
NHS Youth Health Services	GCC S	3			3
Pharmacy	GCC NE	5	2		7
	GCC NW	7	1		8
	GCC S	10	1		11
	WDUN		1		1
	NLAN		1		1
Vocational/Training	GCC NE	2			2
	GCC NW	2			2
Workplace	GCC NW		1		1
	GCC S		1		1
Youth Services	GCC NW	1			1
	GCC S		2		2
	SLAN		1		1
<b>TOTAL</b>		<b>44</b>	<b>21</b>	<b>4</b>	<b>69</b>

Additionally, visits to a range of distributors also took place throughout 2012 to ascertain if further training or support was required. No issues were noted from these visits and it would appear that there is an encouraging level of satisfaction amongst distributors.

It has been agreed as a future objective to look more closely at the service through the perspective of service users.



## 5. Trends in Distribution

### 5.1 Product Trends

All condom and lubricant orders are recorded on the CDS database. Therefore, it is possible to analyse the products ordered by and delivered to each venue over the course of the year. This figure can also be broken down to analyse further information such as the CHP locality and business type of distribution venues placing orders.

Tables 7a and 7b illustrate the product volume ordered by venues throughout 2011 and 2012 respectively. This figure includes products provided to Sandyford and all CDS distribution venues but does not include products to partner agencies providing condoms to specific target groups including Gay Men's Health, African Health Project, Steve Retson Project or Brownlee Centre as these agencies order slightly different product types and volumes e.g. lubricant bottles and clinic packs of condoms. Product orders for these agencies are discussed later within this section.

Note; there are 12 condoms in each pack with the exception of the 'Single' pack which contains 3 condoms. Lubricant packs contain 12 10ml sachets. The 'Starter Pack' is predominantly given to all new distribution venues and contains a selection of the range and includes 108 packs (948 condoms).

**Table 7a – Products ordered by distribution venues in 2011**

<b>TYPE</b>	<b>Total Packs</b>	<b>Total Condoms</b>
Standard (Naturelle)	28073	336876
Female Halo	6339	76068
Male Halo	5640	67680
Variety of Sizes	3345	40140
Larger Fit	2163	25956
Trimmer Fit	1216	14592
Latex Free (Sensiva)	3197	38364
Black	972	11664
Female Condom	579	6948
Starter Pack	254	240792
Single – 3 x standard	1863	5589
Lubricant 1 (Lite Lube)	2388	28656
Lubricant 2 (TLC)	1592	19104
<b>Grand Total</b>	<b>57621</b>	<b>912,429</b>

**Table 7b – Products ordered by distribution venues in 2012**

<b>TYPE</b>	<b>Total Packs</b>	<b>Total Condoms</b>
Standard (Naturelle)	41765	501180
Female Halo	10022	120264
Male Halo	10562	126744
Variety of Sizes	5447	65364
Larger Fit	3507	42084
Trimmer Fit	1967	23604
Latex Free (Sensiva)	4520	54240
Black	2032	24384
Female Condom	545	6540
Starter Pack	108	102384
Single – 3 x standard	3018	9054
Lubricant 1 (Lite Lube)	4248	50976
Lubricant 2 (TLC)	3053	36636
<b>Grand Total</b>	<b>90,794</b>	<b>1,163,454</b>

In 2012 1,163,454 condoms/lubricant sachets were ordered reflecting a 27% rise in orders from the 912,429 products ordered during January – December 2011. However, in 2011 some agencies continued use stock from the C-Card scheme and did not begin to order regular supplies until the latter part of the year. Additionally, during 2011 most venues were supplied with a ‘starter box’ of products to ensure they were able to offer to the full product range. Therefore it is not possible to make full comparisons between 2011 and 2012. It will not be possible to accurately compare and reflect on annual figures until a further year of operation.

As seen in 2011, the most frequently requested product is the Standard (Naturelle) condom, followed by the Halo products (a Standard condom in a circular foil). The rise in orders for the Standard product rose by 48% compared to a rise in 58% and 87% for the Female Halo and Male Halo respectively. The rise in re-orders for the Halo products is an encouraging sign that the service is being used by a younger audience for whom the Halo products may be more appealing.

Regarding the condom size options, the ‘Variety’ pack has increased in orders by 62% from 3345 packs in 2011 to 5447 in 2012. The Trim product increased in order quantity by 61% from 1216 packs to 1967 packs and similarly the Large product increased by 62% from 2163 packs to 3507 packs in the same period.

The ‘Latex Free’ product order value has increased by 41%.

Interestingly, the product with the greatest growth is the 'Black' condom where the order value doubled growing by 109% (972 packs in 2011 to 2032 packs in 2012). This does not include products ordered by African Health Project and only reflects the products re-ordered by condom distribution venues within the community.

A -5% decrease was noted in demand for Female Condoms. These appear to be the least popular product of all with only 545 packs being re-ordered by distributors in 2012.

Not surprisingly, the 'Starter pack' order quantities have more than halved in 2012 (254 Starter packs were distributed in 2011 as opposed to 108 in 2012). The number for 2011 was far greater as all agencies involved in distribution, including those already involved via the previous C-Card scheme, received Starter packs. In 2012, Starters packs were predominantly sent to new agencies only.

2 types of Lubricant are distributed (Clear and Opaque) and both are offered in 10ml sachets with 12 sachets in each pack. In 2011 Lubricant re-ordering represented 7% of the total value of orders with 3980 packs being ordered throughout the year. In 2012 this has risen slightly with Lubricant representing 8% of the total value of orders with 7301 packs re-ordered throughout the year. It is worth noting that distributors are advised not to distribute lubricant with every condom pack. Lubricant is only supplied on request. The Free Condoms web-site gives guidance to service users on lubricant use and promotes that lubricant should always be used for anal sex.

In addition to the volumes above, during 2012 a small number of distributors (predominantly colleges and universities but also 2 acute hospital sites) have ordered 'promotional packs' of condoms to offer as part of an awareness raising event.

**Table 8 – Products ordered by distribution venues for marketing purposes**

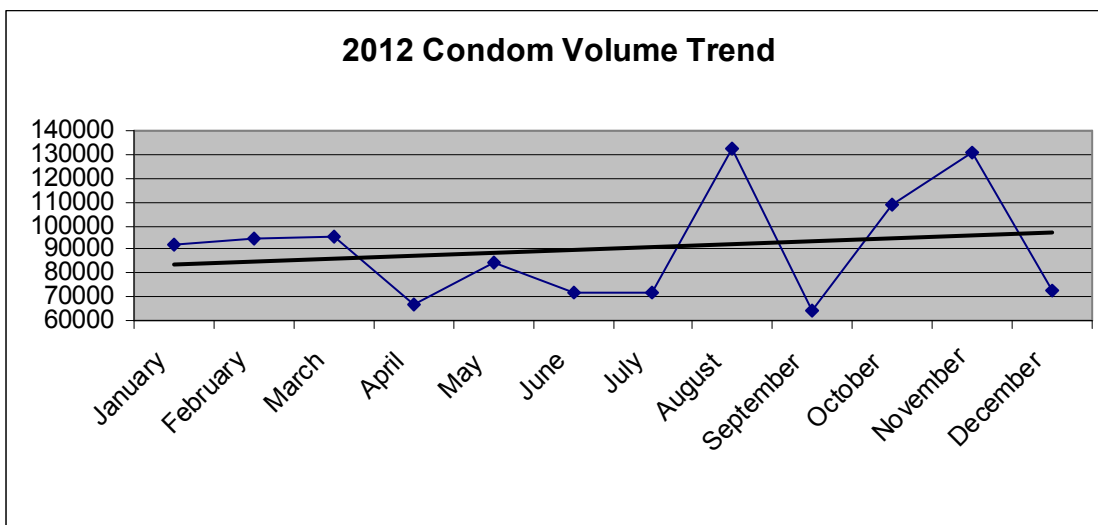
<b>Product Type</b>	<b>Packs</b>	<b>Total Condoms</b>
STANDARD NATURELLE/Clinic	5	720
PROMO FEMALE HALO/Clinic	17	2448
PROMO MALE HALO/Clinic	26	3744
PROMO RED RIBBON/Clinic	19	2736
<b>Grand Total</b>	<b>67</b>	<b>9648</b>

Combining the data from Table 7b and Table 8 above it is calculated that **1, 085,490 condoms** and **87,612 lubricant sachets** were ordered by CDS distribution venues throughout 2012. Section 5.4 describes ordering activity by partner agencies and a final total of all condom and lubricant products ordered.

## 5.2 Order Trends

Chart 5 illustrates trends in ordering patterns throughout the year. Overall, it is apparent that orders fluctuate depending on a number of factors. Firstly; holiday periods greatly influence condom orders with dips in orders being noticed during the Easter break, summer holiday weeks and again in December. Orders increase greatly during August when colleges and universities begin planning their 'Freshers' events and staff at other venues return from the summer holiday period.

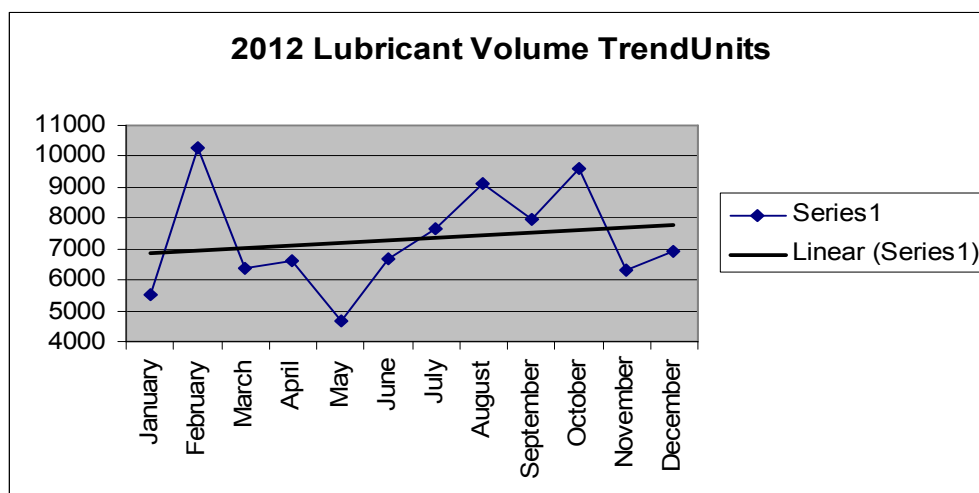
Chart 5 – Trends in Condom Orders by Month



Marketing greatly influences the ordering levels with an increase noted during October when a period of Facebook and transport advertising began. In November, orders peaked not only due to a large volume of new distribution sites but also because of an 'e-newsletter' sent to all distribution venues reminding them to order stock for the Christmas and New Year period.

It is less simple to quantify the fluctuating trends in the ordering of lubricant. Chart 6 illustrates the trends throughout 2012 but there does not seem to be a distinctive pattern, apart from the rises in ordering in August and October as noted with condom ordering above. Orders of lubricant do not appear to correspond with orders of condoms. It is unclear why there was an apparent rise in lubricant ordering in February whilst volume dropped considerably in May. It could be suggested that lubricant is ordered less frequently by distribution venues and is re-ordered in bulk when stocks run low.

**Chart 6 – Trends in Lubricant Orders by Month**



### 5.3 Order Trends Amongst Venues

Section 3 described the current landscape of distribution venues across the various CHP areas of NHS GGC. The CDS database has the capability to capture information on the distributors that have re-ordered condoms in the greatest volumes throughout 2012, together with information on the type of service and CHP location. Table 9 below outlines the amount of condoms ordered by each business type within each CHP area. This does not include condom distribution provided by Gay Men’s Health, African Health Project, Steve Retson Project or the Brownlee Centre (all of whom order different products in differing formats e.g. clinic packs).

**Table 9a – Condoms ordered by distribution venues by Business Type and CHP area**

Business Type	GCC NW	GCC S	GCC NE	RENFREW	INVER
Sandyford Services	201240	89115	57954	62844	26280
College/University	61086	10623	17508	3300	0
Pharmacy	47859	36315	27015	21021	6348
Doctors/H.C.	34683	20169	28320	11151	11160
Workplace	16383	4686	0	0	0
Comm. Health/Social Care	13956	948	3444	1350	0
Housing Services	13311	4752	2376	1788	948
Addiction Services	8754	17328	0	3870	16248
Acute	7464	4404	3156	0	0
NHS Youth Health Services	4770	12312	0	3000	0
Youth Services	4470	9276	2424	0	0
Vocational/Training	2376	0	1896	0	1896
Library	840	0	807	0	0
Community Centre	600	0	3615	0	0
Criminal Justice	0	0	780	0	0
<b>TOTAL</b>	<b>417,792</b>	<b>209,928</b>	<b>149,295</b>	<b>108,324</b>	<b>62,880</b>

<b>Business Type</b>	<b>WDUN</b>	<b>EDUN</b>	<b>EREN</b>	<b>SLAN</b>	<b>NLAN</b>
Sandyford Services	19896	13560	22236	10560	0
College/University	0	0	0	0	0
Pharmacy	13695	8745	4002	2151	5706
Doctors/H.C.	948	840	4200	0	0
Workplace	0	0	0	0	0
Comm. Health/Social Care	0	0	0	0	0
Housing Services	0	0	0	0	0
Addiction Services	2748	0	0	0	0
Acute	0	0	0	0	0
NHS Youth Health Services	0	0	12396	0	0
Youth Services	8658	5730	0	1200	0
Vocational/Training	0	0	0	0	0
Library	0	0	0	0	0
Community Centre	0	0	0	0	0
Criminal Justice	0	0	0	0	0
<b>TOTAL</b>	<b>45,945</b>	<b>28,875</b>	<b>42,834</b>	<b>13,911</b>	<b>5,706</b>

**Table 9b – Condoms ordered by distribution venues by Business Type – Total condoms**

<b>Business Type</b>	<b>Condoms</b>
Sandyford Services	503685
Pharmacy	172857
Doctors/H.C.	111471
College/University	92517
Addiction Services	48948
NHS Youth Health Services	32478
Youth Services	31758
Housing Services	23175
Workplace	21069
Comm. Health/Social Care	19698
Acute	15024
Vocational/Training	6168
Community Centre	4215
Library	1647
Criminal Justice	780
<b>TOTAL</b>	<b>1,085,490</b>

As expected, the range of Sandyford services order the highest amount of condoms with a total of 503,685 being re-ordered by Sandyford services (excluding Steve Retson Project). This is

followed by pharmacies, G.P. practices and health centres and then colleges and universities. As a comparison, Sandyford Services account for 46% of all condoms ordered whilst all other services account for 54%.

Table 10 illustrates 20 sites that have re-ordered the highest volume of condom packs. As expected, Sandyford services feature greatly and hence Table 11 goes on to illustrate 20 sites that have re-ordered the highest volume outwith Sandyford.

**Table 10 – Greatest Number of Condom Packs Ordered**

<b>Company Name</b>	<b>CHP Area</b>	<b>Packs</b>
Sandyford Central	GCC NW	17090
Sandyford Renfrewshire - HUB	REN	4630
Sandyford South West - HUB	GCC S	4055
Sandyford South East - HUB	GCC S	3390
Sandyford East - HUB	GCC NE	2721
Sandyford Inverclyde - HUB	INVER	2170
Sandyford East Renfrewshire - HUB	EREN	2012
Glasgow University Student's Rep. Council	GCC NW	1844
Queen Margaret Union	GCC NW	1474
Sandyford North - HUB	GCC NE	1470
Integrated Drug Services	INVER	1337
Glasgow Drug Crisis Centre	GCC S	1310
Sandyford East Dunbartonshire -HUB	EDUN	1210
Lend Lease - Scottish Hydro Arena	GCC NW	1181
Sandyford West Dunbartonshire - HUB	WDUN	1152
Y Sort It / Y Sort It BUS	WDUN	1137
Barclay Medical Centre, The Fraser Building	GCC NW	1120
Glasgow University Union	GCC NW	937
Sandyford Camglen - Satellite	SLAN	880

**Table 11 – Greatest Number of Packs Ordered (excluding Sandyford)**

Company Name	CHP Area	Packs
Glasgow University Student's Rep. Council	GCC NW	1844
Queen Margaret Union	GCC NW	1474
Integrated Drug Services	INVER	1337
Glasgow Drug Crisis Centre	GCC S	1310
Lend Lease - Scottish Hydro Arena	GCC NW	1181
Y Sort It / Y Sort It BUS	WDUN	1137
Barclay Medical Centre, The Fraser Building	GCC NW	1120
Glasgow University Union	GCC NW	937
Boots the Chemist - St Enoch	GCC NW	770
Boots the Chemist - Central Station	GCC NW	748
Govan Health Centre	GCC S	744
Base 75	GCC NW	680
Boots the Chemist - Sauchiehall Street	GCC NW	665
Houlihan Pharmacy	GCC NW	665
Gartnavel Hospital, Hepatitis Centre	GCC NW	646
ASK University of Strathclyde	GCC NE	580
Glasgow Caledonian University	GCC NE	580
Streetwise	GCC S	560
Youth Health Service @ Castlemilk	GCC S	552

Tables 10 and 11 give an interesting insight to the activity across the range of sites. Condom distribution amongst students from Glasgow University continues to feature greatly with the 3 University unions featuring in this list plus Barclay Medical Centre, based within the University grounds.

It is encouraging that 2 addiction services appear on the list, particularly in Inverclyde where condom distribution appears to have become an integrated part of service delivery.

Lend Lease, an occupational health company based within the Scottish Hydro Arena site, appears as the 5<sup>th</sup> greatest distributor outwith Sandyford. Lend Lease signed up to distribute condoms in April 2012 as they considered sexual health to be a priority area for their large male workforce. Free Condoms are available from their nursing staff and directly from their office reception. This gives some evidence that large scale building projects with a predominant male workforce are good potential candidates for condom distribution.

City Centre pharmacies continue to provide condoms in greater numbers. 3 out of the 4 pharmacies listed were original C-Card sites which may indicate that the public may be more



aware of the longer standing sites and therefore it may be that there is further required work to promote the service at other venues.

3 Youth Services are listed with Y-Sort-It continuing to actively promote condom use and distribution at its Clydebank base and also on its bus which travel around the West Dunbartonshire area. Streetwise is based in Castlemilk, Glasgow and together with the Youth Health Service based in the area's health centre it would appear that uptake of condoms amongst young people living within the area is positive.

#### 5.4 Supply to Partner Agencies

Throughout 2012 the volume of condom and lubricant products ordered by partner agencies has been recorded. Partner agencies order slightly different products to other CDS venues, for example Gay Men's Health order purely clinic packs (loose condoms) whilst Brownlee Centre order a combination of pre-packaged condom packs and clinic packs. Partner agencies work with the highest risk populations and thereby can order from a greater range than other CDS venues including items such as lubricant bottles.

The following tables outline stock ordered by partner agencies. Data from 2011 has not been provided as direct comparisons cannot yet be accurately made.

**Table 12 – Products Supplied to Gay Men's Health**

<b>GAY MEN'S HEALTH</b>		
<b>Condoms</b>	<b>Packs</b>	<b>Condoms</b>
NATURELLE - ECO Pack	440	126720
NATURELLE - Clinic Pack	240	34560
BLACK - Clinic Pack	7	1008
FEMIDOM - Clinic Pack	2	60
FLAVOURED - Clinic Pack	8	1152
STRONG - Clinic Pack	360	51840
LATEX FREE - Clinic Pack	12	1728
TRIM - Clinic Pack	4	576
KING - Clinic Pack	12	1728
LARGE - Clinic Pack	6	864
<b>Grand Total</b>	<b>1091</b>	<b>220,236</b>
<b>Lubricant</b>	<b>Packs</b>	<b>Units</b>
10ML LUBE SACHETS	312	156000
75ML LUBE BOTTLES	160	960
250ML LUBE BOTTLES	26	520
100ML LUBE BOTTLES	12	144
30ML LUBE BOTTLES	47	564
FLAVOURED LUBE	140	840
<b>Grand Total</b>	<b>697</b>	<b>159,028</b>

**Table 13 – Products Supplied to African Health Project**

<b>AFRICAN HEALTH PROJECT</b>		
<b>Condoms</b>	<b>Packs</b>	<b>Condoms</b>
BLACK - Clinic Pack	220	31680
FEMIDOM - Clinic Pack	40	1200
NATURELLE - ECO Pack	95	27360
NATURELLE - Clinic Pack	40	5760
KING - Clinic Pack	4	576
<b>Grand Total</b>	<b>399</b>	<b>66,576</b>

**Table 14 – Products Supplied to Brownlee Centre**

<b>BROWNLEE</b>		
<b>Condoms</b>	<b>Packs</b>	<b>Condoms</b>
STN - Naturelle	650	7800
M-HAL - Male Halo	400	4800
F-HAL - Female Halo	100	1200
VAR - Variety Pack	250	3000
LRG - Large	200	2400
BLK - Black	100	1200
FEM - Femidom	130	1560
SML - Small	200	2400
LAT - latex Free	150	1800
3PKSTN - Naturelle 3pkt	173	6228
FEMIDOM - Clinic Pack	3	432
MALE HALO - Clinic Pack	3	432
<b>Grand Total</b>	<b>2359</b>	<b>33,252</b>
<b>Lubricant</b>	<b>Packs</b>	<b>Units</b>
LUB1 - LL Lubricant	100	1200
LUB2 - TLC Lubricant	100	1200
10ML - Lubricant Sachets	4	2000
75ML - Lubricant Bottles	104	624
250ML - Lubricant Bottles	200	1200
<b>Grand Total</b>	<b>508</b>	<b>6224</b>

**Table 15 – Products Supplied to Steve Retson Project**

<b>Steve Retson Project</b>		
<b>Condoms</b>	<b>Packs</b>	<b>Condoms</b>
LRG - Large	50	600
M-HAL - Male Halo	50	600
SML - Small	156	1872
STN - Naturelle	50	600
Flavoured Condoms - Clinic Pack	3	432
<b>Grand Total</b>	<b>309</b>	<b>4104</b>
<b>Lubricant</b>	<b>Packs</b>	<b>Units</b>
LUB1 - LL Lubricant	135	1620
LUB2 - TLC Lubricant	135	1620
Flavoured Lubricant Bottles	27	162
250ML Lubricant Bottles	17	102
75ML Lubricant Bottles	92	552
<b>Grand Total</b>	<b>406</b>	<b>4056</b>

## 5.5 Total Volume of Condoms Supplied

Throughout 2012 over 1.4 million condoms were ordered by and supplied to all agencies and venues involved in condom distribution. Table 16 illustrates final totals for condom supply in 2012.

**Table 16 – All Condoms Ordered, 2012**

<b>Service Area</b>	<b>Total Number of Condoms Ordered</b>
Steven Retson Project	4104
Brownlee Centre	33252
African Health Project	66576
Gay Men's Health	220,236
Combined CDS Venues	1,085,490
<b>Grand Total</b>	<b>1,409,658</b>

## 6. Communication and Marketing

### 6.1 Communicating with Service Users via E-mail

Information for potential service users is primarily delivered via the CDS web-site ([www.freecondomsglasgowandclyde.org](http://www.freecondomsglasgowandclyde.org)) and an offer is made to contact staff with any enquiries via the CDS e-mail ([freecondoms@ggc.scot.nhs.uk](mailto:freecondoms@ggc.scot.nhs.uk)). A telephone enquiry line is also available but this is rarely used. CDS staff telephone numbers appear on the web-site (under the practitioners section) but are again rarely used by the public.

Table 17 below illustrates the variety of e-mail enquiries received by the public during 2012. During early autumn 2012 the web-site began to promote the availability of choice cards via post and potential service users were invited to send their address details for cards. This has proved very popular and removes a potential barrier for anyone wishing to access condoms discretely.

There continues to be a number of enquiries from potential service users who wish to receive condoms by post. Reasons stated are primarily disability, shift work and child care. Where possible CDS staff provide information on suitable locations/opening times for condom collection. Only with great exception have condoms been provided by post as this is not an area of service delivery that would be possible on a wider scale.

Other general enquiries usually relate to people wishing further reassurance about how the CDS operates. Any occasional sexual health enquiry is passed to the appropriate Sandyford colleague.

**Table 17 – All Public Enquiries**

<b>Enquiry</b>	<b>Number</b>
Request Choice Cards	77
Request Condoms by Post	21
General Enquiry	11
Sexual Health Enquiry	3
<b>Total</b>	<b>112</b>

Distribution venues also use the CDS mailbox for occasional enquiries and product orders but in general most prefer to contact a member of the CDS team by telephone.

### 6.2 Marketing Plan 2012

Various marketing activity and promotional opportunities were sought throughout 2012. Table 18 highlights the significant marketing projects undertaken by the CDS team in 2012. However, this list is not exhaustive as other smaller promotional opportunities have been available, for example providing information on the Free Condoms service to TGI Friday's staff as part of a sexual health promotion and providing choice cards to a nightclub as part of their 'Freshers' promotion.

**Table 18 – Marketing Activity 2012**

<b>Month</b>	<b>Item</b>	<b>Description</b>
<b>April</b>		
	Re-design of service poster	Artwork by Medical Illustration
		Sent to all venues
		Sent to all Health Improvement colleagues
	Re-print of choice cards	Sent to all venues
		Sent to all Health Improvement colleagues
	Re-print of window vinyl's	Sent to all new venues
<b>July</b>		
	Glasgow Pride sponsorship	Advertisement in official brochure
		Choice cards included in information packs
		GMH/Sandyford promoted service at event stands
	Feature article Paisley Daily Express	
	STV Health centre promotional article	
<b>September</b>		
	Fresher's events	All participating venues provided with materials - choice cards, condom stock, Pasante promotional items
	Advert within 'The Journal' student newspaper	
	Advert within 'Student Rag' magazine	
	Sexual Health Week	Support to Acute sites
<b>October</b>		
	Glasgay sponsorship	Sponsored advertising on all event poster
	African Health Project Football events	Sponsored tournament, social event and team strip
<b>November</b>		
	Buchanan Bus Station Advertising	Static and roller ads throughout bus station
	Subway carriage advertising	Eye level poster in each carriage
	Facebook advertising	Click through advert to appear to all 16-25 in health board area
<b>December</b>		
	World Aids Day support	Support to colleges/universities and 2 x acute hospital sites

African Health Project was granted a small sum of money to carry out awareness raising on the Free Condoms service amongst young African men. This grant was used to sponsor team strips of amateur football team (team comprising of young African men). A football tournament was also sponsored by Free Condoms as was a social event at an African restaurant. Further information on the African Health Project sponsored football events appears as Appendix 3.

The Free Condoms web-site experienced a rise in traffic during the Facebook and transport advertising periods. The transport advertising contained only the logo and web address. This was done to create interest and awareness in the brand and encourage use of the web-site. The Facebook advertising encouraged individuals to 'click' on the advert and which led to the Free Condoms web-page. Only 16-25 year olds from within the health board area were targeted. A report on the Facebook advertising campaign is available as Appendix 4.

Due to the success of the Facebook advertising campaign time was spent scoping the potential for a fuller social media presence including the possibility of a Facebook page and a video competition using YouTube. However, following further examination it was decided not to pursue this route in the immediate future.

### 6.3 Use of the Web-Site

The web-site continues to be maintained and information is refreshed throughout the year. For example, the image slide show on the home page is regularly updated and is used to promote health promotion activity, events and so on. A total number of 12,708 Visits were made to the web-site from the time of its launch in June 2011 to the end of December 2011. 10,901 (85.75%) were unique visitors. During 2012 a total number of 21,442 visits were made by 19,133 (89%) unique visitors (web analytics are able to suggest a difference between repeat visitors and those who are accessing the site for the first time). In 2011 on average 1588 people accessed the site each month whilst in 2012 this rose to an average of 1788 per month. It is recognisable that advertising has a massive impact on web traffic with peaks in traffic noted during the service launch campaign in June 2011 and transport, African Health Project and Facebook advertising in autumn 2012.

As expected, visits to the web-site peaked in autumn 2012 as a result of the advertising period. Otherwise, visits appear to be relatively stable. Tables 11 and 12 below outline the volume of web visits by month during 2011 and 2012.

**Table 19 – Web Visitors 2011**

Month	No. of Visits
May	92
June	3293
July	1563
August	1696
September	1389
October	1481
November	1527
December	1667
Total	12,708

**Table 20 – Web Visitors 2012**

Month	No. of Visits
January	2,665
February	1,681
March	1,352
April	1,186
May	1,307
June	1,238
July	1267

August	1335
September	1403
October	3,224
November	3,241
December	1,543
Total	21,442

It is possible to analyse web visitors in further detail. For example Table 20 looks at the proportion of visitors who were 'unique' in that they had not visited the web-site before. It is also possible to ascertain how long an individual spent on the web-site and the pages viewed. It would appear that the greatest proportion of web visitors are 'unique' and that their visit to the web site is reasonably brief. Many individuals visit the site to simply find out more about the service and where they can obtain condoms locally.

**Table 21 – Web Visitors 2012**

	<b>No. of Visits</b>	<b>No. of Unique Visits</b>	<b>Total Pages Viewed</b>	<b>Average time on page</b>
January	2,665	2,440	4.68	00:01:57
February	1,681	1,518	4.92	00:02:46
March	1,352	1,206	5.41	00:02:46
April	1,186	1,051	5.03	00:02:46
May	1,307	1,161	4.38	00:02:28
June	1,238	1,098	4.80	00:02:32
July	1267	1139	4.60	00:02:31
August	1335	1190	4.15	00:02:17
September	1403	1255	4.38	00:02:28
October	3,224	2,879	3.78	00:02:08
November	3,241	2,803	3.68	00:02:02
December	1,543	1,393	3.57	00:02:11
Totals	21,442	19,133		

Further analysis of the web data gives insight into the most popular pages views. Unsurprisingly, the home page is the most popular page with 15,222 views by 12,562 individuals. Encouragingly, the 'Pick-Up-Point' page is the second most popular page with 12,492 views by 7475 individuals.

As the 'Pick-Up-Point' section is so popular it was decided in October 2012 to set the web analytics to record and give further insight on the search locations. Hence, during the period 1<sup>st</sup> November – 31<sup>st</sup> December 2012 we can ascertain that 1307 people used the location finder section of the web-site to find a condom distribution venue. On further analysis it would appear that these searches are performed primarily by people within the NHS GGC health board area. This facility will be utilised throughout 2013 to provide further guidance on the areas where the search tool is being used.



## 7. Summary Points

In conclusion, the CDS appears to have had a successful year. There are encouraging signs that this service is effective and fit for purpose. The current service design appears to be 'user friendly' illustrated by a further increase in distribution venues. Access to the service by the public also appears to be increasing with a notable rise in condom order volumes.

### - Distribution venues;

Although a significant rise in venues was experienced in 2012 with a further 93 sites recruited there appears to be scope for further development including further work to ensure that all areas that rate highly within the Scottish Index of Multiple deprivation have a choice of service access either through open access venues such as pharmacies or through appropriate community agencies such as addiction services or housing support. Additionally, further recruitment of venues within areas that experience high level of teenage pregnancy will be considered in 2013. It is important that equitable access is achieved not only geographically but across the range of services and potential partners within each CHP area.

### - Products;

Throughout 2012 more than 1.4 million condoms were delivered to the range of partners and distributors (1.08 million to 'Free Condoms' venues alone). This represents a 27% increase in orders when compared to 2011. However, as the service was in it's infancy in 2011 accurate comparisons cannot be made and a further year of operation should provide more complete data to reflect upon. The changing product demand is of interest with growing numbers of orders for the 'Halo' product suggesting that a younger audience is making use of the service. The ordering of black condoms also greatly increased suggesting that the target demographic of people of black African may be using the service. Further analysis of data over a longer time frame is required to consider this further. It is significant that the 'Variety of sizes' packs are being re-ordered together with the size option packs (Larger fit and Trimmer fit). Indeed, 5447 'Variety of sizes' packs were ordered in 2012, a 62% increase when compared to 2012. The relationship between condom size and condom effectiveness is highlighted when training new venues and distributors are asked to offer the 'Variety of sizes' pack to new service users if possible. The importance of condom size thus may be filtering through to service users.

The supply contract is due to be renewed in 2013 but it is unlikely that any changes in product types will be sought at this stage.

### - Marketing and Communication;

The web-site continues to be the primary source of information regarding the Free Condoms service. It is re-assuring to note that an increase in traffic to the web-site is experienced when

funds are spent on 'paid for' advertising. Advertising on 'Facebook' was particularly successful, particularly when the intended audience reached (in this case 16-25 year olds within the health board area). Work with partner agencies is of vital importance to ensure that appropriate target audiences are receiving information on condom distribution. For example, the joint publicity work with African Health Project illustrates how funding can be used to highlight the service directly to a key audience.

Opportunities for joint publicity and communications work with partner agencies and distribution venues will be sought as part of the marketing plan for 2013. Investment and creativity will be required to ensure that the public profile of the service is increased and ultimately awareness and use of the service continues and grows in the coming year.

## **Appendix 1 - Condom Distribution Scheme, Aims and Objectives, November 2010**

Condom Distribution Scheme

Aims and Objectives

November 2010

Sarah Graham, CDS Manager

Nicky Coia, Principal Health Improvement Officer – Sexual Health

Louise Carroll, Programme Manager – HIV and STIs

**Overarching aim: To provide free condoms across NHS Greater Glasgow and Clyde to people who need them.**

	<b>Aim</b>	<b>Objectives</b>	<b>Measures</b>
1.	To identify appropriate target groups based on identified need.	<ul style="list-style-type: none"> <li>• Routine review of national and local epidemiology on HIV, STIs (preventable through barrier methods) and unintended pregnancy.</li> <li>• Routine review of relevant needs assessment, research and evaluations regarding preventable ill health, sexual behaviour and service delivery models.</li> <li>• Through networking, be aware of and critically appraise current policy, practice and professional opinion.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate description of target groups and their needs including, age, ethnicity, sexual behaviour, morbidity and HIV status.</li> <li>• Understanding of risk behaviours</li> </ul>
2.	To create and maintain effective partnerships which enable service development and delivery.	<ul style="list-style-type: none"> <li>• Identify relevant strategic partners at a national, regional and local level.</li> <li>• Networking with key stakeholders.</li> <li>• Regular, routine communication with a range of stakeholder, services and partners.</li> <li>• Identifying appropriate delivery partners that reflect geographic coverage, service types and target group usage.</li> <li>• Recruitment of agencies to deliver CDS.</li> <li>• Maintain partnerships via routine and regular communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Attending meetings, attendance at relevant strategic planning groups</li> <li>• Consultation</li> <li>• Communication bulletins</li> <li>• Mapping of CDS delivery points to review consistent target group and geographic coverage</li> <li>• Minutes of steering group</li> </ul>

		<ul style="list-style-type: none"> <li>• Creation of steering group which will meet quarterly</li> </ul>	
3.	To provide an available and accessible quality service.	<ul style="list-style-type: none"> <li>• Provide tailored training, information and training materials to distributions points</li> <li>• Information and signage within distribution points</li> <li>• Mechanism to accurately track and monitor project spend</li> <li>• Monitoring of any associated contracts including marketing and supply.</li> <li>• Simple and coherent ordering distribution mechanisms</li> <li>• Implement support systems for all involved in ordering and supply system</li> <li>• Evaluation of delivery</li> <li>• Explore models of innovative practice</li> <li>• Create a robust complaints procedure.</li> <li>• Consist review of products to ensure value for money and acceptability to service users</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation and monitoring reports signed</li> <li>• Uptake of signage and all CDS are adequately signed</li> <li>• Monthly and annual budget reports</li> <li>• Reports from meetings with contractees</li> <li>• Quarterly report to steering group</li> <li>• Quarterly report to HIV prevention network</li> <li>• Monitoring system for complaints and critically review on a 6 monthly basis</li> <li>• Annual review</li> </ul>
4.	To establish and maintain effective communication with current and future service users.	<ul style="list-style-type: none"> <li>• Develop and Implement an effective marketing strategy</li> <li>• Develop a process to capture feedback from service users and non-service users</li> <li>• Rolling programme of evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring reports</li> <li>• Evidence of brand recognition in wider health research</li> <li>• Reports and data from feedback and evaluations</li> </ul>
5.	To provide a responsive service that addresses the needs of service users.	<ul style="list-style-type: none"> <li>• Use client feedback (both service providers and service users) to ensure an optimal service model</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation reports</li> <li>• Create a list of supporting services for CDS participants</li> </ul>

		<ul style="list-style-type: none"> <li>• Ensure that services have adequate information to signpost to other services</li> <li>• Ensure that the needs of young people are addressed in line with the Glasgow protocol for working with sexually active young people and child protection policies and procedures</li> </ul>	<p>to sign-post service users to</p> <ul style="list-style-type: none"> <li>• Numbers of staff trained to deliver the under -16 protocol</li> </ul>
6.	To contribute towards the evidence base and inform future policy and services.	<ul style="list-style-type: none"> <li>• Participate in/read relevant research</li> <li>• Annual report summarising monitoring and evaluative information</li> <li>• Participate in relevant research and other fora to raise the profile of CDS models as a sexual improvement intervention.</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance at minimum of one conference per annum</li> <li>• 1 research output per year (conference paper; academic journal; discussion paper etc)</li> </ul>



# Free Condoms Product Key



STICKER COLOUR & CODE	PRODUCT BRAND NAME	DESCRIPTION ON CHOICE CARD	QUANTITY IN BAG
<b>STN</b>	Naturelle	Standard	12 Loose
♂	Male Halo	Male Halo (Standard condoms in a round foil)	12 Loose
♀	Female Halo	Female Halo (Standard condoms in a round foil)	12 Loose
<b>LAT</b>	Sensiva	Latex Free	12 Loose
<b>FEM</b>	Female Condom	Female Condom	12 Loose
<b>LAR</b>	King Size	Larger Fit	12 Loose
<b>TRI</b>	Trim	Trimmer Fit	12 Loose
<b>VAR</b>	Variety Bag	Variety of Sizes	4 Naturelle, 4 Trim & 4 King Size
<b>BLK</b>	Black Velvet	Black Condoms	12 Loose
<b>LUB1</b>	Light Lube	Clear Lubricant	12 Sachets
<b>LUB2</b>	TLC Lube	Opaque Lubricant	12 Sachets
<b>SGL</b>	Naturelle	Not on Choice Card	3 Loose

## **Appendix 3 - African Health Project - Free Condoms Sponsored Events Report**

A Free Condoms promotion was carried out with the main aim of linking the free condoms distribution carried out by Waverley Care African Health Project (WC AHP) to the wider NHS GG&C Free Condoms service. In this regard the focus was on having interactive discussions with Africans to gain insight into their knowledge of these services, rather than simply distributing condoms to them.

**Promotion Period:** This promotion was carried out between October and November 2012.

### **Main Events:**

#### **1) Free Condoms 5-Aside Football Tournament**

- This event was targeted at young men, with a particular emphasis on Africans. It was organised by two of the African football teams that we have been working with in order to get participation from hard to reach groups who do not normally engage with mainstream services.

- Over 60 young men participated, making 10 teams, and over 20 people who came to watch. The tournament was opened by Sarah Graham who gave a talk about where and how people could access free condoms and why there was targeted work with young men. Encouragingly, the young men were very receptive to the talk and the name of the tournament had a lot of them asking for free condoms. Although this was usually said jokingly, we made sure we included condoms in their goodie bags and had extra supplies for those who wanted more.

- Approximately 480 condoms were distributed at the event. As the tournament was not restricted to Africans, condoms were packaged in the normal Pasante purple packets rather than the AHP packaging to ensure Africans did not feel targeted. The feedback was very positive with a lot of the young men stating that they had enjoyed the fun and informal nature of the event whilst still maintaining a strong message about safe sex.

#### **2) Free Condoms Haircuts**

- This was carried out at one of the barbershops in Duke Street. A deal was made with the owner that we would pay for haircuts at a reduced rate of £6/haircut for the first 10 customers who attended during the time of the promotion (i.e. Saturday 24th November 2012 between 4-7pm).

- Though only 10 men received free haircuts, we were still able to have discussions with just under 20 people about the Free Condoms service as there were a number of regulars who passed by for social visits. Most of the attendees were between 30-40 years and were of West African origin.

- This approach proved very effective because it meant the barbershop was themed around Free Condoms which made it easier for the outreach worker to have in-depth discussions about the benefits of condom use, thus challenging some of the myths men had about condoms not being effective. Our work was made particularly easier by the fact that the barbershop owner was completely on board and would therefore do the initial ground work by telling his customers about WC AHP and that we were doing a special promotion.

#### **3) Free Condoms Free Buffet**

- This was carried out at Calabash restaurant since it is our biggest distributor of condoms. This event was used as a way of targeting a cross-section of the African community. Approximately 70 people attended, the majority aged between 20 and 40 years and from different parts of Africa. Though the majority were males, there were a significant proportion of females (approximately 20).



- The event was held on a Saturday between 7-10pm so that it was not too busy, thus allowing for the outreach worker and volunteers to have more in-depth discussions whilst people were relatively sober.
- Almost all the people we spoke to at Calabash were familiar with the WC AHP condom distribution so the focus was on linking it with the wider Free Condoms service.
- Encouragingly, a number of people spoke of their appreciation at being able to easily pick up free condoms at Calabash and that it had taken away the expense of buying them. They also liked the fact that it was a central venue and they were able to get them in the privacy of the toilets.

## **Key learning**

### **Successes**

Feedback was encouraging; most people reported having heard of the WC AHP service especially from static venues like Calabash restaurant, which highlights the benefits of getting key settings within the African community on board.

Social media proved to be an invaluable means of promoting the Free Condoms Service. For example, Facebook invites for both the Free Condoms Football Tournament and the Free Condoms Buffet were intentionally sent to a lot more people than we needed (i.e. approximately 1500 people for each event) so that awareness-raising of the service was not restricted to those who attended.

The Free Condoms Football Tournament demonstrated that sport is an excellent way to promote safe sex messages, especially when encompassed in the wider context of healthy living. There is definitely scope for extending this to a mixed men's and women's football tournament or doing a similar women's event using another sport.

Having 'Free Condoms' in the title proved particularly instrumental as it helped to normalise the message about condoms. Whilst a few people felt the title was too bold, the majority liked it for its originality and the fact that we were upfront and did not shy away from our message regarding safe sex.

### **Challenges**

Though the promotion was highly successful, it will be useful next time to have a sample of the range of condoms that are supplied by the wider Free Condoms service. This is because a few people had asked to see the range of condoms that are available with respect to flavour and size.

## Appendix 4 - Facebook Advertising Report

We selected a broad targeting range for this campaign, targeting by age rather than relationship status, gender or sexual orientation. Whilst this gave us a bigger audience it inevitably leads to some wastage as the ads are not relevant to some people.

### Agreed Targeting Criteria

#### Adverts

There were 4 approved adverts used for this campaign.

Destination URL for all adverts [www.freecondomsglasgowandclyde.org](http://www.freecondomsglasgowandclyde.org)



### Advert performance

The campaign adverts were successfully shown 8,843,693 times during the campaign and reached 160,055 people within our target area. Whilst these numbers are high there was obviously people that did not find the adverts relevant to them due to our broad targeting.

The most successful advert was the green 'No hassle, no fuss...' creative. This advert had 4,013,209 impressions and was clicked 1,150 times. The click thru rate for this advert was 0.029%. Second was the purple 'Pick up Free Condoms...' advert with 2,150,194 impressions and 727 clicks. Although this advert did not have the highest number of impressions the click thru rate was the highest at 0.034%.

Third was the orange 'No hassle, no fuss...' advert with 1,801,716 impressions and 520 clicks. This advert had the same click thru rate as the green advert with the same message. Last was the green 'Did you know...?' advert with 878,574 impressions and 188 clicks. The click thru rate was also the lowest at 0.021%. This would suggest that a direct statement rather than a question gets the best response from our audience.

### Summary

Therefore the campaign received **2,585 'click thrus'** to the [www.freecondomsglasgowandclyde.org](http://www.freecondomsglasgowandclyde.org) website with an **average click thru rate of 0.029%** and **average cost per click of £0.47**.

Clicks breakdown throughout the campaign:

Facebook has an average click-thru rate of 0.04% which means the Free Condom campaign was slightly below average however, due to the sensitive nature of the campaign combined with the fact that by clicking the ad you were referred to an external site these figures are to be expected and should be seen as a good result.

The high level of impressions on Facebook (almost 9million) ensured that we reached over 55% of our audience with the budget.

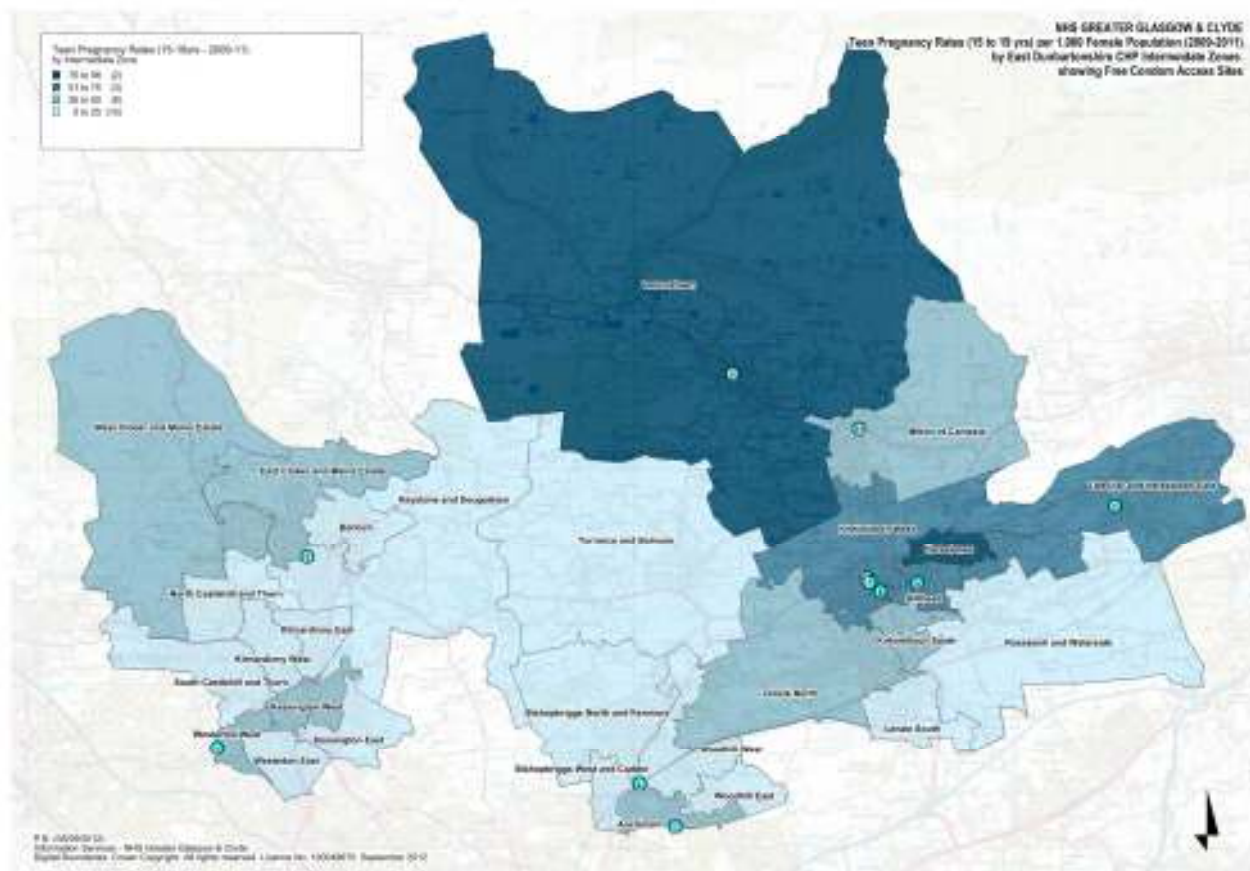
## Appendix 5 – CDS Mapping and List of Distribution Venues (as at December 2012)

**Note:** Lists of Distribution Venues were compiled at the end of December 2012. Venue maps were compiled in September 2012 and therefore will not illustrate venues recruited between September and December 2012.

### East Dunbartonshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
EDUN	Morrisons Supermarket Pharmacy	Glasgow	G64 2TR	Pharmacy
EDUN	Twechar Pharmacy	Twechar	G65 9TA	Pharmacy
EDUN	Dr Davdas & Dr McGroarty	Glasgow	G66 1DG	Doctors/H.C.
EDUN	Sandyford East Dunbartonshire -HUB	Glasgow	G66 3BF	Sandyford Services
EDUN	Streetlinks - Community Links Youth Partnership	Glasgow	G81 1BL	Youth Services
EDUN	Milngavie Clinic	Milngavie	G62 7AA	Doctors/H.C.
EDUN	Campsie Pharmacy	Milton of Campsie	G66 8EA	Pharmacy
EDUN	M Farren Ltd	Lennoxton	G66 7DB	Pharmacy
EDUN	Sinclair Pharmacy - Kirkintilloch	Glasgow	G66 1NG	Pharmacy
EDUN	Boots the Chemist - Kirkintilloch	Glasgow	G66 1JH	Pharmacy
EDUN	Pulse Pharmacy	Kirkintilloch	G66 2PX	Pharmacy
EDUN	Auchinairn Pharmacy	Glasgow	G64 1NG	Pharmacy
EDUN	Sinclair Pharmacy - Bearsden	Glasgow	G61 1LF	Pharmacy

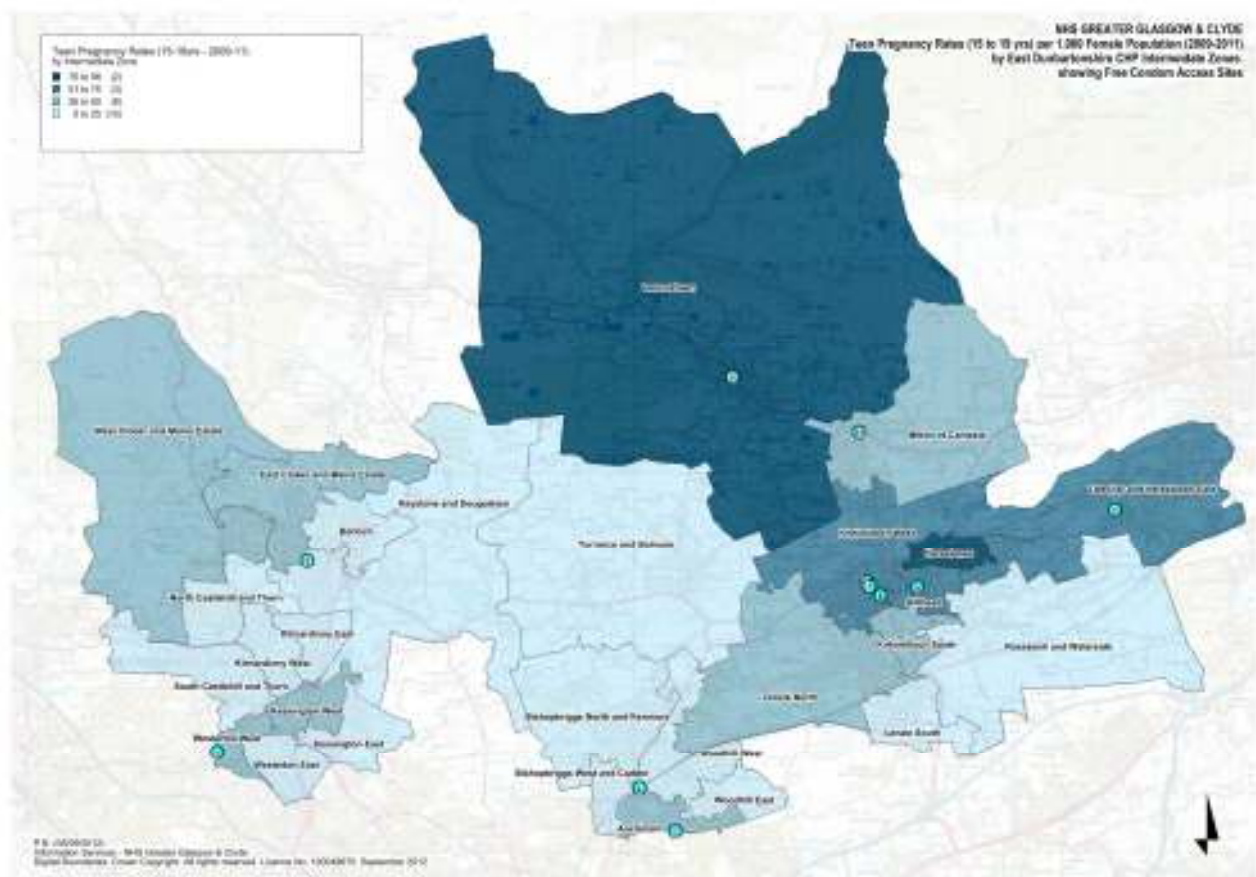
### East Dunbartonshire – Map of Open Access Venues



## East Renfrewshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
EREN	Superdrug - Newton Mearns	Glasgow	G77 6EY	Pharmacy
EREN	East Renfrewshire CAT	Glasgow	G77 1EE	Addiction Services
EREN	Thornliebank Health Centre	Glasgow	G46 8NY	Doctors/H.C.
EREN	Sandyford East Renfrewshire - HUB	Barrhead	G78 1SW	Sandyford Services
EREN	THE PLACE @ Clarkston East Renfrewshire YHS	Glasgow	G46 6UG	NHS Youth Health Services
EREN	Williamwood Medical Centre	Glasgow	G76 7NW	Doctors/H.C.
EREN	Boots the Chemist - Barrhead	Barrhead	G78 1SL	Pharmacy
EREN	Neilston Pharmacy	Glasgow	G78 3NH	Pharmacy
EREN	THE PLACE @ Barrhead East Renfrewshire YHS	Glasgow	G46 6UG	NHS Youth Health Services
EREN	Eaglesham Pharmacy	Glasgow	G76 0JQ	Pharmacy
EREN	Lloyds Pharmacy - Giffnock	Glasgow	G46 6PW	Pharmacy
EREN	Busby Pharmacy	Glasgow	G76 8DU	Pharmacy
EREN	Youth Addiction Advice & Support Service	Barrhead	G78 1EE	Addiction Services
EREN	Clarkston Clinic	Glasgow	G76 7AT	Doctors/H.C.
EREN	The Museum @ Barrhead East Renfrewshire	Glasgow	G46 6UG	NHS Youth Health Services
EREN	The Edge @ Newton Mearns East Renfrewshire	Glasgow	G46 6UG	NHS Youth Health Services
EREN	Carmunnock Pharmacy	Glasgow	G76 9BP	Pharmacy

## East Renfrewshire – Map of Open Access Venues



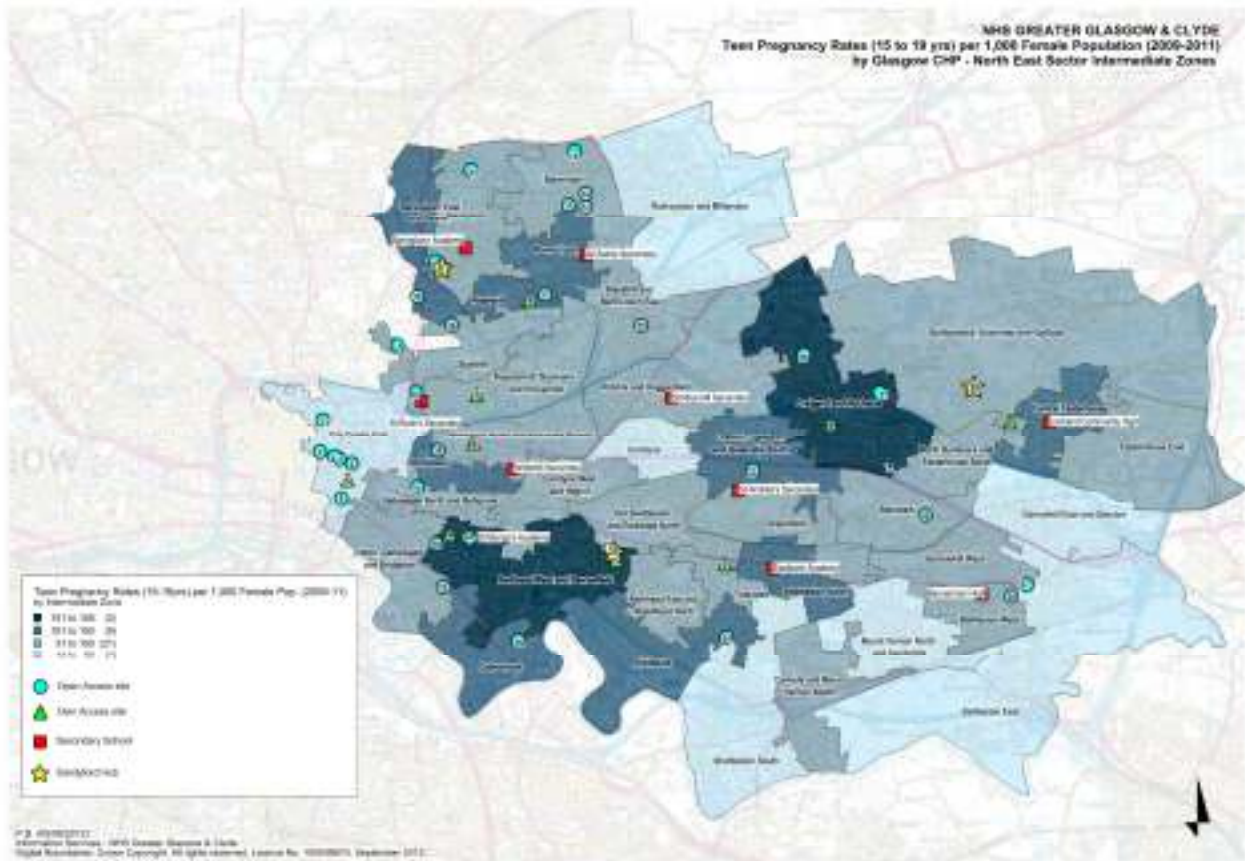


## Glasgow North East – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC NE	Boots the Chemist - Queen Street	Glasgow	G1 2AF	Pharmacy
GCC NE	J & JG Dickson & Son Ltd	Glasgow	G40 1QA	Pharmacy
GCC NE	Lloyds Pharmacy - Baillieston	Glasgow	G69 6SG	Pharmacy
GCC NE	Red Road Pharmacy	Glasgow	G21 4PL	Pharmacy
GCC NE	Colin Fergusson Pharmacies	Glasgow	G21 3PR	Pharmacy
GCC NE	Colin Fergusson Pharmacies	Glasgow	G21 4AL	Pharmacy
GCC NE	Lloyds Pharmacy - Sighthill	Glasgow	G21 1RL	Pharmacy
GCC NE	Barmulloch Library	Glasgow	G21 3PX	Library
GCC NE	Royston Library	Glasgow	G21 2QR	Library
GCC NE	Springburn Library	Glasgow	G21 1JY	Library
GCC NE	ASK University of Strathclyde	Glasgow	G1 1JH	College/University
GCC NE	Glasgow Caledonian University	Glasgow	G4 0BA	College/University
GCC NE	University of Strathclyde Health Service	Glasgow	G1 1XH	College/University
GCC NE	The Community Health Shop	Glasgow	G33 4RZ	Community Centre
GCC NE	Eastend Healthy Living Centre	Glasgow	G40 2AL	Community Centre
GCC NE	Say Women	Glasgow	G32 7XP	Community Health/Social
GCC NE	Easterhouse Community Health Centre	Glasgow	G34 9HQ	Doctors/H.C.
GCC NE	Glenmill Medical Practice	Glasgow	G33 1EW	Doctors/H.C.
GCC NE	Baillieston Health Centre	Glasgow	G69 7AD	Doctors/H.C.
GCC NE	Sandyford North - HUB	Glasgow	G21 1TR	Sandyford Services
GCC NE	Sandyford East - HUB	Glasgow	G31 5BA	Sandyford Services
GCC NE	Sandyford Easterhouse - Satellite	Glasgow	G34 9HQ	Sandyford Services
GCC NE	Abbey Chemist	Glasgow	G1 5EN	Pharmacy
GCC NE	City of Glasgow College	Glasgow	G1 2BP	College/University
GCC NE	Broomton Road Community Shop	Glasgow	G21 3RU	Community Centre
GCC NE	Parkhead Youth Project	Glasgow	G31 5BW	Youth Services
GCC NE	Young Women's Project	Glasgow	G40 2BN	Community Health/Social
GCC NE	LGBT Youth	Glasgow	G1 1DX	Youth Services
GCC NE	Bridgeton Health Centre	Glasgow	G40 2DA	Doctors/H.C.
GCC NE	Shettleston Health Centre, Community Reception	Glasgow	G32 4JZ	Doctors/H.C.
GCC NE	Townhead Health Centre	Glasgow	G31 2ES	Doctors/H.C.
GCC NE	Springburn Health Centre - Community Reception	Glasgow	G21 1TR	Doctors/H.C.
GCC NE	Wallacewell Medical Centre	Glasgow	G21 3RW	Doctors/H.C.
GCC NE	Parkhead Health Centre Community Reception	Glasgow	G31 5BA	Doctors/H.C.
GCC NE	Tollcross Medical Centre	Glasgow	G32 8UH	Doctors/H.C.
GCC NE	Glasgow Royal Infirmary-Liver/Gastroenterology	Glasgow	G31 2ER	Acute
GCC NE	Dalmarnock Futures Forum	Glasgow	G40 3HE	Community Centre
GCC NE	Lightburn Pharmacy	Glasgow	G32 6LY	Pharmacy
GCC NE	Rosemount Lifelong Learning	Glasgow	G21 2HL	Vocational/Training
GCC NE	Queenside Training Centre	Glasgow	G33 4ND	Workplace
GCC NE	Hunter Street Health & Resource Centre (Homeless)	Glasgow	G4 0UP	Doctors/H.C.
GCC NE	New Stobhill Patient Information Centre	Glasgow	G21 3UW	Acute
GCC NE	North Glasgow College	Glasgow	G21 4TD	College/University
GCC NE	Apple Pharmacy - Craigend	Glasgow	G33 5NZ	Pharmacy
GCC NE	Boots the Chemist - The Fort	Glasgow	G33 5AL	Pharmacy
GCC NE	James McLean Project	Glasgow	G21 4NT	Housing Services
GCC NE	Lloyds Pharmacy - Bridgeton	Glasgow	G40 2RZ	Pharmacy
GCC NE	Family Nurse Partnership	Glasgow	G34 9HQ	Community Health/Social
GCC NE	HMP Barlinnie	Glasgow	G33 2QD	Criminal Justice
GCC NE	Barnardos 16+	Glasgow	G4 9JT	Housing Services
GCC NE	Youthbuild (Action for Children) - Rockbank St	Glasgow	G40 2UE	Vocational/Training
GCC NE	Youthbuild (Action for Children) - Ibrox	Glasgow	G51 2JR	Vocational/Training

GCC NE	Macbon Chemist	Glasgow	G32 8UQ	Pharmacy
GCC NE	Boots the Chemist - Dennistoun	Glasgow	G31 1RB	Pharmacy
GCC NE	Asda Stores Ltd - Robroyston	Glasgow	G33 1AD	Pharmacy
GCC NE	Morrisons Supermarket Pharmacy	Glasgow	G69 7HU	Pharmacy
GCC NE	Rowlands Pharmacy - Springburn Way	Glasgow	G21 1TR	Pharmacy
GCC NE	Superdrug - The Forge	Glasgow	G31 4EB	Pharmacy

### Glasgow North East – Map of Venues



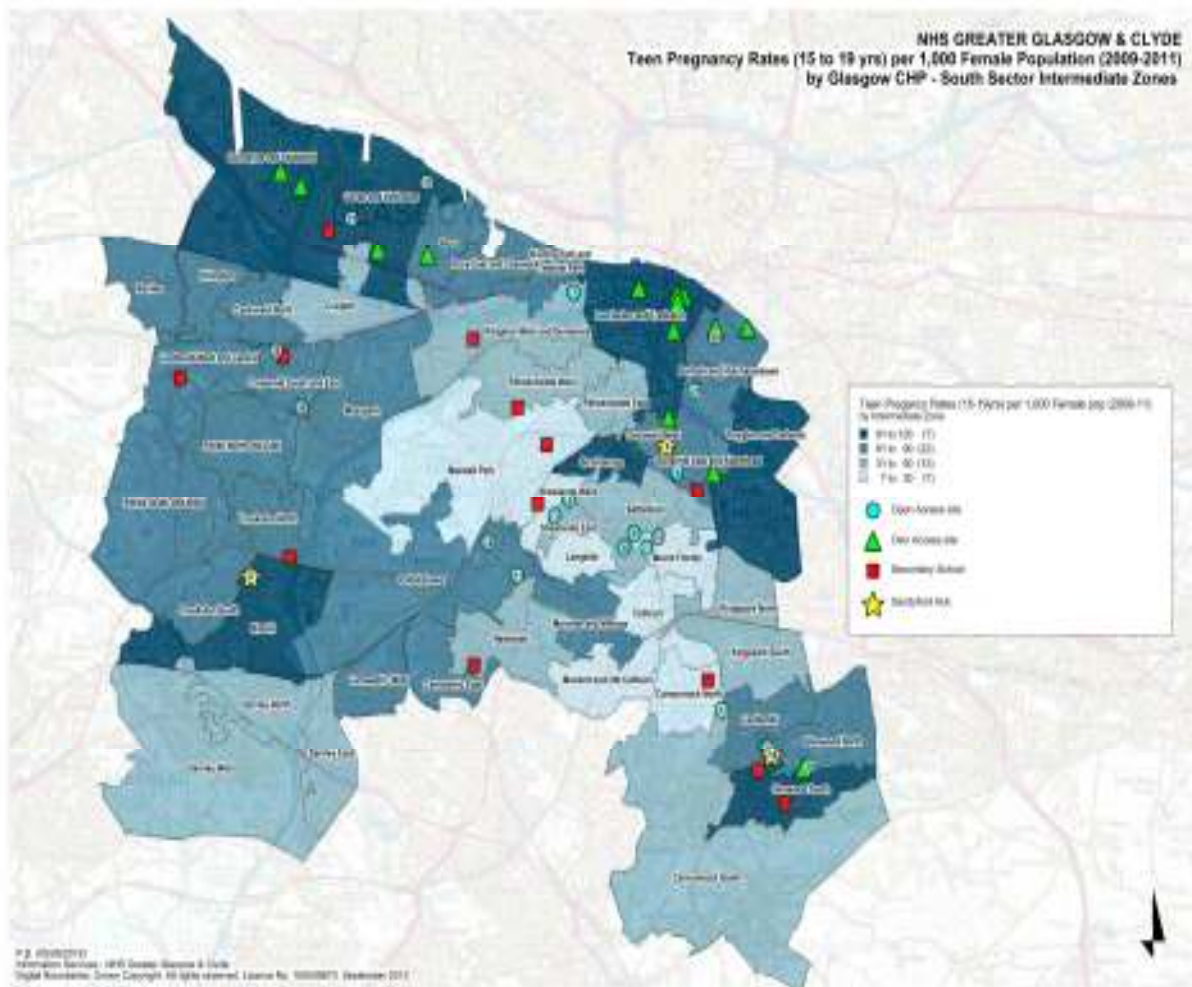
## Glasgow North West – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC NW	Andrew Hand Pharmacy	Glasgow	G14 9UT	Pharmacy
GCC NW	Bannermans Healthcare Pharmacy	Glasgow	G22 5JL	Pharmacy
GCC NW	Boots the Chemist - St Enoch	Glasgow	G1 4LZ	Pharmacy
GCC NW	Boots the Chemist - Central Station	Glasgow	G1 3SG	Pharmacy
GCC NW	Houlihan Pharmacy	Glasgow	G11 6TF	Pharmacy
GCC NW	North CAT	Glasgow	G22 5JZ	Addiction Services
GCC NW	North CAT	Glasgow	G20 9PY	Addiction Services
GCC NW	Maryhill Library	Glasgow	G20 9AD	Library
GCC NW	Milton Library	Glasgow	G22 7QR	Library
GCC NW	Possilpark Library	Glasgow	G22 5JJ	Library
GCC NW	Queen Margaret Union	Glasgow	G12 8QN	College/University
GCC NW	Youth Health Service @ Possilpark	Glasgow	G22 5JZ	NHS YHS
GCC NW	Youth Health Service @ Maryhill	Glasgow	G20 9DR	NHS YHS
GCC NW	Gartnaval Hospital, Hepatitis Centre	Glasgow	G12 0YN	Acute
GCC NW	Glasgow Life (c/o Blairdardie Sports Pavillion)	Glasgow	G15 8TG	Sport
GCC NW	The Prince's Trust (Fairbridge)	Glasgow	G20 9PX	Vocational/Training
GCC NW	Maryhill Health Centre Community Reception	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Garvie & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Craig & Partners (Springburn Methadone Clinics)	Glasgow	G22 5SS	Doctors/H.C.
GCC NW	Dr G Martin & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Mackenzie & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Milton Medical Centre	Glasgow	G22 7JL	Doctors/H.C.
GCC NW	Dr Nugent & Partners	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Sandyford Central	Glasgow	G3 7NB	Sandyford Services
GCC NW	LG Pharmacy	Glasgow	G3 8XU	Pharmacy
GCC NW	DRC Youth Project	Glasgow	G14 0LL	Youth Services
GCC NW	G15 Youth Project	Glasgow	G15 7XN	Youth Services
GCC NW	Northern United Communities	Glasgow	G20 9NF	Youth Services
GCC NW	218 Project	Glasgow	G2 4HW	Housing Services
GCC NW	Woodside Health Centre	Glasgow	G20 7LR	Doctors/H.C.
GCC NW	Dr Connelly & Dr Harkins, Suite 1a	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Phoenix Futures, Scotland National Office	Glasgow	G2 2EE	Addiction Services
GCC NW	Temple Shafton Youth Project	Glasgow	G13 1AX	Youth Services
GCC NW	Annexe Communities	Glasgow	G11 5PE	Community Centre
GCC NW	Base 75	Glasgow	G2 8QD	Community Health/Social
GCC NW	Sacro	Glasgow	G2 6LD	Community Health/Social
GCC NW	Sandyford Drumchapel - Satellite	Glasgow	G15 7TS	Sandyford Services
GCC NW	Elpis Centre	Glasgow	G20 9RQ	Housing Services
GCC NW	North West CAT	Glasgow	G20 7JZ	Addiction Services
GCC NW	Free Condoms Service - Health Improvement Team	Glasgow	G3 7NB	Sandyford Services
GCC NW	Woodside Health Centre (C-Wing)	Glasgow	G20 7LR	Doctors/H.C.
GCC NW	Blue Triangle Housing Association- Holland St	Glasgow	G2 4NG	Housing Services
GCC NW	British Red Cross - Sauchiehall Street	Glasgow	G2 3JD	Community Health/Social
GCC NW	Reach Pharmacy (formerly Apple)	Glasgow	G3 8LY	Pharmacy
GCC NW	Boots the Chemist - Sauchiehall Street	Glasgow	G2 3EN	Pharmacy
GCC NW	Glasgow University Union	Glasgow	G12 8LX	College/University
GCC NW	Glasgow University Student's Rep. Council	Glasgow	G12 8QQ	College/University
GCC NW	Quarriers Drumchapel Supported Youth Project	Glasgow	G15 8LB	Housing Services
GCC NW	Possilpark Health Centre Community Reception	Glasgow	G22 5EG	Doctors/H.C.
GCC NW	Anniesland College	Glasgow	G12 0YE	College/University
GCC NW	The Surgery	Glasgow	G4 9BL	Doctors/H.C.
GCC NW	Dr Greaves Surgery	Glasgow	G15 7TS	Doctors/H.C.



GCC NW	CHYP, Council for Homeless Young Persons	Glasgow	G20 6DF	Housing Services
GCC NW	Royal Conservatoire of Scotland Student's Union	Glasgow	G20 8PD	College/University
GCC NW	Barclay Medical Centre, The Fraser Building	Glasgow	G12 8QF	Doctors/H.C.
GCC NW	Northcote Surgery	Glasgow	G12 9LD	Doctors/H.C.
GCC NW	Sinclair Pharmacy - Scotstoun	Glasgow	G14 0YT	Pharmacy
GCC NW	Health, Safety & Environmental Section	Glasgow	G1 4BA	Workplace
GCC NW	Glasgow City on Alcohol - SOS Bus	Glasgow	G2 3LG	Addiction Services
GCC NW	Maryhill Dispensary Ltd	Glasgow	G20 9DR	Pharmacy
GCC NW	Quarriers What If Project	Glasgow	G20 9PX	Housing Services
GCC NW	Turning Point Scotland, Moving On - Drumchapel	Glasgow	G15 7AH	Housing Services
GCC NW	Turning Point Scotland, Moving On - Maryhill	Glasgow	G20 9AG	Housing Services
GCC NW	Glasgow YWCA	Glasgow	G3 7PJ	Community Health/Social
GCC NW	Glasgow School of Art Students Association	Glasgow	G2 3LW	College/University
GCC NW	Aberlour Family Support Service (Number One)	Glasgow	G12 0RR	Housing Services
GCC NW	Aberlour Bridges Service (Possilpark)	Glasgow	G22 5QG	Community Health/Social
GCC NW	Lend Lease - Scottish Hydro Arena	Glasgow	G3 8UW	Workplace
GCC NW	Dr Logan, Datta & MacDonald	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Dr Duffy & Dr Morgan (+ Dr Turner/Dr McGonagle)	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Aspire Housing - Hillhead	Glasgow	G12 8PY	Housing Services
GCC NW	PIED Clinic	Glasgow	G20 9PX	Addiction Services
GCC NW	Right Track	Glasgow	G15 8NS	Vocational/Training
GCC NW	Elpis Outreach	Glasgow	G20 9RE	Housing Services
GCC NW	Move On	Glasgow	G1 4AA	Vocational/Training
GCC NW	Drumchapel HC - Main Reception Desk	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Crossreach - Whiteinch Move On Service	Glasgow	G14 9RN	Addiction Services
GCC NW	Balmore Surgery	Glasgow	G22 6LJ	Doctors/H.C.
GCC NW	Clyde Place Assessment Centre	Glasgow	G5 8AQ	Housing Services
GCC NW	Boots the Chemist - Great Western Road	Glasgow	G12 8RA	Pharmacy
GCC NW	Milton Pharmacy	Glasgow	G22 7EU	Pharmacy
GCC NW	John Gilbride Pharmacy	Glasgow	G11 5QF	Pharmacy
GCC NW	Boots the Chemist - Anniesland	Glasgow	G13 1DS	Pharmacy
GCC NW	Boots the Chemist - Queen Margaret Drive	Glasgow	G20 8NZ	Pharmacy
GCC NW	Boots the Chemist - Drumchapel	Glasgow	G15 7QR	Pharmacy
GCC NW	Woodside Pharmacy	Glasgow	G20 7LR	Pharmacy
GCC NW	Boots the Chemist - Clydebank	Clydebank	G81 2TL	Pharmacy
GCC NW	Boots the Chemist - Charing Cross	Glasgow	G2 3LW	Pharmacy

# Glasgow North West – Map of Venues

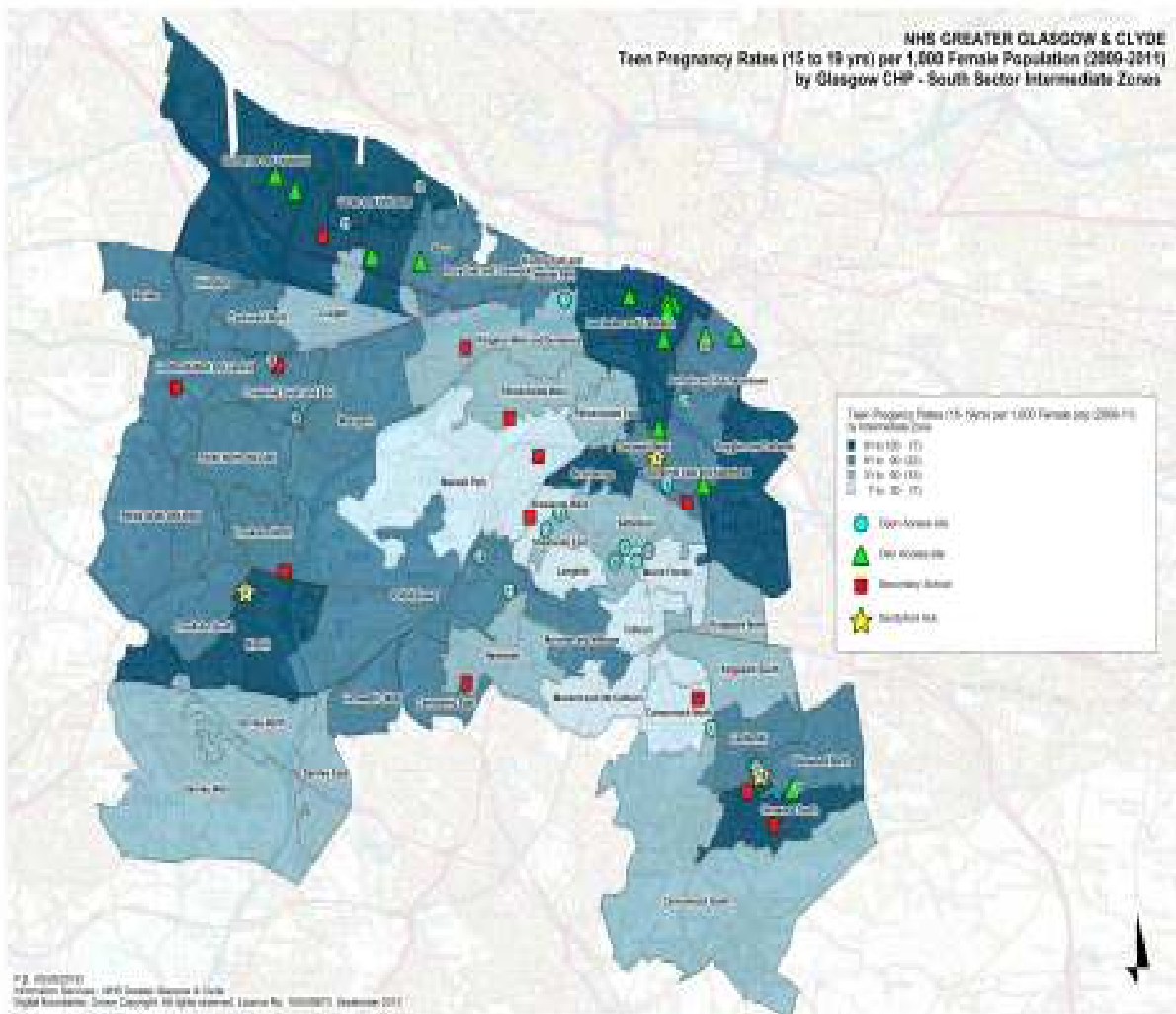


## Glasgow South – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC S	Lloyds Pharmacy - Carmunnock Rd	Glasgow	G44 5EH	Pharmacy
GCC S	Morrisons Supermarket Pharmacy	Glasgow	G43 1PU	Pharmacy
GCC S	South CAT - Gorbals	Glasgow	G5 ORE	Addiction Services
GCC S	South East CAT	Glasgow	G45 9US	Addiction Services
GCC S	South CAT - Govan	Glasgow	G51 3RR	Addiction Services
GCC S	Drug Court (DTTO, Glasgow)	Glasgow	G5 9EJ	Addiction Services
GCC S	Cardonald College	Glasgow	G52 3AY	College/University
GCC S	Open Road Service	Glasgow	G5 8BA	Community Health/Social
GCC S	Sandyford South East - HUB	Glasgow	G42 7DR	Sandyford Services
GCC S	Sandyford South West - HUB	Glasgow	G53 3EQ	Sandyford Services
GCC S	Youth Health Service @ South West Pollock	Glasgow	G53 3EQ	NHS YHS
GCC S	Sandyford Castlemilk - Satellite	Glasgow	G45 9AW	Sandyford Services
GCC S	Way to Go Café	Glasgow	G5 0QA	Youth Services
GCC S	Govan Youth Information Project	Glasgow	G51 3UW	Youth Services
GCC S	Govanhill Youth Project	Glasgow	G42 7AL	Youth Services
GCC S	Cardonald Medical Centre	Glasgow	G52 3SS	Doctors/H.C.
GCC S	Crossroads Youth & Community Association	Glasgow	G5 9QS	Youth Services
GCC S	Langside College	Glasgow	G42 9LB	College/University
GCC S	Langside College, Education Care & Support	Glasgow	G42 9LB	College/University
GCC S	Pollok Health Centre	Glasgow	G53 3EQ	Doctors/H.C.
GCC S	Govan Health Centre	Glasgow	G51 4BJ	Doctors/H.C.
GCC S	Pollokshaws Clinic	Glasgow	G43 1RR	Doctors/H.C.
GCC S	Glasgow Drug Crisis Centre	Glasgow	G5 8BA	Addiction Services
GCC S	Gorbals Health Centre	Glasgow	G5 0BQ	Doctors/H.C.
GCC S	T McLean & Sons - Shawlands	Glasgow	G41 3YN	Pharmacy
GCC S	Southern General Hospital	Glasgow	G51 4TF	Acute
GCC S	Streetwise	Glasgow	G45 0EQ	Youth Services
GCC S	Boots the Chemist - Govanhill	Glasgow	G42 8AE	Pharmacy
GCC S	Skills Academy	Glasgow	G5 9LQ	Workplace
GCC S	Hughes Chemist	Glasgow	G41 1HU	Pharmacy
GCC S	Youth Health Service @ Govanhill	Glasgow	G42 7DR	NHS YHS
GCC S	Youth Health Service @ Castlemilk	Glasgow	G45 9AW	NHS YHS
GCC S	New Victoria Patient Information Centre	Glasgow	G42 9LF	Acute
GCC S	Aberlour Youthpoint Glasgow	Glasgow	G51 2JA	Youth Services
GCC S	JP Mackie Pharmacy - Sinclair Drive	Glasgow	G42 9PB	Pharmacy
GCC S	JP Mackie Pharmacy - Pollokshaws Road	Glasgow	G41 3YF	Pharmacy
GCC S	JP Mackie Pharmacy - Paisley Road West	Glasgow	G52 3SS	Pharmacy
GCC S	Govanhill Women's Project	Glasgow	G42 0PQ	Housing Services
GCC S	Apple Pharmacy - Cathcart Road	Glasgow	G42 9XL	Pharmacy
GCC S	Castlemilk Health Centre	Glasgow	G45 9AW	Doctors/H.C.
GCC S	Kellock Pharmacy Limited	Glasgow	G45 9AA	Pharmacy
GCC S	Duradiamond Healthcare	Glasgow	G51 4SX	Workplace
GCC S	Adult Learning Disability Team	Glasgow	G5 9JJ	Community Health/Social
GCC S	Boots the Chemist - Crown Street	Glasgow	G5 9XT	Pharmacy
GCC S	De Paul House	Glasgow	G51 3RP	Housing Services
GCC S	Ailsa Surgery	Glasgow	G41 1HU	Doctors/H.C.
GCC S	Quarriers Stopover Project	Glasgow	G41 1QB	Housing Services
GCC S	Harmony Row Pharmacy	Glasgow	G51 3BA	Pharmacy
GCC S	Lloyds Pharmacy - 1604 Cardonald	Glasgow	G52 3QN	Pharmacy
GCC S	Battlefield Pharmacy	Glasgow	G42 9JT	Pharmacy
GCC S	M & M Pharmacy	Glasgow	G41 2HN	Pharmacy

GCC S	Gajree Pharmacy	Glasgow	G41 2QG	Pharmacy
GCC S	Boots the Chemist - Silverburn	Glasgow	G53 6AG	Pharmacy
GCC S	James Shields Project (Quarriers)	Glasgow	G41 1PZ	Housing Services
GCC S	Docherty Pharmacy	Glasgow	G43 1TY	Pharmacy
GCC S	Boots the Chemist - Cardonald	Glasgow	G52 3JL	Pharmacy
GCC S	Honey Pharmacy	Glasgow	G46 8PR	Pharmacy
GCC S	David L.L. Robertson Chemist	Glasgow	G42 8YG	Pharmacy
GCC S	Ralph Leslie Pharmacy	Glasgow	G44 3BL	Pharmacy
GCC S	SH Mehta Pharmacy	Glasgow	G41 1HU	Pharmacy

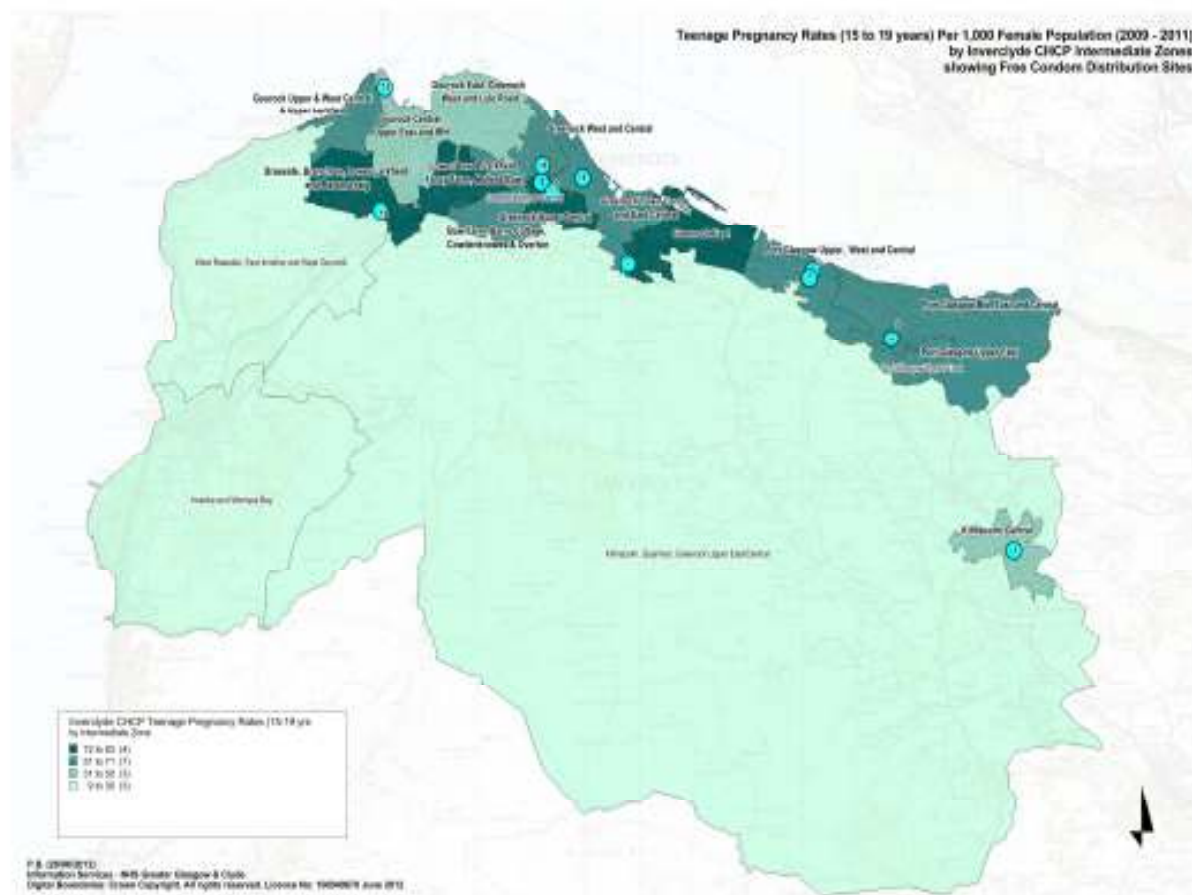
## Glasgow South – Map of Sites



## Inverclyde – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
INVER	David Wyse Pharmacy - Fore St	Port Glasgow	PA14 5EE	Pharmacy
INVER	Sandyford Inverclyde - HUB	Greenock	PA16 0XN	Sandyford Services
INVER	Sandyford Boglestone - Satellite	Port Glasgow	PA14 5UD	Sandyford Services
INVER	Dr Hogan, Allan & Quinn	Greenock	PA15 4LY	Doctors/H.C.
INVER	The New Surgery	Kilmacolm	PA13 4AP	Doctors/H.C.
INVER	Barnardo's Nurture Services Inverclyde	Greenock	PA15 1DJ	Community Health/Social
INVER	Still Pharmacy	Greenock	PA16 0UD	Pharmacy
INVER	Ardgowan Medical Practice	Greenock	PA16 8HW	Doctors/H.C.
INVER	The Medical Centre - Port Glasgow	Port Glasgow	PA14 5UD	Doctors/H.C.
INVER	Gourock Health Centre	Gourock	PA19 1AQ	Doctors/H.C.
INVER	Greenock Health Centre	Greenock	PA15 4LY	Doctors/H.C.
INVER	Boglestone Clinic	Port Glasgow	PA14 5UD	Doctors/H.C.
INVER	Hepatitis C Nurse Specialists	Greenock	PA16 0XN	Acute
INVER	James Watt College	Greenock	PA16 8HF	College/University
INVER	Integrated Drug Services	Greenock	PA15 1BQ	Addiction Services
INVER	Clyde Pharmacy	Greenock	PA15 4DA	Pharmacy
INVER	Community Learning & Development	Greenock	PA15 3DE	Youth Services
INVER	David Wyse Pharmacy - Port Glasgow	Port Glasgow	PA14 5HU	Pharmacy
INVER	Holmscroft HC Ltd	Greenock	PA15 4LY	Pharmacy
INVER	Inverclyde Centre for the Homeless	Greenock	PA15 1BZ	Housing Services
INVER	Inverclyde Youthbuild (Action for Children)	Greenock	PA15 4AX	Vocational/Training
INVER	Argyll Training Centre	Greenock	PA15 1QH	Vocational/Training
INVER	Inverclyde Alcohol Services	Greenock	PA15 4NA	Addiction Services
INVER	Tesco Pharmacy	Greenock	PA5 1LE	Pharmacy

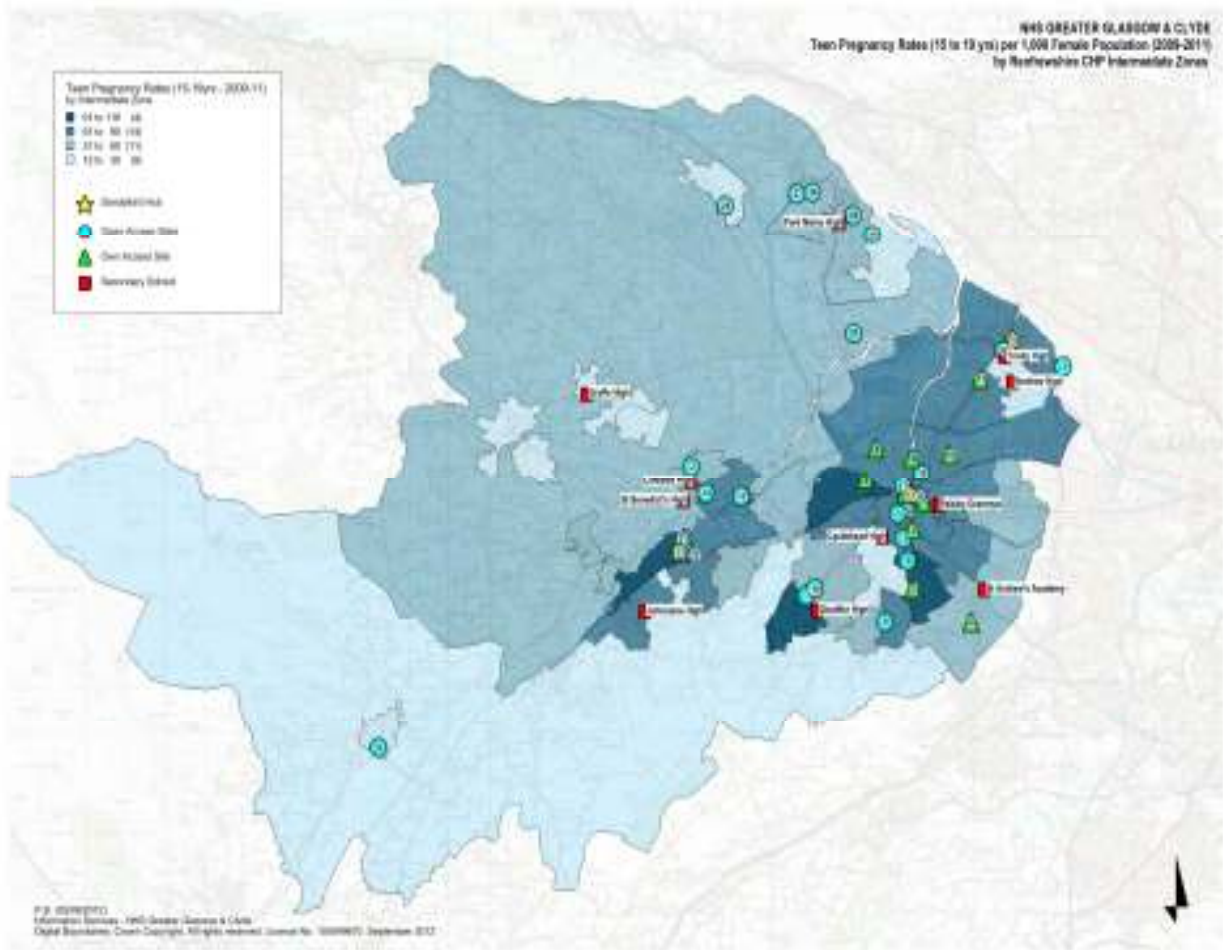
## Inverclyde – Map of Sites



## Renfrewshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
REN	National Construction College	Renfrew	PA4 9RQ	College/University
REN	Get Ready for Work	Paisley	PA3 4DB	Vocational/Training
REN	Sandyford Renfrewshire - HUB	Paisley	PA3 2AD	Sandyford Services
REN	Sandyford Renfrew - Satellite	Renfrew	PA4 8RU	Sandyford Services
REN	Sandyford Johnstone - Satellite	Johnstone	PA5 8EY	Sandyford Services
REN	Barnardos Threads Project	Paisley	PA2 7RG	Community Health/Social
REN	Renfrewshire Drug Service	Paisley	PA3 2DJ	Addiction Services
REN	Lochwinnoch Surgery	Lochwinnoch	PA12 4AH	Doctors/H.C.
REN	Boots the Chemist - Braehead	Glasgow	G51 4BP	Pharmacy
REN	Kibble Education and Care Centre	Paisley	PA3 2LG	Residential/Secure Unit
REN	Reid Kerr College Students' Association	Paisley	PA3 4DR	College/University
REN	Erskine Health Centre	Erskine	PA8 6BS	Doctors/H.C.
REN	Linwood Health Centre, Youth Drop-In	Paisley	PA3 3DE	NHS Youth Health Services
REN	Boots the Chemist - Linwood	Paisley	PA3 3PU	Pharmacy
REN	Blue Triangle Housing Association-Gallowhill	Paisley	PA3 4NB	Housing Services
REN	Johnstone Health Centre	Johnstone	PA5 8EY	Doctors/H.C.
REN	Anchor Mill Medical Practice	Paisley	PA1 1UB	Doctors/H.C.
REN	Foxbar Clinic	Paisley	PA2 9QR	Doctors/H.C.
REN	Rowlands Pharmacy - Renfrew	Renfrew	PA4 8QU	Pharmacy
REN	Co-Op Pharmacy - Renfrew	Renfrew	PA4 8QR	Pharmacy
REN	Drug Testing & Treatment Order, Renfrewshire	Paisley	PA3 2HT	Addiction Services
REN	The Barony Practice	Paisley	PA3 4AD	Doctors/H.C.
REN	APC, Dykebar Hospital	Paisley	PA2 7DE	Addiction Services
REN	Hughes Chemist	Erskine	PA8 7AA	Pharmacy
REN	Boots the Chemist - Johnstone	Johnstone	PA5 8AN	Pharmacy
REN	Integrated Alcohol Team	Paisley	PA2 7DE	Addiction Services
REN	SAUWS (Student Association of West of Scotland)	Paisley	PA1 2HB	College/University
REN	Moving On Renfrewshire & Inverclyde Project	Paisley	PA1 1EX	Vocational/Training
REN	Lloyds Pharmacy - Erskine	Erskine	PA8 6BS	Pharmacy
REN	Foxbar Pharmacy	Paisley	PA2 0JZ	Pharmacy
REN	Lloyds Pharmacy - Paisley Love St	Paisley	PA3 2DY	Pharmacy
REN	Lloyds Pharmacy - Paisley High St	Paisley	PA1 2BS	Pharmacy
REN	Glenburn Pharmacy	Paisley	PA2 8EL	Pharmacy
REN	Lloyds Pharmacy - Paisley Causeyside St	Paisley	PA1 1TX	Pharmacy
REN	Boots the Chemist - Central Way Paisley	Paisley	PA1 1EU	Pharmacy
REN	Co-Op Pharmacy - Paisley	Paisley	PA2 6LZ	Pharmacy
REN	Co-Op Pharmacy - Erskine	Erskine	PA8 7JQ	Pharmacy
REN	Bishopton Chemist (previously Andrew Hughes)	Bishopton	PA7 5AX	Pharmacy
REN	Penmans Pharmacy	Johnstone	PA5 8DP	Pharmacy
REN	Blue Triangle Housing Association - Renfrew	Renfrew	PA4 5EZ	Housing Services
REN	Ferguslie Health Centre	Paisley	PA3 1NT	Doctors/H.C.
REN	St James Medical Centre	Paisley	PA3 2HQ	Doctors/H.C.

# Renfrewshire – Map of Sites



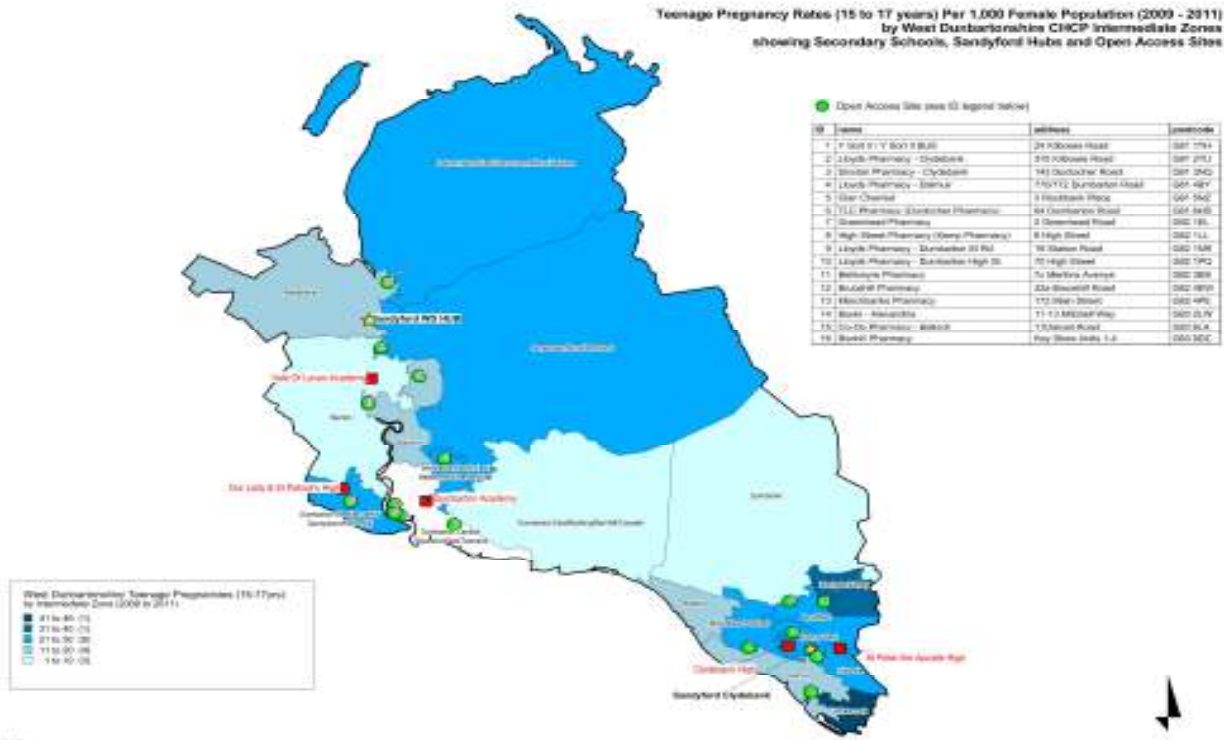
## West Dunbartonshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
WDUN	Lennox Harm Reduction Service	Dumbarton	G82 5JA	Addiction Services
WDUN	Clydebank CAT	Clydebank	G81 1UG	Addiction Services
WDUN	Sandyford West Dunbartonshire - HUB	Alexandria	G83 0UA	Sandyford Services
WDUN	Sandyford Clydebank - Satellite	Clydebank	G81 2TQ	Sandyford Services
WDUN	Y Sort It / Y Sort It BUS	Glasgow	G81 1TH	Youth Services
WDUN	Blue Triangle Housing Association	Clydebank	G81 1SQ	Housing Services
WDUN	Boots the Chemist - Alexandria	Alexandria	G83 0LW	Pharmacy
WDUN	LGBT Group - Clyde Valley	Clydebank	G81 2HB	Community Health/Social
WDUN	Alternatives - Dumbarton	Dumbarton	G82 1LG	Addiction Services
WDUN	All4Youth (Alternatives)	Alexandria	G83 0DY	Youth Services
WDUN	Blue Triangle Housing Association-Bonhill	Alexandria	G83 9NA	Housing Services
WDUN	Clarke's Pharmacy (previously Bellsmyre Pharmacy)	Dumbarton	G82 3EB	Pharmacy
WDUN	Greenhead Pharmacy	Dumbarton	G82 1EL	Pharmacy
WDUN	Lloyds Pharmacy - Dumbarton High St	Dumbarton	G82 1PQ	Pharmacy
WDUN	Brucehill Pharmacy	Dumbarton	G82 4EW	Pharmacy
WDUN	High Street Pharmacy (Kemp Pharmacy)	Dumbarton	G82 1LL	Pharmacy
WDUN	TLC Pharmacy (Duntocher Pharmacy)	Clydebank	G81 6HD	Pharmacy
WDUN	Bonhill Pharmacy	Dumbarton	G83 9DZ	Pharmacy
WDUN	Lloyds Pharmacy - Dumbarton St Rd	Dumbarton	G82 1NR	Pharmacy
WDUN	Co-Op Pharmacy - Balloch	Balloch	G83 8LA	Pharmacy
WDUN	Lloyds Pharmacy - Dalmuir	Clydebank	G81 4BY	Pharmacy
WDUN	Sinclair Pharmacy - Clydebank	Glasgow	G81 3NQ	Pharmacy
WDUN	Clan Chemist	Clydebank	G81 5NZ	Pharmacy
WDUN	Lloyds Pharmacy - Clydebank	Clydebank	G81 2TU	Pharmacy
WDUN	Alternatives - Clydebank	Clydebank	G81 1UG	Addiction Services
WDUN	Marchbanks Pharmacy	Dumbarton	G82 4PE	Pharmacy
WDUN	Oakview Medical Centre	Alexandria	G83 0LS	Doctors/H.C.



# West Dunbartonshire – Map of Venues

Teenage Pregnancy Rates (15 to 17 years) Per 1,000 Female Population (2009 - 2011)  
by West Dunbartonshire's CHCP Intermediate Zones  
showing Secondary Schools, Sanitaryfords Hubs and Open Access Sites



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## North & South Lanarkshire – Table of Sites

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
NLAN	Muirhead Clinic	Glasgow	G69 9NB	Doctors/H.C.
NLAN	Stepps Pharmacy, A & E Ceresa Ltd	Glasgow	G33 6HA	Pharmacy
NLAN	T McLean & Sons - Muirhead (Copland Chemist)	Glasgow	G69 9DX	Pharmacy
NLAN	JP Mackie Pharmacy - Glenmanor Av	Glasgow	G69 0LB	Pharmacy
NLAN	JP Mackie Pharmacy - Blackwoods Crescent	Glasgow	G69 0EN	Pharmacy
SLAN	Sandyford Camglen - Satellite	Cambuslang	G72 8JR	Sandyford Services
SLAN	The DEN	Glasgow	G73 2PQ	Youth Services
SLAN	Craigallan Avenue Medical Centre	Glasgow	G72 8RW	Doctors/H.C.
SLAN	Kyle Square Pharmacy	Rutherglen	G73 4QG	Pharmacy
SLAN	Superdrug - Rutherglen	Glasgow	G73 2LS	Pharmacy