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# Guided Evaluation Case Study: Evaluating online contraception provision in Surrey

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# Evaluating online contraceptive provision

## **Original expectations of the service:**

- Improve access including for rural population
- Reduce travel time
- Be more convenient for service users
- Shift activity for routine contraception online, freeing up clinical time for complex contraception and or LARC

## **Changes during first national lockdown:**

- Activity increased 2.5 fold in March 2020
- Service was extended to 3 London Boroughs
- And to pills being issued by nurses using a PGD rather than issuing FP10s.

# Evaluating online contraceptive provision

## **What we did?**

- Used the guided evaluation discussion to support the evaluation of Surrey's online contraception service
- 90 minute group session (commissioners, service managers & clinicians), facilitated by PHE and participants taken through a structured list of questions (sent in advance).

## **Progress to date:**

- Patients reported improved access to contraception
- High user satisfaction – recent survey 80% to 90% rated service as good to excellent
- Concluded it is feasible to do a medical history remotely and not all contraceptive appointments need to be face-to-face
- It is acceptable to send out prescriptions and or medication
- No untoward incidents

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## What next?

- Use of rapid evaluation tool (SSHS evaluation tables) to understand who has been using the service (pre and during the pandemic)
- Revisiting data to demonstrate if original objectives have been met
- Analyse if access for those living in rural areas has improved
- Development of new measures going forward (new v repeat users)
- Considering extending the offer to include patch, ring and injectable.

# Evaluating online contraceptive provision – feedback on guided discussion

- Useful to reflect in a dedicated time limited session during the pandemic to review progress with others (both commissioners and provider as a team)
- Constructive working in partnership with PHE, addressing challenging questions
- Liked the approach/method; ease of participation and good learning opportunity
- Fast turnaround of accurate report, which included list of suggested indicators
- Opportunity now to refine and improve the service.

‘I’d highly recommend taking up this offer of support for evaluation’

# List of participants & contacts

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