



Termination of Pregnancy Services in North Kirklees

Snapshot Report

Published June 2014

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Executive Summary

Healthwatch Kirklees was approached by North Kirklees Clinical Commissioning Group to complete some engagement work with people who have used Termination of Pregnancy Services (TOPS) to find out what they thought of the way that the services were provided. Our report represents a 'snapshot' of opinion from people accessing TOPS during a period of a couple of weeks and from some professionals who are involved in providing TOPS.

During June 2014, contact was made with professionals working for Locala and the British Pregnancy Advisory Service (*bpas*), who are the predominant providers of TOP services for North Kirklees. Patients using both of these service providers over the last 2 weeks of June were asked to complete feedback surveys sharing their views on how the service works.

Through this engagement, Healthwatch Kirklees has identified 3 key learning points that commissioners should consider when reviewing the service provision. These key learning points are:

1. Many patients would like to access both the TOP consultation and procedure in their local area

Although consultation can be accessed in North Kirklees, women have to travel to Leeds, Doncaster, Huddersfield, Halifax or further for the procedure. 13 of the 15 patients surveyed stated that they would have liked to access all parts of the service in North Kirklees, and 13 out of 14 said they would like the services to be provided in the same building.

Professionals reported that some patients requested to have the procedure take place at Dewsbury and District Hospital, and were frustrated not to be able to access it there. They also stated that they felt, as a minimum, the early medical abortion (available up to 9 weeks) should be available in North Kirklees.

2. Patients and professionals say it is crucial that there is a choice of where they go for their appointments, the type of procedure they have, and where possible, the time and date that it happens

For women in North Kirklees, there are several options available for accessing TOP services. However, quite often options are restricted by what procedures are provided at each location. Of those surveyed, 87% stated that they had a choice as to where to go, and all but one of those respondents stated that they were glad they had been given a choice.

Professionals are concerned that there are some factors that restrict and govern the choices made by women using the service, in particular travel concerns and costs to services based out of area. There may be personal reasons why a woman may not want to access a particular service (e.g. she has used the service before, she's concerned

that someone may see her entering the service) and it is important that alternatives are available.

3. Professionals have expressed concern that TOP services may not always be accessible for people with complex social needs

The most vulnerable people in North Kirklees have the same access and choice as everyone else, but the barriers they face may result in some people not being able to attend appointments. Sometimes this can be because the person doesn't have the ability to pay for travel costs upfront. Bpas & UPAC have told us they can fund travel and accommodation in some circumstances but it is unclear how consistent and accessible this funding is.

Understanding Termination of Pregnancy

An abortion is when a pregnancy is ended so that it does not result in the birth of a child. Approximately one in three women in the UK will have an abortion by the time they are 45 years old.

Abortion is not illegal in the UK, since the implementation of the Abortion Act 1967.

Before having an abortion, women attend a pre-abortion consultation with a professional who fully explains their options. If they decide to go ahead with the abortion, there are 2 procedures they can have:

- Medical abortion - the abortion pill (mifepristone) is available up to 23 weeks and 5 days of pregnancy. Early medical abortion (up to 9 weeks) requires 2 visits to the clinic with self-care at home. Medical abortion between 9 and 24 weeks requires an admission to the clinic on the second visit.
- Surgical abortion - is available up to 24 weeks of pregnancy. Up to 15 weeks, the procedure used is vacuum aspiration, which can be administered under local or general anaesthetic. Between 15 and 24 weeks, the procedure used is dilation and evacuation, which is carried out under general anaesthetic.

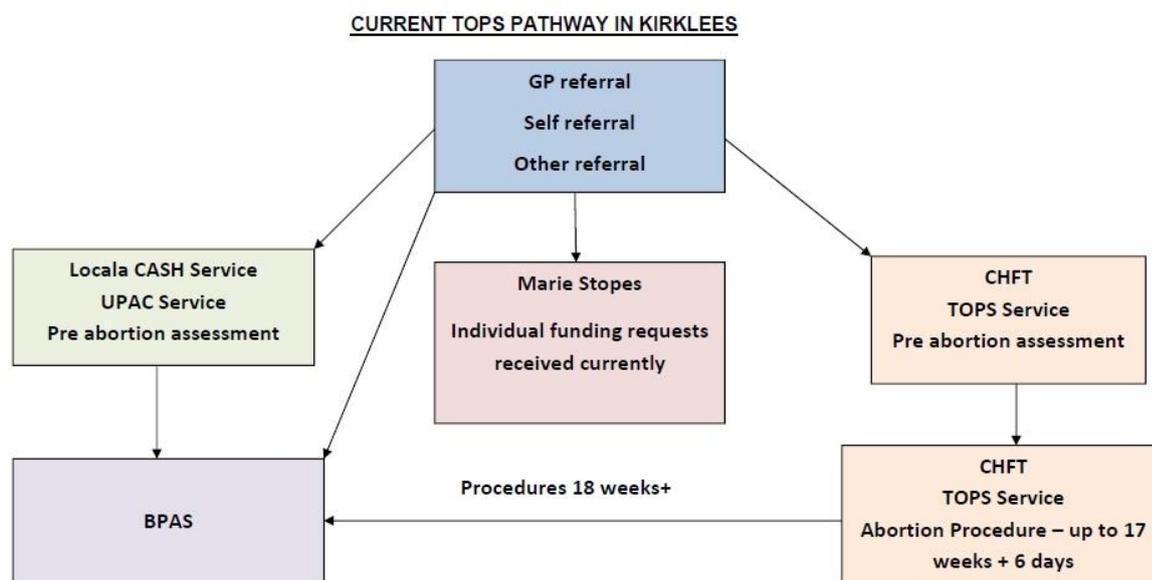
In cases where there is a substantial risk to the woman's life, or in cases of foetal abnormality, there is no legal time limit for abortion. Abortions after 24 weeks take place at NHS hospitals.

Local Context

In North Kirklees, women are able to access Termination of Pregnancy Services (TOPS) in a number of different ways, with different options available through each provider. The pathway is accessible to women of all ages, and there is no limit on the number of consultations and terminations that are available to North Kirklees residents.

In North Kirklees in 2012/13, 524 women used TOPS.

Below is a diagram that documents the TOPS pathway in this area:



Referral

Women are able to self-refer to the Unplanned Pregnancy Assessment and Consultation Service (UPAC) or the British Pregnancy Advisory Service (*bpas*). As some women speak with their GP before they have a pre-abortion assessment, GPs are able to complete direct referrals in to the service, or they can provide information to the individual so she can self-refer.

Unplanned Pregnancy Assessment and Consultation Service (UPAC)

The UPAC service is provided by Locala from Batley Health Centre, as part of the Locala Contraception and Sexual Health (CaSH) contract. Through this service, women can access a pre-abortion assessment, but their procedure takes place at another service. UPAC never assume that everyone who accesses their service wants to have an abortion; they will discuss all available options with people who are undecided. Following a consultation at UPAC, women are able to access advice about contraception through the CaSH service.

British Pregnancy Advisory Service (*bpas*)

bpas provide their TOP services to women from North Kirklees predominantly from their clinic in Leeds City Centre. Some women also access services at the Doncaster and Liverpool Centres, and a small amount of women travel further to access clinics in London. In 2012/13, 411 of the 542 women from North Kirklees using TOP services accessed at least some part of *bpas*'s service. They provide a pre-abortion assessment, a variety of different procedures, and support and aftercare. The options available at the different clinics are:

Leeds Clinic:

- Early medical abortion - available up to 9 weeks
- Early surgical abortion (local anaesthetic) - available up to 12 weeks

Doncaster Clinic:

- Early medical abortion - available up to 9 weeks
- Early surgical abortion - available to up 19weeks
- Late medical abortion - available up to 24weeks

Liverpool Clinic (open on a Saturday):

- Early medical - available up to 9 weeks
- Early surgical - available up to 12weeks
- Late surgical - available up to 24 weeks

bpas complete a follow-up after 24/48 hours with people who have had a medical abortion.

A 24hour helpline is provided to women who have used the service at *bpas*, for those who need to get advice, or who have concerning symptoms.

They provide consultation around contraception following a termination and are able to fit long-acting reversible contraception.

Other providers

Women are also able to access the service through Calderdale and Huddersfield NHS Foundation Trust (CHFT), with medical abortion available in at Calderdale Royal Hospital and surgical abortion (under local anaesthetic) available at Princess Royal in Huddersfield. The service in Calderdale has the capacity to support women with more complex needs, such as long term health conditions or drug and alcohol problems, which *bpas* are not able to do.

Marie Stopes, based in Leeds and Wakefield, provide both the assessment and the procedure, and can be accessed by North Kirklees residents if needed.

Why have we focused on this issue?

In May 2014, Healthwatch Kirklees met with the Senior Programme Manager and Service Development and Transformational Support Facilitator from North Kirklees Clinical Commissioning Group to discuss their review of the provision of termination of pregnancy services (TOPS) across North Kirklees. They wanted to enlist the help of Healthwatch Kirklees to gather views of people using the services and those who could use the service in the future.

One of the aims of Healthwatch Kirklees is to ensure that the most vulnerable and voiceless have their say, and we felt that through this piece of work we would be able to give women using these services an opportunity to give feedback.

What did we do to investigate?

Healthwatch Kirklees understands that termination of pregnancy is a complex subject, and as such we completed our work in a sensitive way, and were mindful of the need for our engagement with service users to be discrete, anonymous and confidential. We fully appreciated that people may be hesitant to give feedback about using TOP services. In order to obtain a full understanding of the impressions of TOPS in Kirklees, we felt it was necessary to discuss the services with both users of the service and professionals.

North Kirklees Clinical Commissioning Group wanted feedback from people who may use TOP services in the future. Healthwatch Kirklees felt this would be extremely difficult given the timescale of the work, and professionals working in TOP services told us that they have found it almost impossible to gather opinion from people who have never used their services.

Gathering professional views

Whilst completing our preliminary research, we met with Karen Hamilton, Development Manager, and Anne McCarthy, Service Manager at British Pregnancy Advisory Service (*bpas*) in Leeds who provide TOP services to women from North Kirklees. At this meeting we discussed the way in which they provide their services, appropriate ways to engage with service users, and concerns that they have about the way the service is delivered.

We had a similar telephone conversation with Dr Tabner, the clinician responsible for the UPAC service delivered by Locala from Batley Health Centre.

As the timeframe for completing the work was quite short, we were only able to approach the providers who offer the greatest proportion of TOP services to women in North Kirklees.

Gathering service user views

In order to allow women to provide anonymous feedback, we developed an online survey (see Appendix 1), which did not ask for any identifying information, asking for service users views on:

- Where patients would choose to access the service and whether they would like to receive that service from one location
- How important it is to be able to choose your provider and the location from which you receive the service
- Whether the services have been easy to access and available at convenient times
- Whether the current services provide clear information about the choice of procedures available, including what is involved and benefits/potential risks of each type of procedure
- Whether cultural or religious boundaries are being addressed in the way that the service is provided

Additionally, we asked an open question to allow people to share their views about what they would like to see. We created a flyer to promote this, on which it explained that you could contact us to request a printed survey if you were not able to access the internet to complete the survey.

We arranged with *bpas* that they would put a flyer in to all of the discharge packs of North Kirklees patients and would signpost them to the online survey.

We arranged with UPAC at Batley Health Centre that they would ask women to complete a paper copy of the survey after their consultation.

We also sent the link for the survey and the flyer through to:

- The different groups working from the WomenCentre in Dewsbury
- Greenhead College
- New College
- Kirklees College
- Locala Contraception and Sexual Health service Nursing Lead

In some cases, we received responses saying that the window of time for collecting responses was too short and that they didn't feel they would be able to help.

We were keen to do some face-to-face engagement with people who had experience of using the service, but knew that there would be limited opportunity to do so. A member of the Healthwatch Kirklees team spent an afternoon at *bpas* in Leeds to allow clients from North Kirklees to speak to her on a one-to-one basis. *bpas* invited Healthwatch Kirklees at a time when they had more patients from North Kirklees booked in for appointments.

Gathering other views

We have encouraged any one that we have contacted as a part of this work to send through their views around what TOP services should be like, whether or not they have used the service. We included a link to the survey on our most recent newsletter.

Additionally, Healthwatch Kirklees recently completed separate a piece of work looking at the way Sexual Health Service in general were provided across Kirklees. Some of the respondents to that survey had used TOP services, and their views form part of our findings.

What did we find?

Our timeframe to complete this engagement was very limited. We appreciate that the amount of feedback we have collected over this time is not be representative of the amount of people using this service, nor of the diverse population of North Kirklees. What we have been able to do is develop a snap-shot report on the use of TOP services across June 2014.

Results from survey on TOP services

15 people, who had used TOP services between 16 June and 25 June 2014, completed the survey.

Profile of respondents

Question asked	Number of respondents	% of respondents	
Age group	Under 16	1	7%
	16-18	1	7%
	19-25	5	33%
	20-35	2	13%
	36-45	6	40%
	Over 45	0	0%
	Ethnic group	Indian	3
White British		10	67%
Other white background		1	7%
Prefer not to say		1	7%

We had no respondents from anyone of any other ethnic origin			
Religion	Christianity Islam No religion Prefer not to say	5 3 6 1	33% 20% 40% 7%
We had no respondents from anyone of any other religion			
Sexual orientation	Heterosexual	15	100%
We had no respondents from anyone of any other sexual orientation			
Disability	Yes No	0 15	0% 100%
Postcode	BD11 WF12 WF13 WF14 WF15 WF17 North Kirklees	1 2 2 2 1 6 1	7% 13% 13% 13% 7% 40% 7%

Overview of findings

Overview of Findings		
Question asked	Number of respondents	% of respondents
What type of service have you used in the last 12 months?		
Pre-abortion	14	93%
Medical abortion	2	13%
Surgical abortion under general anaesthetic	0	0%
Surgical abortion with local anaesthetic	0	0%
I have supported someone to use an abortion service	0	0%
Where did you go for this service?		
Batley Health Centre	14	93%
Princess Royal Health Centre	0	0%
Calderdale Hospital	0	0%
BPAS in Leeds	2	13%
BPAS in Doncaster	0	0%

<p>Did you have a choice about where to go for the abortion?</p> <p style="text-align: right;">Yes 13 87% No 2 13%</p> <p>'No' responses go to question 5</p>		
<p>Was it helpful to have a choice about where to go?</p> <p style="text-align: right;">Yes, I preferred having a choice about where to go 12 92% No, I didn't mind whether I had a choice 1 8%</p>		
<p>Would you have preferred to have a service in North Kirklees or out of this area</p> <p style="text-align: right;">Yes, it would have been better for me if I could have had it done in North Kirklees 13 87% No, I preferred to go to a service outside of North Kirklees 2 13%</p>		
<p>Would you have preferred to have all parts of the service in one place?</p> <p style="text-align: right;">Yes 13 93% No 0 0% Don't know 1 7%</p>		
<p>How much information and advice were you given about the different methods of abortion?</p> <p style="text-align: right;">As much as I needed 10 67% Quite a lot 4 27% Some 0 0% Not enough 0 0% Don't know 1 7%</p>		
<p>Did you have any difficulties arranging or attending appointments because of your cultural, ethnic or religious background?</p> <p style="text-align: right;">Yes 0 0% No 13 93% Don't know 1 7%</p>		
<p>How much information and support did you received after the abortion?</p> <p style="text-align: right;">As much as I needed 11 85% Quite a lot 0 0% Some 1 8% Not enough 0 0% Don't know 1 8%</p>		

How easy was it to make an appointment with the service(s)?		
	Really easy	9 60%
	Quite easy	6 40%
	Not easy or difficult	0 0%
	Quite difficult	0 0%
	Really difficult	0 0%
	Don't know	0 0%
Were appointments available when you needed them?		
	Yes	10 67%
	No	3 20%
	Don't know	2 13%
Were the opening times suitable?		
	Yes	13 93%
	No	1 7%
	Don't know	0 0%
Was the service easy to get to?		
	Yes	14 93%
	No	1 7%

The main themes, including comments from services users, are shown below:

A local service

87% of respondents would have preferred to access a service in North Kirklees and 93% of respondents would have preferred to access all parts of the TOP service in one place, rather than having the initial assessment in one place and having to travel out of area for the procedure.

Needs to all be in one area locally

Would have been easier to have is done locally rather than having to come to Leeds. Travelling by public transport...just travelling was a problem

Choice

87% of respondents felt they had a choice about where to go for the abortion and 92% of respondents preferred having a choice about where to go.

One person didn't know that she could have gone straight to UPAC or bpas:

Made appointment with GP but could have self-referred to clinic but unaware

One person based her decision on where to go on how far she would have to travel:

There were choices about where to go but other places were too far. Not much choice apart from Doncaster

Information on different types of abortion

67% of respondents felt they were given as much information as they needed about different types of abortion; 27% felt they had received 'quite a lot' of information on this.

Got enough information about different types of abortion - this was given over the phone and when I came to bpas the first time

Barriers

Some people told us about barriers they faced when accessing TOP services:

I had difficulty arranging time off from work because I didn't want to explain why

Was very worried about travelling to Leeds two days and sorting childcare

Staff

Comments about staff were all positive

All staff were very pleasant and understanding and not at all patronising. I felt very comfortable using the service

Helpful, friendly staff

Results from Survey - Sexual Health Services

Healthwatch Kirklees recently completed a piece of work around sexual health services in Kirklees. Some of these respondents indicated that they had used TOP services

We have included a breakdown of these responses as they contain recent opinion from people who have used TOP services, however, responses do not relate exclusively to the use of TOP services.

There were 31 responses in total from people who had used TOP services or accessed TOP advice. Questions were optional, so not everyone answered every question.

Profile of respondents

Question asked	Number of respondents	% of respondents
Age group		
Under 16	1	4%
16-18	8	30%
19-25	10	37%
26-35	7	26%
36-45	1	4%
Over 45	0	0%
Ethnic group		
Pakistani	2	7%
Black African	1	3.5%
Asian and White	1	3.5%
Black Caribbean and White	3	10%
Other mixed background	2	7%
White British	20	69%
We had no respondents from anyone of any other ethnic origin		
Religion		
Christianity	5	18%
Islam	1	4%
No religion	20	74%
Prefer not to say	1	4%
We had no respondents from anyone of any other religion		
Sexual orientation		
Heterosexual	21	72%
Gay	0	0%
Lesbian	0	0%
Bisexual	6	21%
Other	2	7%
Disability		
No	26	93%

Of the 'yes' responses, the respondents defined their disability as follows:	Yes	2	7%
	Learning disability/difficulty	2	50%
	Mental health condition	2	50%
	Prefer not to say	1	25%
Postcode	BD11	1	
	WF12	3	
	WF13	1	
	WF15	2	
	WF16	1	
	WF17	1	
	HD1	2	
	HD2	4	
	HD3	3	
	HD4	1	
	HD5	2	
	HD6	1	
	HD7	2	
HD8	1		
HD9	2		

Overview of findings

Overview of Findings		
Question asked	Number of respondents	% of respondents
1. Which services have you used?		
Sexual health information and advice	16	52%
Testing for a sexually transmitted infection	23	74%
Treatment for a sexually transmitted infection	15	48%
Contraception	26	84%
Condoms	18	53%
Emergency contraception	11	35%
Pregnancy testing	17	55%
Pregnancy advice	12	39%
Termination of pregnancy advice	21	68%
Termination of pregnancy service	27	87%
Relationship advice	1	3%
2. Where did you go to get this/these services		
GUM Dewsbury	6	20%
GUM Princess Royal	14	47%
GP	15	50%
Practice nurse	2	7%
Contraception (CaSH Clinic)	13	43%
C-card access point	2	7%
Internet	3	10%
British Pregnancy Advisory Service	1	3%
TOP service at Princess Royal	7	23%
Brunswick Centre	1	3%
Pharmacy	2	7%
NHS 111	2	7%
Internet	3	10%
Advice from friend	7	23%
Advice from family member	3	10%
School/college drop in	7	23%
University Health Centre	1	3%
Voluntary sector/community organisation	0	0%
A service outside Kirklees area	2	7%
3. Is there anything that stops you from getting advice or treatment about sexual health?		
I am concerned about confidentiality	3	18%
The setting is too formal/clinical	1	6%
I don't like the building where services are provided	1	6%
I don't know where services are	1	6%
I don't know what service are available	3	18%
The opening hours are not convenient for me	10	59%
I feel I will be judged by staff	3	18%
I am too embarrassed to ask for help	4	24%
	6	35%

I don't want people in the waiting room to hear why I've come into the building	2	12%
There is no choice of male/female nurse or doctor	0	0%
It is too far/difficult to get to	2	12%
I have had a bad experience in the past		
4. Where would you like to get sexual health services from in the future?		
GP or practice nurse	20	74%
A building where all sexual health services are in one place	17	63%
Internet/text/e-mail	4	15%
NHS 111	4	15%
Pharmacy	4	15%
School/college drop in	4	15%
Young people's group	1	4%
Brunswick Centre	1	4%
Community/voluntary organisation	3	11%
5. What would be the most important thing(s) for you in a new sexual health service? ('very important' responses shown)		
Confidential service	25	83%
Expertise of staff	22	73%
Welcoming and relaxed atmosphere	20	67%
Open weekends	18	60%
Open evenings	15	50%
Being able to drop in without appointment	15	50%
Staff don't know me or my family	13	43%
Being able to choose appointment time	13	43%
In a building with other services not related to sexual health	13	43%
Good public transport links	13	43%
Able to see someone the same gender as me	12	40%
Close to home	9	30%
Close to my place of work/study	9	30%
Staff who know me	4	13%

The results from this survey show that the 31 respondents who have accessed TOP services have also used a wide range of other sexual health services.

Respondents have indicated that they would like to access sexual health services from their GP or practice nurse, or from a building where all sexual health services are in one place.

The top three barriers to accessing sexual health advice or treatment are: the opening hours not being convenient, not wanting the people in the waiting room to hear why you are there and being too embarrassed to ask for help.

The top three things people would want from sexual health services in the future are: confidential service, expertise of the staff and a welcoming and relaxed atmosphere.

Professional feedback

Whilst completing this work we spoke with senior staff and *bpas* and UPAC, who were able to provide us with their view point on the most important elements of the way the service is provided, and their key concerns. Additionally, we received some feedback during our Sexual Health work that is relevant to this issue. 6 key themes emerged from the discussions we had:

1. Keeping it local

All professionals had some concerns that you cannot access any termination procedure in the North Kirklees area. This means that all women who need to access the procedure incur the costs of travelling out of area, and in some cases, this is more than they can afford. However, *Bpas* told us that if a client is unable to fund travel (usually long distance for late gestation) they can help with funding for travel and accommodation if required. They often ask the CCG to help with this cost. UPAC can also fund some travel.

In the case of late surgical abortion under general anaesthetic, the most local place women from North Kirklees can access this is in Doncaster, which is not easily accessed from this area. In particular, the journey to Doncaster can be tricky for some South Asian women who find it difficult to travel alone.

Many women using the UPAC service have asked why they cannot have their procedure at Dewsbury and District Hospital, which would be more convenient for them.

2. Choice

Choice is of paramount importance to all providers of TOPS. Providers feel that women should be able to choose where they go for their appointments, the type of procedure they have, and where possible, the time and date that it happens.

Unfortunately, there are some factors that restrict choice, in particular concerns about the cost of travel. If you select a medical abortion, you are required to attend two appointments on consecutive days and, for some people, having travel costs on two days is too much and they will opt to travel further to have a surgical procedure where only one appointment is required. For other people, the cost of travelling a significant distance to have a surgical procedure is too much to pay out at any one time. These people sometimes have to opt to have a medical procedure because they can manage the smaller cost of two trips to Leeds more easily than having the higher cost of travelling further.

Also, some women choose options based more locally, rather than their preferred option, because they find the travelling too difficult.

3. Confidentiality and discretion

Professionals reported that users of the service wanted to ensure that their details would be kept completely confidential, and that waiting areas should be discrete and quiet.

Location of the service also needs to be discrete, as some women using the service are keenly aware that people they know may see them going in to the service. Staff raised concerns about this being a particular issue for women from the South Asian community, who feared that family and friends would find out that they had attended the service, and they would be stigmatised for this.

4. Staff attitude

It has been reiterated to us by all people involved with the service that it is crucial to employ approachable, non-judgemental, helpful staff within these services, as women who access TOP services are often frightened and feel they may be judged. Both *bpas* and UPAC explained to us that they have high staff retention rates, and that they receive really positive feedback about the staff delivering their service.

Some concerns were raised about co-locating TOP services with other gynaecology patients because it was felt that the attitude of the staff may not be the same as in a specialist TOP service.

5. Supporting people with complex needs

For the majority of women, the service at UPAC and *bpas* works well, but for those who are more vulnerable, with more chaotic lifestyles, accessing and using the service can be more difficult. For example, in cases where women are being supported by Adult Social Care, there is a hesitance from workers to take clients to appointments related to termination, which can mean that the service users cannot access the service.

6. Meeting cultural, ethnic and religious needs

Professionals didn't mention any difficulties in providing an accessible service to people from any background.

UPAC offer face-to-face interpreting for people who need this service. They never use family or friends to interpret as they must be certain that the decision to have an abortion (or not) is not influenced by other people during their consultation. *Bpas* offer telephone interpreting or will occasionally get the patients written consent to use a family member or friend to interpret for them.

There has been an increase in demand for TOP services from people from Eastern European backgrounds. Providing interpreting services for some of the less common languages is sometimes difficult as there may be only one interpreter for the whole of Yorkshire or the interpreter may be male.

7. Joint working

Both *bpas* and UPAC praise the work of the other organisation. They are keen to support each other in any way that they can, and will critique each other's work if that is needed. Both organisations are keen to do all they can to improve abortion services, and would be happy to do further work together to achieve this.

Patient Feedback Surveys

All providers of TOP services ask clients to complete feedback surveys which ask questions about the quality of their experience.

A vast majority of the feedback received is very positive. For quarters 2 and 3 of 2013/14, *bpas* received an average satisfaction score of around 9.35 out of 10.

Most positive comments are received about the quality of both administrative and clerical staff. Comments from the UPAC feedback survey include:

“All staff were very caring, showed empathy and understanding”

“I didn't feel judged, made me feel very comfortable”

Bpas ask their clients about the convenience of using their services. Although over 80% of people are satisfied with the timing and location of their appointment, there are some people who feel that the location of their services isn't convenient enough or that they had to wait too long for an appointment.

Conclusions

It is clear from the feedback that we received from all parties involved in this work that the TOPS provided to North Kirklees residents are highly regarded and work effectively for a large proportion of their clients.

There are 3 key points that we feel need to be properly considered in the commissioning of TOP services in the future. These are:

- Many patients would like to access both the TOP consultation and procedure in their local area
- Patients and professionals say it is crucial that there is a choice of where they go for their appointments, the type of procedure they have, and where possible, the time and date that it happens
- There are vulnerable patients in the North Kirklees area with complex needs who are struggling to access TOP services because those services are a substantial distance away and the patients have little assistance to help them to get there

To find out more about these key learning points, please review them in our Executive Summary.

Acknowledgements

We would like to thank the professionals listed below for the information they have provided and their help in engaging patients with this piece engagement work:

Karen Hamilton, Development Manager at *bpas*

Anne McCarthy, Service Manager at *bpas*

Dr Shirley Tabner, Clinician at UPAC

Odelle Whitehead at UPAC