

## Frequently Asked Questions

### **Why is my local clinic closing?**

We are making a number of changes to our clinics following feedback from both staff and our patients. We have decided to bring some of our smaller clinics into our sexual health hubs at The Junction in Bournemouth and Trinity Street in Dorchester. By doing this, we will be able to improve access to our hubs by providing a broader range of appointments and opening times.

### **Why can't I get a weekend appointment?**

We carried out a patient survey back in September which told us that people prefer evening and weekday appointments to those at the weekend. We are therefore closing our Saturday clinics at The Junction and Trinity Street, but will be opening on a Monday evening in Dorchester and increasing our appointments in the week at The Junction.

You can still access emergency contraception at your local pharmacy – visit Public Health's website [www.publichealthdorset.org.uk/your-health/](http://www.publichealthdorset.org.uk/your-health/) to find out your closest pharmacy.

We are also offering Saturday appointments in Poole, and online Chlamydia screening if you are under 25.

### **Why do I have to travel to access a clinic?**

Unfortunately, as with any specialist service, we are unable to provide clinics in every location. We are changing our service model to improve access at our two main sexual health hubs to provide you with a high quality service, where you can be seen by the right person at the right time. Although you might have to travel to reach our clinic, you should find we have a range of appointment times to suit your needs.

You can also contact your GP or local pharmacy for your sexual health needs.

### **I am not happy with these changes, who can I speak to?**

If you are not happy with the changes to your clinic, please email [dhc.cash.admin@nhs.net](mailto:dhc.cash.admin@nhs.net). Please give your name, phone number and we will respond to your concerns as soon as we can.