



Success report

2024/2025



University Hospitals
of Liverpool
Group

Axess sexual health service map

Governance

- SOPs and policies
- Risks and incidents
- Safeguarding
- Research and audit

Education partner training

- Schools
- Colleges
- Professional training
- Services working with young people
- School health
- Relationships and sex education
- Champions/SEND Champions training

Clinical outreach

- Vulnerable groups
- Hostels
- Sex workers
- Cytology and LARC for vulnerable groups
- Campaigns
- LGBTQIA+ SHOW Bus
- STI screening

Digital front door

- Website
- Online booking
- SH:24
- Clinic locations and opening times
- Advice and information

Integrated clinical delivery

- Long-acting reversible contraception (LARC)
- Safeguarding
- STI screening
- Emergency contraception
- STI treatment
- Complex contraception
- Cytology
- Dermatology clinics
- Condoms
- Microscopy
- Contraception
- HIV treatment
- Onward referral
- Psychosexual counselling

Partners

- GP
- Pharmacy
- PaSH
- Sahir House
- Early help teams
- PGDs
- Subcontracting
- Clinical training for partners

Specialist clinic provision

- Butterfly
- Axess 4 u
- Control, Alt, Delete (CAD)

Staff training and opportunities

- STIF
- Cytology
- Apprenticeships
- Annex21
- FSRH
- Journal club

Direct access pathways

- FNP
- PAUSE
- BPAS

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Introduction

An overview of what we've achieved during 2024/2025

Executive summary

This year has been one of remarkable achievement, resilience, and innovation for axess. In a time when the wider healthcare system continues to face immense pressures, our teams have worked with dedication, compassion, and creativity to provide safe, inclusive, and forward-thinking care to the communities we serve. From clinical excellence and national research leadership to pioneering outreach and education initiatives, axess has once again demonstrated why we are regarded as a leader in sexual healthcare.

HIV care has been a standout area of success. Our integrated approach has ensured consistently high testing rates, particularly among gay, bisexual and men who have sex with men. Our robust PrEP programme, including innovative express clinics and community outreach, has led to over 300 people accessing PrEP, with zero new HIV diagnoses reported among those with a history of PrEP use. These outcomes reflect not only the clinical skill of our teams but the strength of our patient pathways, prevention work and education. Our leadership in HIV research has also continued to grow, with axess staff playing a key role in multiple national and international studies, driving advancements in both treatment and prevention.

Beyond HIV, the service has continued to expand and improve across all areas. We have seen an increase in cervical screening uptake following the launch of targeted campaigns, weekend clinics, and enhanced training for smear takers. Our response to NHS England's cytology insight work has placed us at the forefront of improving access and experience for patients across the region. LARC uptake among under 18s has

exceeded target, a reflection of both the accessibility of our services and the expertise of our clinicians. Across the board, turnaround times for results—both online and in clinic—have improved dramatically, with many samples now processed in under 24 hours, and some given within hours of an appointment.

Education and outreach have continued to be pillars of our service. Almost 1800 people have engaged with our Outreach Team this year, supported by our mobile SHOW Bus and targeted campaigns delivered across Knowsley and beyond. Our Education Team trained hundreds of professionals working with young people, ensuring high-quality sex and relationships education is reaching those who need it most. Services such as the Butterfly clinic and the Control, Alt, Delete (CAD) programme have further demonstrated our commitment to inclusivity, providing safe and accessible care for trans and non-binary individuals, and supporting patients who face additional challenges around drug or alcohol use.

We are proud of the strength of our partnerships, which continue to enhance the breadth and quality of care we offer. Our collaboration with community pharmacies has enabled thousands of people across the borough to access emergency contraception quickly and confidently, with over 800 consultations delivered in pharmacy settings this year. Pharmacists have been supported by face-to-face training delivered

by our ACPs, ensuring safe, informed care in line with best practice. We have also worked closely with GP practices, early help teams, and others to create seamless patient journeys and ensure that those in need of sexual health support are referred without unnecessary barriers. These partnerships reflect our belief that collaboration is essential in delivering truly holistic care and reaching the people who need us most.

Our staff remain at the centre of every success. Training and development are embedded into axess' culture, and this year saw significant achievements in professional development, with nationally recognised presentations, prestigious awards, and career progression stories that reflect both the talent and the supportive environment within the service. Whether it's new starters sharing how welcomed and valued they feel, or senior practitioners delivering national best practice, it's clear that our teams are not just working together, they're growing together.

The feedback from patients speaks volumes. Over 97% of those surveyed rated our service as "good" or "very good", with similar numbers saying they felt treated with dignity and would recommend us to others. Even in the face of staffing and funding challenges, our service has continued to prioritise patient experience and safety, introducing new security measures, and maintaining excellent clinical governance throughout the year.

We also take great pride in our research leadership. With 13 peer-reviewed publications this year alone, and national recognition across a range of specialties including HSV, PrEP, genital dermatology, and women's health, our small but dedicated Research Team has punched well above its weight. This research doesn't sit separately from our clinical work, it directly informs and improves the care we offer every day.

It's important to remember that none of these achievements would be possible without the consistent, high-quality day-to-day work carried out by every team across our clinics. The routine delivery of care, the consultations, the screenings, the conversations, the follow-ups; is the foundation on which everything else is built. It is this steady, compassionate presence that allows us to innovate, to push boundaries, and to create added value across our service. The ability to lead nationally, grow research, and deliver specialist outreach, highlights the strength and reliability of our everyday clinical practice. That is something to be immensely proud of.

Luke Byrne

**Assistant Divisional Director of Nursing,
Sexual Health and HIV**

Martina Sheelan

**Axess Sexual Health and Community
HIV Outpatients Service Lead**

Martyn Wood

**Speciality Clinical Director axess
Sexual Health service and Consultant
in genitourinary and HIV medicine**



“

From clinical excellence and national research leadership to pioneering outreach and education initiatives, axess has once again demonstrated why we are regarded as a leader in sexual healthcare.

Luke Byrne, Assistant Divisional Director of Nursing, Sexual Health and HIV

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Our service

A report on the staff structure, training and governance of
axess sexual health

Clinical activity



Increased walk-in provision

- We listened to patient feedback and review of clinical delivery
- In April 2024, we extended clinical walk-in sessions, opening new slots on Mondays and Thursdays
- In Q1, 426 patients were seen
- In Q4, 883 patients were seen
- A total of 2887 patients were seen at walk-in clinics during 2024/2025



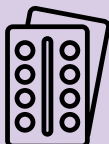
Reduction of waiting times

- We conducted an extensive review of waiting times and clinical flow
- To reduce waiting times, we increased staffing and adapted skill mixes to meet demand
- This has resulted in a reduction in waiting times.



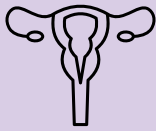
Consistent delivery of LARC

- LARC delivery and availability in Knowsley continues on an impressive trajectory. More appointments have been made available online and via the telephone booking system
- Q1 146 patients seen for LARC, increasing to 244 in Q4
- The number of IUC and SDI fitted or renewed in 24/25 is 771



Contraception delivery prioritised

- Contraceptive needs are assessed at every visit
- In 24/25 we issued 1807 methods of contraception
- This has been achieved through skilled clinicians and increased access to clinic.



Improved cytology access

- In 2024/2025 an impressive 377 cytology tests were undertaken in the Knowsley service
- Ease-of-access was prioritised for patients via a bookable online clinic and availability of routine appointments.



Consistent testing for CT/GC

- 4749 CT/GC tests performed at Knowsley during 2024/2025
- Continual monitoring conducted to ensure appointments are available and screening is offered at every visit.



Positive tests treated quickly

- CT/GC had 640 positive tests in Knowsley
- Patients are seen with limited delay, treatment is provided and partner notification is completed.



Young person services well attended

- We reinstated a much-needed young person's service at St Chad's, Kirkby
- This has enabled an additional evening clinic, a convenient time for young people who attend school and college
- The service is well attended and has been well-received by young people in Kirkby.

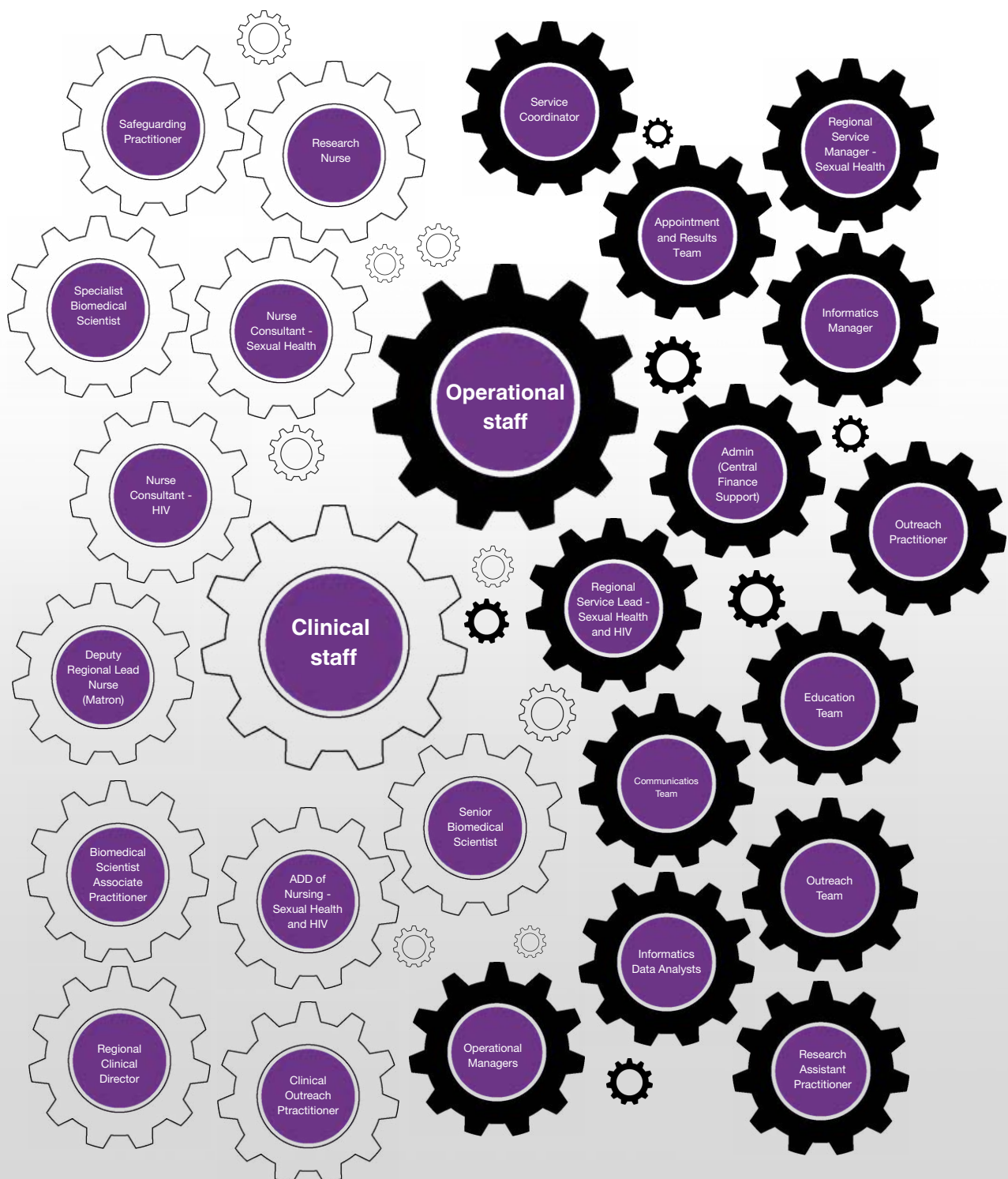


Urgent care needs treated

- 100% of service users contacting the service were seen or assessed on the same day by a clinician
- This has been made possible by additional staff, appropriate skills mix, and increased access to walk-in clinics.

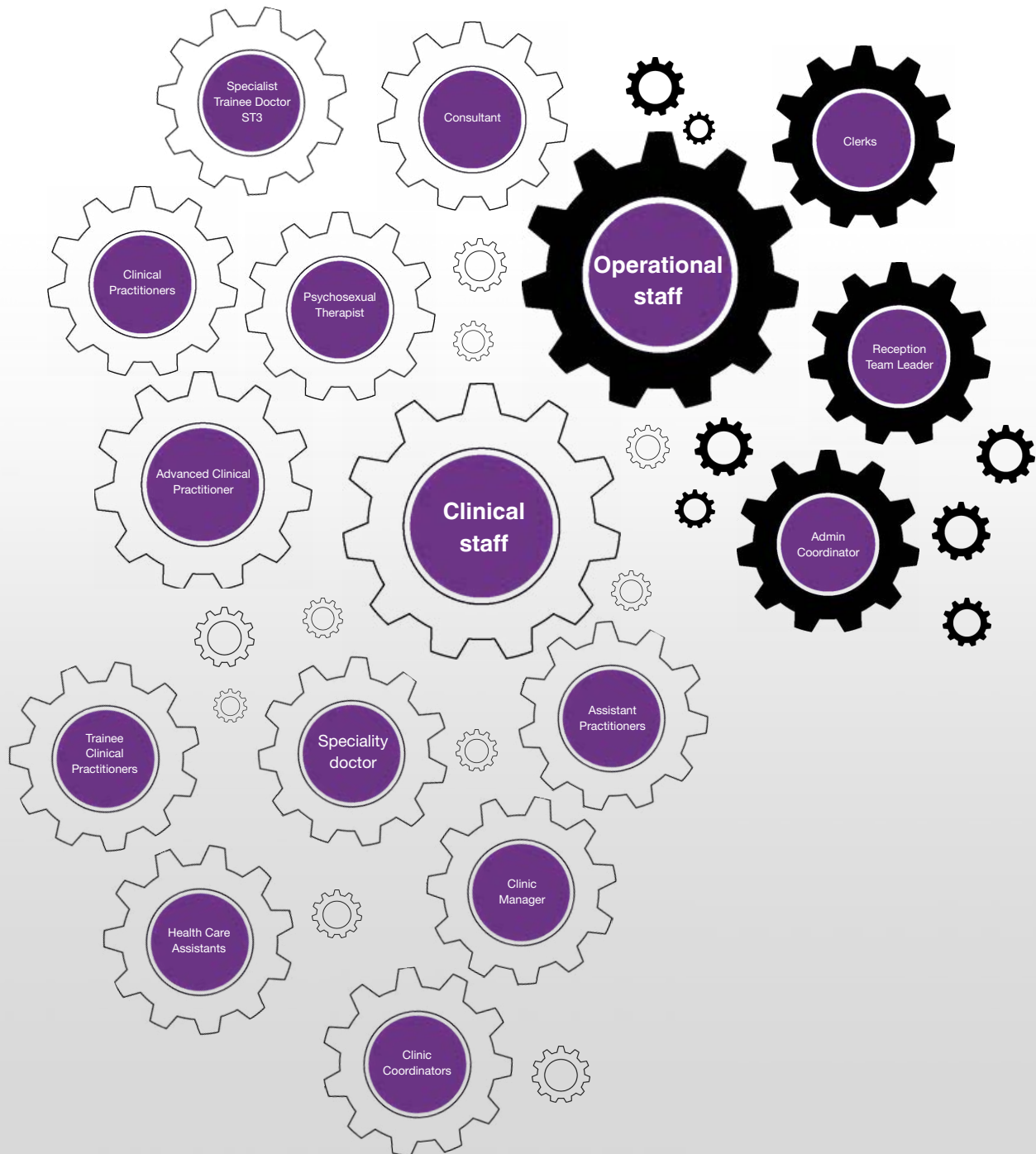
Service-wide workforce

The below diagram represents the different axess colleagues that make up our workforce across all of our service areas.



Knowsley workforce

The below diagram represents the different axes colleagues that make up our workforce, specific to our Knowsley service.





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I am incredibly proud to be part of such an innovative and supportive sexual health service, working alongside a dedicated, compassionate team who go above and beyond every day to make a real difference in the communities we serve.

Martina Sheelan, Axess Sexual Health and Community HIV Outpatients Service Lead

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Staff training

Nursing/midwifery training

Axess has developed a robust regional training pathway for all nurses and midwives at every level working within the service.

There are three key roles within the team: Trainee Clinical Practitioner, Clinical Practitioner and Senior/Advanced Clinical Practitioner. Trainee Clinical Practitioners are appointed using the 'Annex 21' section of the NHS Terms and Conditions of Service.

The structured training programme includes core training which ensures each practitioner has the necessary skills and competencies to provide high-quality integrated SRH. Our approach to training and development offers structured and achievable career progression.

Core training incorporates nationally recognised training programmes from the Faculty of Sexual and Reproductive Healthcare (FSRH) and the Sexually Transmitted Infection Foundation (STIF). This supports the development of standardised competencies within each role to ensure consistent service delivery.

Core training for each role can be seen in Table 1. We also offer additional training opportunities to those team members interested in more specialised care such as menopause and psychosexual medicine (Table 2).

Table 1: Core training

Core training
Trainee Clinical Practitioner
FSRH Essentials Contraception
Vaccination and Immunisation
STIF Foundation
Smear-taker training
Clinical practitioner
STIF Intermediate
FSRH Diploma
FSRH Letter of Competence in subdermal implant insertion and removal (SDI)
Senior/Advanced Clinical Practitioner
STIF Advanced
In-house bimanual and proctoscopy training
FSRH Letter of Competence in Intrauterine techniques
Non-Medical Prescribing

Table 2:

Additional Training Opportunities
FSRH Essentials Menopause
Introduction to Psychosexual Medicine
Cytology mentorship
FSRH Registered Trainer
Leadership training

Progress

There are eleven nurses/midwives providing direct clinical care within axess Knowsley. The below graph (Fig 1.) compares the number of team members who had achieved key qualifications at the outset of the integration process, compared with the number anticipated to achieve the qualification within the financial year 25/26. It is envisaged that all core training for our band 6 team members will be complete by the end of 2026.

Core training	As of 31 March 2025
Trainee Clinical Practitioner n=0	
FSRH Essentials Contraception	0/0 (100%)
Vaccination and Immunisation	0/0 (100%)
STIF Foundation	0/0 (100%)
Smear-taker training	0/0 (100%)
Venepuncture	0/0 (100%)
Cryotherapy in-house training	0/0 (100%)
Clinical Practitioner n=7	
Vaccination and immunisation	7/7 (100%)
Smear-taker training	7/7 (100%)
Venepuncture	7/7 (100%)
Cryotherapy in-house training	7/7 (100%)
STIF Intermediate	3/7 (42%)
STIF Intermediate in progress	2/7 (28%)
FSRH Diploma	6/7 (86%)
FSRH Diploma in progress	1/7 (14%)
FSRH Letter of Competence in SDI (Subdermal implant insertion and removal)	6/7 (86%)
FSRH Letter of Competence in SDI (Subdermal implant insertion and removal) in progress	1/7 (14%)

Success stories

National recognition of training excellence

In May 2024, axess was invited to present its innovative training and development model to over 300 delegates at the Faculty of Sexual and Reproductive Healthcare (FSRH) Trainer's Conference. The axess Nurse Consultant delivered a highly impactful session,

Senior/Advanced Clinical Practitioner n=4	
Vaccination and immunisation	4/4 (100%)
Smear-taker training	4/4 (100%)
Venepuncture	4/4 (100%)
Cryotherapy in-house training	4/4 (100%)
STIF Intermediate	4/4 (100%)
FSRH Diploma	4/4 (100%)
FSRH Letter of Competence in SDI (Subdermal implant insertion and removal)	4/4 (100%)
FSRH Letter of Competence in SDI (Subdermal implant insertion and removal) in progress	0/4 (0%)
STIF Advanced	1/4 (25%)
STIF Advanced in progress	0/4 (0%)
In-house bimanual training	4/4 (100%)
FSRH Letter of Competence in IUT (Intrauterine techniques)	2/4 (50%)
Non-medical prescribing (NMP)	4/5 (80%)
Master's Degree	1/4 (25%)
Master's Degree in progress	0/4 (0%)
Additional Training Opportunities (All Clinical Practitioners) n=11	
FSRH Essentials Menopause	11/11 (100%)
Introduction to Psychosexual Medicine	1/11 (9%)
Cytology Mentorship	4/11 (36%)
FSRH Registered Trainer	2/11 (18%)
Microscopy Trained	7/11 (63%)
Microscopy Trained in progress	0/11 (0%)
Multi-professional Training (Assistant Practitioner and Healthcare Assistants) n=5	
PSD training for Assistant Practitioner	1/1 (100%)
Venepuncture	5/5 (100%)
STIF Foundation	5/5 (100%)
Microscopy Trained	4/5 (80%)
Microscopy Trained in progress	1/5 (20%)
Vaccination & Immunisation	1/1 (100%)

which became the second most-viewed on-demand presentation, second only to the President's Update. Following this, numerous sexual health services across the UK have requested further information to support the replication of our model, reflecting its growing national relevance.

Extending smear-taking capability across multidisciplinary teams

To further improve access to cervical screening, we have expanded smear-taker training beyond the nursing and midwifery teams to include members of the Blood Borne Virus Team and Outreach. This enables better access for people living with HIV requiring annual cervical screening. Additionally, a Nursing Associate from the Outreach Team has been trained to provide smear services in community settings, including via the SHOW Bus, improving access and equity for underserved populations.

Improving the cervical screening experience across the region

In response to a request from NHS England in September 2024, Axess's Regional ACP Team developed a bespoke three-hour online training package for existing smear-takers. The training aims to enhance patient experience, build practitioner confidence, and reduce unnecessary secondary care referrals. The package is now being rolled out across Cheshire, Merseyside, Lancashire, and South Cumbria.

Enhancing patient safety through clinical practice change

A clinically significant change has been introduced to improve the safety and comfort of patients undergoing intramuscular injections. Led by a Trainee ACP, the service transitioned from the dorsogluteal to the ventrogluteal injection site in line with best practice for the administration of cabotegravir (injectable PrEP).

A supporting training resource was developed, and we had the opportunity to highlight this to attendees at a national 'Nurse Best Practice Sharing in HIV Treatment and Prevention' conference in March 2025. We have since shared our resources with several other professionals to support implementation of this practice within their services.

Knowsley training success

- Both of Knowsley's annex 21 clinicians have now completed their training pathway and are now working as band 6 clinicians.
- Clinic Coordinators non-medical prescribing qualification and training have been a significant benefit to the service.
- The ACP from Knowsley presented 'UTI/Herpes/Candida, differential diagnoses and management' at the 365 Conference and has been asked to write a journal article for the Royal College of Nursing to expand on this topic.

“

This year has been very successful in relation to workforce development and training.

We have continued to develop our teams to their full potential and drive innovation in clinical practice. We extended provision for cervical cytology training across the service and collaborated with NHSE to share best practice regionally.

Sara Strodbeck, Advanced Clinical Practitioner

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New starters

Comments from 2024/2025 new starters

New starter testimonial #1

"I started my Healthcare Assistant career working in the community, looking after patients from different backgrounds with different needs. I absolutely loved my role but wanted to do more. I took a HCA role in the NHS for 12 months before promoting to a Band 3 higher level HCA position where I expanded my knowledge and competence for holistic patient care and practical skills such as venepuncture.

As much as I enjoyed this role, I always had a personal and keen interest in sexual health and knew this was where I really wanted to be, so I took the opportunity to apply for a HCA role in axess. I was overjoyed to be successful. Since then, I have enjoyed working as part of an amazing team and learning even more new skills very quickly, including microscopy, results management, chaperoning, cascade trainer in venepuncture, ANTT cascade trainer, STIF foundation course, and asymptomatic screening independently. By completing all of this training, I feel empowered to be more confident, provide better care, communicate with, and support, a wider range of patients.

I am keen and eager to further develop by commencing the nurse associate course, and then eventually progress to a registered nurse within this service.

To enable me to apply for the nurse associate practitioner course I recognised that I was lacking a numeracy qualification so I researched organisations where I could achieve such a qualification. I commenced and successfully passed my numeracy qualification in 2025.

The training opportunities given to staff in axess are so encouraging and help to support staff. I hope to fulfil my ambition, personal goals and dreams."

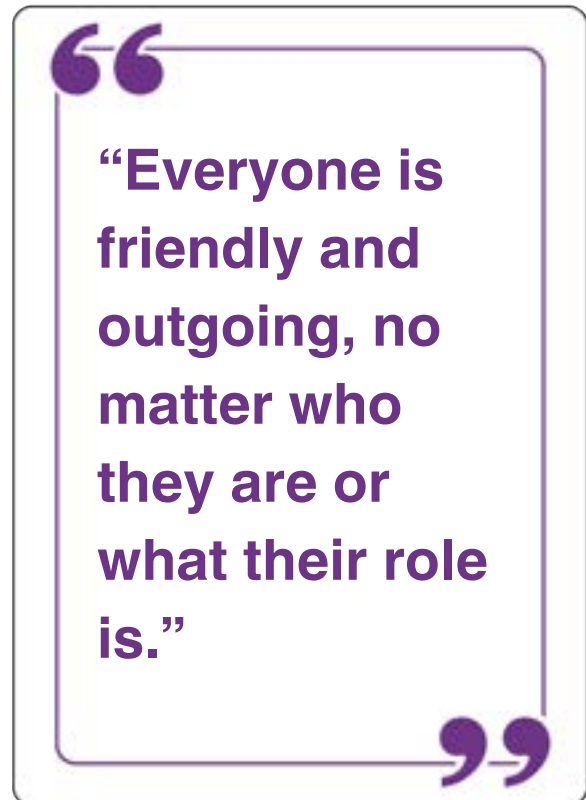
"[I] have enjoyed working as part of an amazing team, learning [...] new skills very quickly."

New starter testimonial #2

"I started the role in September 2024 as Reception Team Leader. Having never worked in the NHS or sexual health, it was a complete change to anything I had done before. From the moment I stepped through the door at axess, I felt like I had always worked here. Everyone is friendly and outgoing, no matter who they are or what their role is, there is a mutual respect.

I love that the service we offer is so dynamic, and is accessible to many people; no two days are ever the same.

The service values skills as much as experience and there is lots of room for promotion. I have recently been successful in applying for a secondment into the Communications Team, which is an amazing experience and offers a different angle to working in sexual health."



New starter testimonial #3

"On joining axess I was introduced to the teams and shown around the building I would be based in. A welcome pack had been produced with all the information that I would need to refer to in order to fulfil my role. This was excellent with easy-to-follow information and guidance, I am still using this now when I need to refer to it. I was all set up with my own information tray, passwords and login details in the first few days, so I was able to make a start familiarising myself with the systems needed.

I Initially shadowed my line manager for the first two weeks and thoroughly enjoyed it. I managed to have practical training and learning on the job which suits my learning style. I was made to feel most welcome by the rest of the Admin Team and clinicians working in the clinics.

I was welcomed into the team and am truly enjoying my job. I am proud to be here supporting the service's patients, staff and other professionals."

New starter testimonial #4

"My induction into axess was smooth and I have transitioned well into the team. I am enjoying the role and enjoy spending time across all axess sites, where members of staff have been welcoming and supportive to myself as a new starter.

Training opportunities are available at axess to continue professional development and are open to staff. There is no end to learning opportunities and management are supportive of staff completing this."

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It has been another busy and successful year at axess. In addition to recording our highest ever number of patient attendances, we have consistently maintained timely access to key services, including STI screening, LARC provision, and cervical cytology.

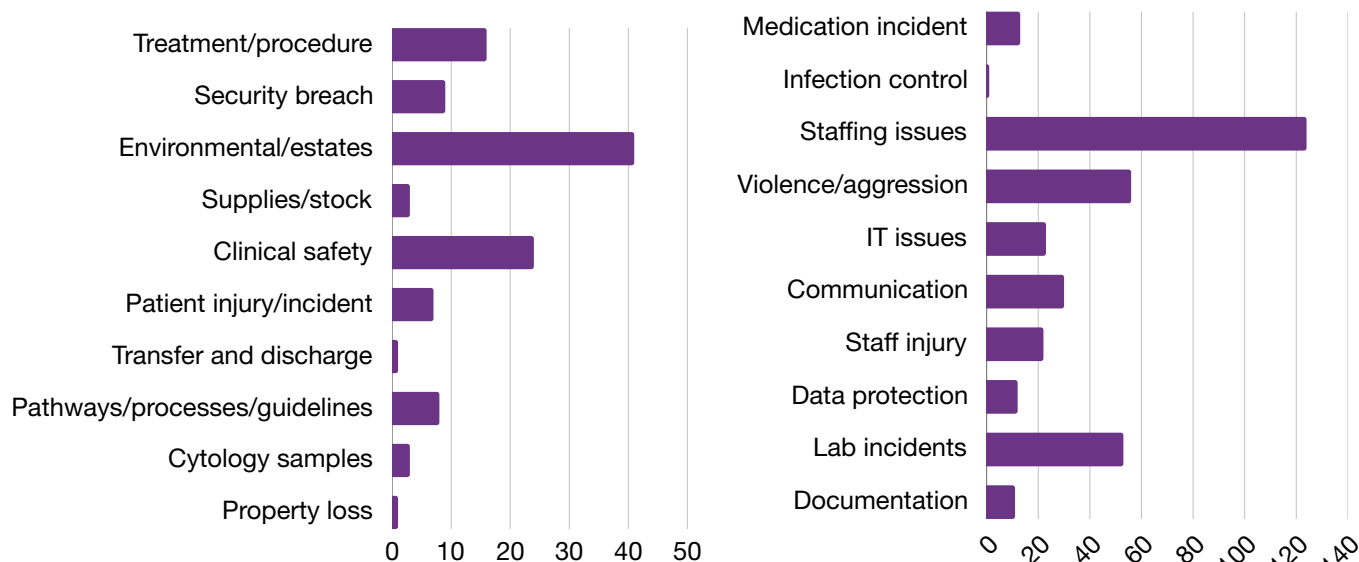
We have continued to innovate and expand our service offer. This year, we introduced routine MPOX vaccination and DoxyPEP for STI prevention.

Looking ahead, we are preparing to launch the 4CMenB vaccine for gonorrhoea prevention and will be rolling out virtual PrEP provision, supported by a new results notification app.

Martyn Wood, Speciality Clinical Director

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Governance



Safety incidents

University Hospitals of Liverpool Group's annual incident report was produced in 2025 to show trends across the organisation. Axxess aligned with most of those trends for a second year. Through April 2024 to March 2025, axess staff reported 466 incidents on the Trust Datix system. These spanned across 21 categories.

Highest score 25% of the total incidents related to reduced staffing, but despite high reporting numbers, all services managed safe clinical delivery with existing staff and support from cross-site colleagues where possible.

Second highest reporting related to violence and aggression from patients towards staff. The service implemented processes in 2024 to escalate and manage such incidents under the Group zero tolerance policy.

Posters and warnings are standardised and in place to maintain the safety of staff, and other patients accessing the service. We continue to monitor and manage violence and abuse during phone calls, and within the clinics with a consistent message to patients that unacceptable behaviour towards our staff will not be tolerated. With the introduction of CCTV in some waiting rooms, and further security measures implemented in recent months, it is anticipated we will see a reduction in these incidents.

Third highest reporting relates to lab related incidents. In early 2025, the axess lab lead and Matron worked closely with LCL to explore internal processes in clinics and in the laboratories, to understand why

samples were being reported missing or rejected.

This can impact patients due to delayed results management and the need to return for repeat testing. Both LCL and axess have raised actions from regular meetings, to ensure more robust procedures are followed, and with all staff on board, we aim to reduce the number of lab related incidents by 50% before the year end.

Risk

The total number of risks held on the Trust register by axess between April 24-March 25 was 16.

In March this number stood at 8:

- IT communications support - low-medium risk
- Clinical leadership/ GU consultant low-medium risk
- Halton Runcorn relocation - low-medium risk
- Liverpool central location - low-medium risk
- Unstable clinical samples - low-medium risk
- Staffing - low-medium risk
- Estates - low-medium risk
- HIV National funding - High risk.





Our work

The following section outlines our successes from the past year, as written by members of the axess team.

Informatics

“Over the last 12 months, the team has continued to work closely with the Senior Management Team and our commissioners to continue to develop and refine reports to ensure they remain fit for purpose.

We have made several additions to the KPI reports to provide commissioners with a broad picture of how each service is performing.”

Glyn McCarthy, Informatics Lead

Informatics are responsible for



Easily digestible data reports



Consistent reporting on KPIs



Oversight of electronic patient record system



Meeting national reporting requirements

Service-wide Communications

"It's been a rewarding year for the Communications Team.

We've welcomed new members to the team and expanded on our existing skills. We've worked hard to improve engagement and reach on our regular channels of communication.

We're particularly proud of the service-wide campaigns we've created this year.

We've worked creatively to share engaging sexual health messages across our service areas, which has had a tangible impact on clinical service."

Alfie Verity, Communications and Marketing Officer and Siana Parton, Associate Project Manager

Service data



Increased
reach

30.7K Instagram users reached, an increase of 180.8% on the prior year



Consistent
interaction

1.9K content interactions (likes, comments) on Instagram



Website
success

422K active users visited the axess website



Effective
campaigns

Strong engagement for campaigns (such as Smash the Stigma and HIV Testing Week)



Social value

Social value is not just an added benefit of the work we do, it is central to our mission as a provider of inclusive, accessible, and community-led sexual health services. This year, axess has continued to generate a powerful and measurable social return, aligning our work with wider NHS values while actively supporting people, communities, and the local economy.

Throughout the year, we've demonstrated a deep commitment to addressing health inequalities and reaching underserved populations. Our Outreach Team engaged directly with over 1700 people through targeted events, street-based work, and mobile services like the SHOW Bus. This not only widened access to care for key groups; including sex workers, LGBTQIA+ individuals, refugees, and people experiencing homelessness, but also supported public health through testing, vaccination, and education in underserved population groups.

Education has also been a major area of social impact. Our Education Team delivered over 30 sessions to professionals working with young people, helping to ensure that comprehensive, inclusive, and evidence-based relationship and sex education (RSE) is embedded in schools, youth services, and community programmes. The "train the trainer" model allows this knowledge to cascade further, helping to improve confidence and safety for young people navigating sexual relationships.

We've also contributed to workforce development and local skills by investing in training pathways for our own staff. The structured clinical training programmes at axess, particularly for nurses, midwives, and outreach practitioners, offer

meaningful progression routes and long-term career development. With new starters taking steps to retrain and upskill, and advanced clinical practitioners gaining national recognition, axess is not only supporting individuals but building a stronger, more capable local workforce. Our work with community pharmacies is another powerful example of social value in action. Our collaboration with GPs, early help teams, and other partners ensures joined-up care and reinforces a strong, integrated support network around our patients.

From a broader perspective, our contribution to social value aligns closely with the priorities highlighted in corporate measurement reports across our wider NHS context.

UHLG, who support the infrastructure around axess, collectively delivered over £622 million in social and local economic value in 2023/24, with axess contributing through employment of local people, targeted support for disabled colleagues, and strategic local procurement. This includes spend with local SMEs, support for initiatives tackling homelessness, community health interventions, and significant reductions in carbon emissions, reflected in initiatives like mobile service delivery, lab turnaround time improvements, and paperless booking systems.

As a service, axess continues to contribute to a healthier society not just through clinical care, but through building knowledge, capacity, and inclusion across our communities.

Whether it's through empowering a young person to make informed decisions, helping a new HCA take their first steps into nursing, or connecting someone with a life-changing HIV prevention service, these moments of impact accumulate into something much greater.

That is the essence of social value, and we are proud to deliver it every day.

Luke Byrne, Assistant Divisional Director of Nursing, Sexual Health and HIV

Key successes



Continued collaboration

We've built an integrated support network with partners to benefit service users



Addressing health inequalities

Widened access to care for key underserved population groups



Focus on education and outreach

Our Education and Outreach Teams have delivered consistently engaging sessions with service users across the patch



Nurturing staff and encouraging growth

Consistent investment in training pathways for our staff to build a stronger, more capable workforce

Patient experience

"This year, patients who attend the service have continued to receive a survey via a text message, taking them to an online questionnaire. This enables us to gain an insight into the patient's experience of the service and make any necessary changes.

We worked with the Group's patient experience team to create a separate survey that will help capture the view of young people.

There will be one survey that is sent to patients aged 19 and over, and another for 19 and under, in line with the axess 4 u age range.

This new survey will launch in 25/26."

Laura Rose, Service Coordinator

Service data



Patients rated the service positively

97.6% of patients rated the service "good" or "very good"



Patients would recommend the service

97.5% of patients would recommend the service



Patients were treated well

97.5% of service users said they were treated with dignity and respect



Experience survey well responded to

There were 1025 total responses to the patient experience survey in 2024/2025

Complaint response

“Similar themes have continued this year and management have been proactive in their responses. Complaints are acknowledged within 48 hours, investigated, and patients receive a full response. These are discussed during monthly capacity and flow meetings, where patient data is reviewed.

The service receives compliments and complaints via the Group PACT Team. Each complaint is addressed and resolved individually.”

Laura Rose, Service Coordinator

Service data

The below represents the themes of the four complaints received for our Knowsley service during 2024/2025.



Overall service

One complaint was received regarding overall service



Phones

One complaint was received regarding our phone lines



Interactions with staff

One complaint was received regarding patients' interaction with staff



Procedure

Two complaints were received regarding our procedure

One further complaint was received categorised as “Other”.

Sexual Problems Service

Axess sexual problems clinic is based in Knowsley axess service at the Arch. Referrals from Primary and Secondary Care have remained steady and the waiting list is well under 18 weeks.

Our successes include the significant achievement of our nurse therapist who passed the Membership examination of the Institute of Psychosexual Medicine (MIPM) and is only the second nurse in the UK to do this. We hosted a 5th year medical student placement who did a research project on 'The effect of sexually transmitted infections of sexual function in men and women'

and presented a poster at the Institute of Psychosexual Medicine Annual Scientific Meeting. The Knowsley Clinical Lead, also presented a poster on 'The need for psychosexual therapy in a level 3 sexual health service.'

The Clinical Lead was also invited to teach postgraduate students on the master's programme in Clinical Psychology at the University of Liverpool, on 'The sexual sequelae of sexual assault and rape'. She also contributed to a newly developed national training for the National Cervical Screening Programme on 'Trauma and cervical cytology'.

Dr Nicola Mullen

Clinical Lead for axess Knowsley

Patient feedback for the Sexual Problems Service



"[The Sexual Problems Service is] the reason that I am a mother, a life-long dream that you allowed to come true."



"[Psychosex counsellor] really helped me and my symptoms. I could not recommend him enough."

Cytology

“Following the cytology insight work and report commissioned by NHS England North West in 2024, a number of pilots were initiated as a result of responses from the survey.

We are continuously expanding our cytology screening and are planning to offer evening clinics in all regions.

In July 2024, our close collaboration with NHS England North West continued on from the oversight work, as the Matron supported the transition of a new cervical screening management system (CSMS) into all axess services.

This replaced the earlier “Open Exeter” platform and is already proving a success in reducing the numbers of inadequate and rejected smears due to previous insufficient and unavailable data to determine due dates and clinical history.

Close collaboration with NHS England and axess continued towards the end of 2024, with a task & finish working group named Pilot 4, which was connected to the cytology insight work.

his funded project is expected to conclude after April 2025, when videos and presentations have been agreed and approved by the team. The final launch will be promoted and communicated across our partners and related services.

The final launch will be promoted and communicated across our partners and related services.

The work and commitment by the axess staff throughout this pilot has demonstrated their commitment to improving the experience for all patients attending for smears, and ensuring the governance around clinical practice is safe.

More pilots are on the horizon for axess to continue their partnership working with NHS England, including dedicated smear clinics for Group staff, to improve the uptake for shift workers.”

**Dona McManus, Deputy
Regional Lead Nurse**

Biomedical science

This section highlights the successes of the Biomedical Science team at axess.

Improved turnaround time

92.86% improvement in COBAS NAATs (including chlamydia and gonorrhoea turnaround time and 91.7% in microscopy turnaround time across all axess regions).

Innovation

A COBAS pilot was launched with Liverpool Clinical Laboratories (LCL) for direct loading of NAATs on to their P612 pre-analyser. This resulted in less time being spent on processing samples in a busy hospital department, thereby giving special attention to axess samples and reducing risk of missing samples. COBAS LIAT has 20 minute turnaround time.

Datix, risk management and clinical governance

In the past year, we have significantly focused on mitigating laboratory errors to enhance service quality. Regular meetings and thorough data reviews have informed the implementation of targeted procedural changes and robust quality control measures. Analysis of past incidents and ongoing competency assessments have further strengthened our processes. These proactive efforts have demonstrably reduced laboratory errors, ensured more accurate results and reinforced our commitment to high-quality patient care. We have seen the most proactive approach towards mitigating laboratory-related incidents in the past 12 months. With a robust governance pathway of mitigating Laboratory incidents, we are proactively demonstrating a diligent approach towards patient safety and risk management.

Synopsis of remarkable progress in the last 12 months

Quality control (IQC) and quality assurance

An evaluative analysis of overall service wide compliance and performance with laboratory quality assessment (IQC, EQA) between Q2, 2024 (April- June 2024) and Q1, 2025 (January- March 2025) has shown a 10.8% increase in whole service average, with an all-time high of 90.50%. Knowsley and East Cheshire recorded the highest performance in Q1 2025 and Q2 2024, respectively.

Laboratory audit

Regular laboratory audit and quality inspection across all axess regions are carried out. To facilitate this, internal audit reports are presented at capacity flow and safety and governance meetings, providing a useful guide for innovation and consistent improvement of the quality of patient-centred diagnostic service to all users.

BMS Team expansion/structure

To further support the provision of outstanding healthcare through precise and accurate diagnosis across the axess regional clinics, within the last 12 months the biomedical science team have recruited two BMS Associate Practitioners to join the team. This recent addition to the team has supported the overall clinical support available from the team and enhanced staff training.

Microscopy training and support

The BMS team deliver microscopy training support across the axess footprint. All APs in Halton have completed their microscopy training and this is the same for most sites, where clinical staff have either been signed off or are about to be signed off.

Service wide laboratory results turnaround time

Table: Laboratory result TAT showing approximately 92.86% improvement in last 9 months	
Chronological time frame	Laboratory result turnaround time for test request referred to LCL
November 2022	Approximately two weeks
March 2023	Less than two weeks
June 2023	Less than 72 hours
July 2023	Within 48 hours for GT/GC NAATS test

Table: Laboratory result TAT showing approximately 92.86% improvement in last 9 months	
Chronological time frame	Laboratory result turnaround time for test request referred to LCL
April 2024	24 hours for GT/GC NAATS test
April 2025	Less than 24 hours for GT/GC NAATS test

From the table above, we see a cutdown of over 12 days from the time a service user is expected to wait for their CT/GC results, signifying an approximated 85.71% improvement in Laboratory result TAT.

Table: Microscopy result TAT showing an approximated average of 91.7% improvement in the last seven months			
Service site	Before December 2022	By July 2023	By April 2025
Halton	48-72 hours	24-30 hours	<12 hours
Whole service average	24-72 hours	<1-24 hours	<1-12 hours

Training and education

BMS have been involved in the axess quarterly education meeting, clinical governance meetings, weekly journal clubs, external conferences, and events. BMS presence at these forums creates the much-needed opportunity to update clinicians on any recent changes to laboratory process and further implement key ideas from research and innovation. Within the past year, the BMS Team have introduced bimonthly team meetings fostering more collaboration, team growth and stability.

Overview provided by Ekemini Etim Essen, Senior Biomedical Scientist

Service data



Team expansion

Recruited two APs in the past 12 months



Improvements to results turnaround

Improved turnaround time from five days waiting time to under 24 hours, improved microscopy turnaround to under 20 minutes



Administration

"The Administration teams at axess are integral to the running of the service.

This year, the team has worked tirelessly to ensure the smooth running of clinics, results, referrals and have made a significant contribution to patient care.

These teams are integral in ensuring patients receive accessible and high quality care. They work closely with clinical teams and ensure patients are communicated with effectively."

Laura Rose, and Shelly Ramsbottom, Operational Managers

Service data



High frequency of average calls answered

880 average phone calls answered each month by Reception Team



Service users regularly access our walk-in

2887 total patients processed as walk-ins



Successful Central Admin Team workflow

6005 test results processed by Central Admin Team



Education

"We continue to develop and deliver bespoke training and resources to support professionals who work with young people and vulnerable adults across the axess footprint.

Our training offer aims to drive outstanding Relationship and Sex Education (RSE) enabling young people to develop safe, fulfilling, and healthy sexual relationships.

Through a 'train the trainer' model, axess training ensures professionals are competent and confident to discuss sexual health with young people."

Sian Davies, Service Manager

Service data



**Frequent delivery
of training**

32 sessions delivered to professionals



**Wide reach for
training**

31 professionals attended education sessions

Plans for the next 12 months

In 2025/2026, the Education Team plans to achieve:

- Seven minute briefings
- Training for parents and foster carers
- School voiceover assembly
- University delivery.

Young people overview

"To support the development of young people's clinical provision and dedicated communications, we have established a young person's overview and scrutiny group.

The core responsibility of this group is to develop and deliver an axess 4 u model based on key data and direct feedback from young people.

The updated "You're Welcome" criteria will also be utilised in this work.

The overview and scrutiny group will also drive focus group work with young people, to advise and support the development of dedicated communications, particularly campaigns.

This group will also analyse responses from surveys administered through axess 4 u to highlight specific changes required in continuously developing our young persons offer."

Sian Davies, Service Manager

Service data



**Young people
frequently access
our service**

Over 10% of all patient visits were aged 19 and under



**Effective
communications**

21452 accounts reached on Instagram for dedicated communications for young people

Outreach

"The Sexual Health Outreach Team (SHOT) at axess have enjoyed a successful year of growth and development, with additional staff joining the team enabling an increased number of testing sessions being offered across the whole axess footprint.

Having the Sexual Health on Wheels (SHOW) Bus has meant that the Outreach Team can drive on site to a wide variety of events to deliver our package of care, testing and health promotion. Our SHOW Bus is used weekly throughout the year and provides a great focal point for service promotion at events such as Liverpool Pride Classics, various Prides, the Warrington World AIDS Day testing event and refugee health focus sessions worked as part of a collaboration with partner agencies.

A development for our work with commercial sex workers has seen the launch of our Gold Card Scheme.

Anyone disclosing work within the adult entertainment industry or as a commercial sex worker is issued a Gold Card which ensures access to a full and comprehensive package of health care owed to commercial sex worker across the whole axess footprint.

Our Liverpool based PrEP Express clinic remains popular with patients, and over the last year has been set up to run in our clinics in Crewe and Halton with plans to have Express clinics start in Macclesfield and Knowsley soon.

The training and development of our Outreach staff has continued and this year we are very

proud that we have the first Nurse Associate in axess complete cervical cytology training.

Two Assistant Practitioners have completed their Foundation Degree in Health Care and our Outreach Nurse completed their training to become a Domestic Violence Champion for the whole service."

Chris Higgins, Senior Sexual Health Outreach Practitioner and Hayley Holloway, Advanced Clinical Practitioner

Service data

The below represents the key successes for the Outreach Team during 2024/2025.



Screening
provided to key
groups

86 high-risk people completed an STI screen



Consistent
engagement with
the public

1794 people engaged with throughout the year



Thousands of
hours of clinical
output

400 hours of clinical work delivered



Effective public
health campaigns

Five sexual health campaigns delivered



Control, Alt, Delete

"The overall aim of Control, Alt, Delete (CAD) is to empower vulnerable groups within local communities to make positive choices regarding substance use, including alcohol, that negatively impacts on sexual health and relationships. In addition to working closely with the Outreach Team on various sessions within the local community, this role involves the coordination and delivery of CAD clinic. CAD clinic is for axess patients, and all referrals are made via email by staff after individuals disclose during their appointment that they would benefit from some support with their drug and/or alcohol use.

CAD clinic is person-centred and supports individuals to achieve their own desired goals, should this be they want to Control, find ALTErnatives or DELEte their drug and/or alcohol use. Following a referral, appointments are either

face-to-face or online. They consist of one initial assessment and six following appointments which include: information and advice in relation to substance misuse which has an increased impact on risk of HIV and STI transmission, risk reduction and behaviour change, and improved access to appropriate local services. 27 referrals have been received from September to March and we are working with local recovery services to enhance partnership working moving forward."

Taryn O'Connor, Drug and Alcohol Practitioner

Service data

The below represents the key successes for the CAD clinic during 2024/2025.



**Service designed
for flexibility**

CAD offers both online and face-to-face appointments to benefit service users



**Total referrals
received**

27 referrals received between September to March



Butterfly

“Axess’ pledge to support the trans and non-binary community and demolish barriers and health inequalities continues. Butterfly (our dedicated clinic for trans and non-binary folk) has seen an increase of patients this year with feedback received regularly on the importance of the service and holding a safe space.

The Butterfly team held an education event in October 2024, sponsored by Gilead in Liverpool for all axess staff on trans awareness, with a guest speaker from 56 Dean Street (a leading sexual health provider in London). The Outreach Team continues to deliver a trans awareness training session to organisations across axess’ footprint.

In May 2025, the Advanced Clinical Practitioner for Butterfly provided teaching for NHS England’s training programme for smear takers in primary care, addressing challenges for smear takers in the Northwest, regarding screening for trans and non-binary patients. The clinic has developed and with further recruitment, we have seen many

success stories for our trans and non-binary community. There are many standout cases for those who attend Butterfly. One of which attended as a walk-in patient to discuss a full STI screen. After taking a full sexual history and giving clinical advice, the patient was initiated on PrEP, issued with vaccinations for Hepatitis A, B and HPV, offered emergency contraception and fitted with an IUD. The patient has since returned for gonorrhoea treatment and has recommended the service to friends.

Moving forward there are lots of exciting plans for Butterfly, including collaboration with multi-agencies and a health forum scheduled for September 2025.”

Hayley Holloway, Advanced Clinical Practitioner

Butterfly provides



A safe space for trans and nonbinary folk to discuss sexual health



A confidential and respectful service

Research

2024/2025 has been another productive year for research at axess. We are proud that research is a critical part of our clinical offer and part of the day-to-day care we provide to patients.

Long-acting injectable antiretroviral therapy (LA-ART) for people living with HIV and as PrEP

Our leadership in LA-ART research for people living with HIV continued this year, focusing on capturing real-world lessons to inform patient care.

We collaborated with HIV nursing colleagues in hospitals and communities to deliver the ILANA and CORAL trials.

Our work on the ILANA trial and contribution to SHARE LAI-net were published with axess staff as co-authors. We also delivered the PURPOSE-5 trial, introducing long-acting injectable lenacapravir PrEP to axess patients and supporting HIV prevention in Liverpool.

Genital herpes simplex virus (HSV)

HSV remains a major focus for the axess Research Team. We delivered the HSV REC-003 trial (early phase trial of a novel herpes vaccine for people with recurrent HSV-2), bringing new treatments to patients across the North of England as the top UK recruiter and only northern site.

We initiated a commercial research collaboration with Roche, as the only site running a trial on a novel HSV/syphilis/varicella PCR test. We also collaborated with research students at the Liverpool School of Tropical Medicine (LSTM) and

University of Liverpool (UoL), evaluating HSV-2 research priorities in low- and middle-income countries, resulting in three publications with axess staff as lead authors.

The axess Research Lead was appointed Chair of the BASHH HSV Special Interest Group and co-authored three sets of HSV guidelines published in 2024.

Further expanding our research offer into women's health and genital dermatology

In 2024/2025, we expanded into women's health and genital dermatology with the VERSO BIOSENSE (monitoring of intrauterine temperature and oxygenation) and PEARLS (management of lichen sclerosis) trials. Dr. Amy Berry published on laser use in outpatient clinics.

We continued HIV research with the EYEWITNESS, MSD MK-8591A, and CINNAMON trials, with Dr. Clarke as UK chief investigator for CINNAMON. Our TANGO and SALSA studies were published with axess staff as co-authors. In genitourinary medicine, we conducted the DEVA trial, and Dr. Mark Lawton (consultant and divisional medical director) co-authored UK guidelines for warts.

Reaching poorly served groups and supporting research infrastructure

The axess Research Lead continued as Associate Clinical Director of the NIHR Research Scholars Programme, supporting

future NHS research leaders.

We developed an axess research hub and launched the 'axess 2 research' system to improve patient access to research opportunities. These findings were published in peer review literature with axess staff and UoL students. We focused on marginalized groups, delivering the INITIAL (investigating barriers to care for MSM declining prophylactic vaccinations) study and supporting a PhD student at UoL on blood-borne viral infection diagnoses in minority ethnic communities.

The axess research leader led the UK standards for sexual health care in prisons. The axess sexual health journal club now includes colleagues from Chester, St Helens, and the Wirral. We also contributed UK HAS Gonococcal Resistance to Antimicrobials Surveillance Programme (GRASP) and Mycoplasma Genitalium Antimicrobial Resistance Surveillance (MARS), supporting national monitoring of antibiotic resistance.

Development of the axess research team

The axess Research Lead was an honorary guest at the Sri Lanka College of Sexual Health and HIV conference and spoke at the BASHH SAS Conference in Manchester. She was appointed to the BSSVD Conference Committee to support dissemination of best practice and current research.

The Senior Research Nurse earned a distinction in clinical examination from Liverpool John Moores University at master's level. The Research Fellow received an IUSTI Europe scholarship to attend the annual conference in Zagreb and NIHR Associate Principal Investigator status for the PEARLS trial.

The axess Research Team expanded with a Clinical Nurse Practitioner, seconded from the clinical team, further improving links between the Clinical and Research Teams. The Research Assistant and our 11 axess Research Champions continued to support with our research programme to maximise recruitment. We also offered supervision to undergraduate and postgraduate students at LSTM and the UoL.

2025-2026 plan

Our main challenge is delivering many trials with a small team. The appointment of a Research Fellow and secondment of a clinical nurse were successful, and funding continues. In 2025/2026, we plan to expand our expertise with the Nurse Consultant as the first non-medical principal investigator for the DEBI trial (desogestrel for problem bleeding on the implant), our first contraception research trial.

The below represents the key successes for the Research Team during 2024/2025.



Increased publications

A record 13 publications within peer reviewed literature



Team expansion

Expansion of the team with the secondment of a clinical nurse



Safeguarding

"Axess is committed to delivering safe, high-quality care for all service users, with a particular focus on protecting the most vulnerable. A robust safeguarding framework is fully embedded across the axess service footprint, underpinning every aspect of our day-to-day practice. This safeguarding framework ensures prompt identification, intervention and support for those at risk, including vulnerable groups, such as individuals affected by exploitation, domestic abuse, and those under the age of 18.

In August 2024, the Safeguarding Team welcomed a new practitioner to the service. This has enabled the team to fully support services across the whole of the axess footprint, offering advice and support. The team are based in Knowsley, however they work from a different site each day, sharing a six-weekly rota with clinics in advance.

Safeguarding supervision is delivered face-to-face each quarter to each region and focuses on new and emerging risks. All staff responsible for assessing patients including outreach and education staff are expected to attend. The team has also delivered a programme of 'Spotting Concerns' to non-clinical staff. This shared responsibility ensures safeguarding is embedded across every stage of the patient journey."

Shelly Ramsbottom, Operations Manager and Safeguarding Lead

Antonia Lewis, Safeguarding Practitioner

Tamara Brinksman, Safeguarding Practitioner

Safeguarding data



**Referrals received
in Knowsley**

162 total referrals



**Referrals received
by age group**

62 adults, 100 children

Knowsley children's main category of concern sexual abuse drugs & alcohol, mental health, pregnancy concern.

Knowsley adult's main category of concerns Domestic violence, sexual abuse, mental health, drugs/alcohol.



Looking forward

We are looking forward to the next 12 months, where we will be expanding the service offer for all our patients. Some of these exciting new initiatives include:



A results notification app, which will enable patients to view results as soon as they are ready



Roll out of DoxyPEP to eligible patients across all clinics



Routine access to MPOX vaccination in all our clinics across the regions



Availability of Gonorrhoea vaccine from August, for eligible patients



A virtual PrEP clinic with PrEP being available via post, in partnership with Elton John AIDS Foundation



A service app aimed at young women aged 25 and under, offering a digital front door to the service



Expansion on injectable PrEP



Providing adapted clinical spaces for neurodiverse patients as part of the Sunflower Space project



Further
information

Service-wide access partners

Active EE
Alder Hey Hospital
Alternative Approaches
Assess Education
Asylum Link
Barnardo's
BASHH
Black Health Association
Bliss Care Services
Bridgewater Community Health
Body Positive
Brook Place
Cambian Group
Catch 22
Centre 63
Change, Grow, Live
Changing Lives – Red Umbrella
Cheshire and Merseyside social work teaching partnership
Cheshire College South and West
Cheshire East 0-19 service
Cheshire East Local Education Authority
Cheshire East Public Health team
Cheshire East safeguarding team
Cheshire East youth service
Cheshire, Halton and Warrington Race and Equality Centre
Cheshire Without Abuse
City of Warrington College
Early Help teams
Eaton Bank sixth form
Edge 360
Emerging Futures
Faculty of Sexual and Reproductive Healthcare (FSRH)
Family First
Family Nurse Partnership
Five Children's Centre
Forward Footsteps Cheshire East
Foster 4
Garston Children's Centre
George House Trust
Haematology nurse team, Royal Liverpool Hospital
Halton 0-19 service
Halton Community Pharmacies
Halton Local Education Authority
Halton Public Health team
Halton safeguarding team
HMP Liverpool
Home Start
ICB – Women's Health Hubs & GPs across the regions
iCPC Primary Care Network
Idox

Just Drop In
Kinship Carers Liverpool
Knowsley 0-19 service
Knowsley Community College
Knowsley Local Education Authority
Knowsley safeguarding team
Knowsley Metropolitan Borough Council
Public Health team
Lancaster Medical School
Learning Disability nurses team at UHLG
LGBT Foundation
Lighthouse Project
LIPA – Sixth Form College and University
Liverpool 0-19 service
Liverpool Anglican
Liverpool City Council Public Health team
Liverpool City Region Pride
Liverpool Clinical Laboratories
Liverpool Community Pharmacies
Liverpool Hope University
Liverpool John Moore's University
Liverpool Local Education Authority
Liverpool safeguarding team
Liverpool Women's NHS Trust
Liverpool Youth Service
Livewire Warrington
Local Pharmaceutical Committees
Local Solutions
Looking After the Homeless
Macclesfield College
MASH team
Mersey Care NHS Foundation Trust
Merseyside Youth Association (MYA)
Midwifery Service
Mococo House
Myerscough College
National Museums Liverpool
Nightstop
NHS England
North Liverpool Network
Northwest breast cancer specialist nurses
Nzuri House
Oasis
Organon
PaSH
Pause Team
Picton Primary Care Network
Positive Futures
Priestley College
Prince's Trust
Pro V
Rape Centre
RASAC
RASA Merseyside
Reaseheath College

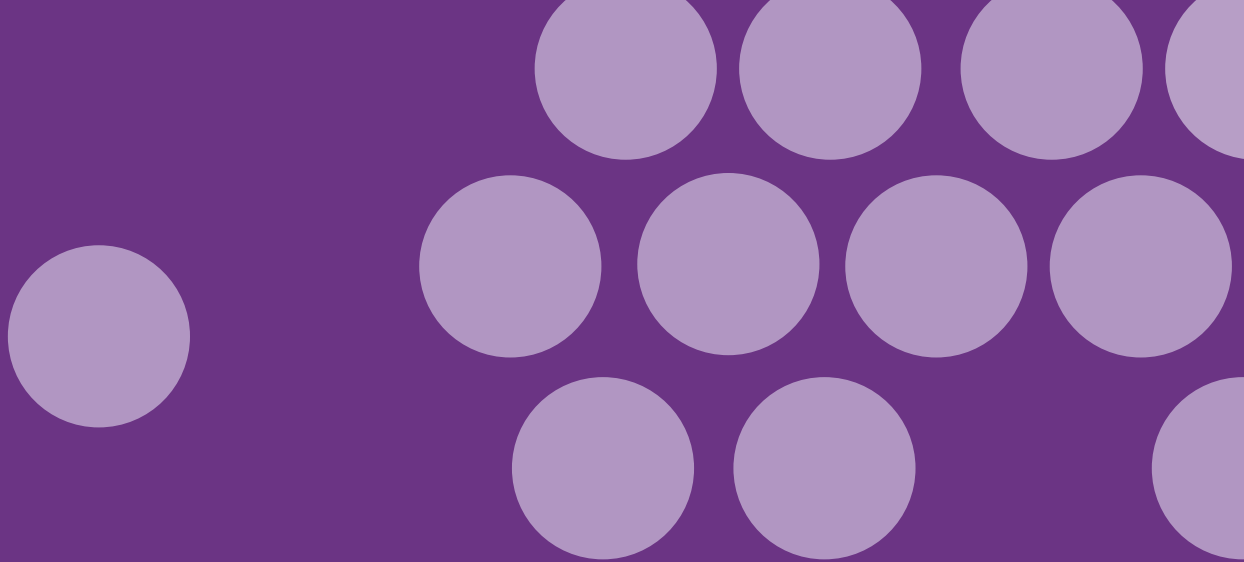
Remedi
Riverside College
Rocket Training
Sahir House
Salvation Army
SARC
School Improvement Liverpool
School Nurse teams
SERCO
Sexual Health Cheshire West and Chester
Sexual Health Wirral
SHIELD
Sports Alive
STIF
SWAGGA Primary Care Network
SXT
Terence Higgins Trust
UKHSA
University of Chester
University of Liverpool
Vibe
Viiv Healthcare
Warrington 0-19 service
Warrington and Vale College
Warrington Borough Council Public Health team
Warrington Local Education Authority
Warrington safeguarding team
Warrington Vale college
Warrington Youth Zone
We Are With You
Wirral Metropolitan Borough Council Public Health team
Wirral University Hospital Trust
YMCA
YPAS
Youth Justice Service

Please note: the list is not exhaustive.

Acronyms

Term	What it means
ACP	Advanced Clinical Practitioner
ANTT	Aseptic non-touch technique
AP	Assistant Practitioner
BASHH	British Association for Sexual Health and HIV
BBV	Blood-borne virus
BHA	BHA for Equality (formerly Black Health Agency)
BPAS	British Pregnancy Advisory Service
CPD	Continued professional development
DFSRH	Diploma of Faculty and Reproductive Health
Dr	Doctor
EC	Emergency contraception
EHC	Emergency hormonal contraception
EPR	Electronic patient record
EQA	External quality assurance
FSRH	Faculty of Sexual and Reproductive Health
GP	General Practitioner
GUMCAD	Genitourinary clinic activity dataset
HARS	HIV and AIDS reporting system
HCA	Healthcare Assistant
HCP	Healthcare Professional
HIV	Human immunodeficiency virus
HPV	Human papillomavirus
HSV	Herpes simplex virus
ICB	Integrated care board
INSTI	Integrase strand transfer inhibitor
IQC	Internal quality control
IUC	Intrauterine contraception

Term	What it means
KPI	Key performance indicator
LARC	Long-acting reversible contraception
MSM	Men who have sex with men
PGD	Patient group direction
Out-of-area	Referring to service users who live beyond our service areas of Liverpool, Knowsley, Warrington, Halton, Cheshire East
NCSP	National Chlamydia Screening Programme
NHS	National Health Service
PCN	Primary Care Network
PEP	Post-exposure prophylaxis
PrEP	Pre-exposure prophylaxis
SARC	Sexual Assault Referral Centre
SEND	Special education needs and disability
SHOW	Sexual health on wheels
SLA	Service level agreement
SME	Small and medium-sized enterprises
SRH	Sexual and reproductive health
TAT	Turnaround time



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