



**SURREY**  
COUNTY COUNCIL

# 2024 Survey on Sexual Health and Contraception

Screen Reader Accessible version

# 2024 Survey on Sexual Health and Contraception

## Overview

Thank you for taking the time to tell us about your views and experiences of sexual health services in Surrey. Your views are very important to us and will ensure we understand the needs of Surrey residents and that we are delivering the best services we possibly can.

In Surrey, you can access sexual health and contraception services in lots of different places. When referring to sexual health and contraception services, we are referring to anywhere which offers information, education, advice, support and/or services for sexual health or contraception (including online).

If you need information on the sexual health services available in Surrey, please visit <https://www.healthysurrey.org.uk/sexual-health>

## How to use this Screen Reader Accessible survey

This survey has been created so that it can be used by people using screen reader technology. Under each question there will be a space for you to give your answer.

The survey should take no more than 60 minutes to complete. Your views are very important to us and will form part of the Surrey Sexual Health Needs Assessment 2025. It will help support us in delivering the best services we possibly can to support the sexual health and contraception needs of all Surrey residents.

# 2024 Survey on Sexual Health and Contraception

## Alternative formats

This survey is compatible with screen readers. Any questions answered using this version may be completed digitally and emailed to us, or printed and answered, scanned and emailed to us. Emails should be sent directly to Surrey County Council at [jsnafeedback@surreycc.gov.uk](mailto:jsnafeedback@surreycc.gov.uk)

Alternatively, you can return printed copies of the survey to:  
Attention: JSNA Sexual Health Team  
Surrey County Council  
Woodhatch Place,  
11 Cockshot Hill,  
Reigate  
RH2 8EF

If you would like a hard copy of any of the alternative formats of the survey, (including a stamped addressed envelope to return the survey), please contact Surrey County Council using the contact details provided on the page 50.

## Privacy

All of your answers will be anonymous (no one will be able to identify you from your answers) and confidential (your answers will not be shared in a way that identifies you). The combined results of these surveys will inform the Sexual Health and Contraception chapter of Surrey's Joint Strategic Needs Assessment (JSNA). Your survey response will be used and held in accordance with our privacy policy, which can be found [online](#). For further information on how the information you provide will be used, please read our [privacy notice](#). If you wish

## **2024 Survey on Sexual Health and Contraception**

to receive a copy of this policy, please use the contact details provided on page 50.

By completing the survey you agree that:

- You have read and understood the privacy notice
- You consent to the collection and storage of your data in line with our privacy policy
- You agree to take part in the survey, and for your anonymous responses to be used to inform the Joint Strategic Needs Assessment

### **Closing date**

This survey will be open until 11:59pm on Sunday 29<sup>th</sup> December 2024.

# 2024 Survey on Sexual Health and Contraception

## Survey questions

**About you.** Please answer the following questions to help us learn a little bit more about your background. This is to help us ensure that we are representing the views of people from a range of backgrounds, and to help improve services to meet your needs. All of your answers will be anonymous and kept confidential. We will not be able to identify you from your responses.

### Question 1.

Are you completing this survey on behalf of someone else?:

Answer Yes or No; please state answer:

### Question 2.

What is your current age?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65+
- h. Prefer not to say

Please state **one** answer:

### Question 3.

How do you identify your gender?

- a. Woman

## 2024 Survey on Sexual Health and Contraception

- b. Man
- c. Transgender
- d. Non-binary/non-conforming
- e. Prefer not to say
- f. I define myself in another way (please specify below)

Please state **one** answer, if you have answered 'I define myself in another way' and are happy to do so, please specify how you identify your gender:

### Question 4.

Is the gender you identify with the same as your sex registered at birth?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

### Question 5.

What is your sexual orientation?

- a. Heterosexual or straight
- b. Gay
- c. Lesbian
- d. Bisexual
- e. Pansexual
- f. Asexual
- g. Unsure
- h. Prefer not to say
- i. I define myself in another way (please specify below)

Please state **one** answer:

## 2024 Survey on Sexual Health and Contraception

### Question 6.

Which one of these groups do you belong to?

- a. Asian or Asian British – Bangladeshi
- b. Asian or Asian British – Chinese
- c. Asian or Asian British – Indian
- d. Asian or Asian British – Pakistani
- e. Asian or Asian British – Any other Asian background  
[please specify below]
- f. Black, Black British, Caribbean or African – African  
background
- g. Black, Black British, Caribbean or African - Caribbean
- h. Black, Black British, Caribbean or African – Any other  
background [please specify below]
- i. Mixed or multiple ethnic groups – White and Asian
- j. Mixed or multiple ethnic groups – White and Black African
- k. Mixed or multiple ethnic groups – White and Black  
Caribbean
- l. Mixed or multiple ethnic groups – Any other mixed or  
multiple background [please specify below]
- m. Other ethnic group – Arab
- n. Other ethnic group – any other ethnic group [please specify  
below]
- o. White – English/Welsh/Scottish/Northern Irish/British
- p. White – Gypsy or Irish Traveller
- q. White – Irish
- r. White – Roma
- s. White – Any other White background [please specify  
below]
- t. Prefer not to say

## 2024 Survey on Sexual Health and Contraception

Please state **one** answer, if you have answered 'other background' and are happy to do so, please specify your ethnic group:

### Question 7.

Where do you currently live? Please tell us the first part of your postcode, for example GU15.

Please state answer or prefer not to say:

### Question 8.

Do you consider yourself to have a disability or longstanding condition that affects how you live your life?

- a. No
- b. Prefer not to say
- c. Yes, but prefer not to give details
- d. Yes (please specify below)

Please state **one** answer, if you have answered 'Yes' and are happy to do so, please provide further details:



# 2024 Survey on Sexual Health and Contraception

## Contraception services

These services include accessing contraception, including emergency contraception (e.g. the morning after pill), as well as reproductive and contraception advice and support.

### Question 9.

Would you like to answer the questions on contraception services?

Answer Yes or No; please state answer:

If you answered '**Yes**', please go to **Question 10 on page 10** (you will still have the option to answer questions on sexual health services later)

If you answered '**No**', please go to **Question 36 on page 33**

## 2024 Survey on Sexual Health and Contraception

### Question 10.

The first set of questions are about sexual health services that you have accessed that are located in Surrey.

Have you ever used a contraception service in Surrey?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

If you answered '**Yes**', please go to **Question 11 on page 11**

If you answered '**No**' or '**Prefer not to say**', please go to **Question 20 on page 18**

## 2024 Survey on Sexual Health and Contraception

### Question 11.

Which of the following contraception services have you ever used in Surrey (select all that apply)

- a. GP surgery, in person
- b. GP surgery, online
- c. Pharmacy, in person
- d. Pharmacy, online
- e. Sexual Health clinic, in person
- f. Sexual Health clinic, online
- g. 111
- h. Urgent care or A&E
- i. Midwife
- j. Abortion service
- k. School, university or college
- l. Other online website (please include details)
- m. Other retail setting, in person (please include details)
- n. Condom distribution scheme (C-Card) outlet
- o. Sexual health outreach team
- p. Prefer not to say
- q. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 12.

If you have ever attended a Sexual Health clinic in Surrey, which clinic have you attended?

- a. Buryfields clinic, Guildford
- b. Earnsdale clinic, Redhill
- c. Woking clinic, Woking Hospital
- d. Epsom Young People's Clinic (NESCOT college)
- e. Weybridge Young People's Clinic (Brooklands college)
- f. Oxted Young People's Clinic (Oxted Health Centre)
- g. Prefer not to say
- h. I haven't attended a sexual health clinic in Surrey
- i. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 13.

The following questions refer to when you last used a contraception service in Surrey.

When did you last use a contraception service in Surrey?

- a. Within the last month
- b. 1-6 months ago
- c. 6-12 months ago
- d. More than 1 year ago
- e. Unsure
- f. Prefer not to say

Please state **one** answer:

### Question 14.

Which of the following contraception services did you last use in Surrey

- a. GP surgery, in person
- b. GP surgery, online
- c. Pharmacy, in person
- d. Pharmacy, online
- e. Sexual Health clinic, in person
- f. Sexual Health clinic, online
- g. 111
- h. Urgent care or A&E
- i. Midwife
- j. Abortion service
- k. School, university or college
- l. Other online website (please include details)

## 2024 Survey on Sexual Health and Contraception

- m. Other retail setting, in person (please include details)
- n. Condom distribution scheme (C-Card) outlet
- o. Sexual health outreach team
- p. Prefer not to say
- q. Other (please specify below)

Please state **one** answer, if you have answered 'other', please specify:

### Question 15.

The last time you used a contraception service in Surrey, what was your reason for accessing the service?

- a. For advice about contraception
- b. For emergency contraception
- c. For contraception to prevent pregnancy (excluding emergency contraception)
- d. For contraception to prevent sexually transmitted infections (STIs)
- e. For contraception for another reason (e.g. to manage menstrual symptoms, or to regulate my periods)
- f. Prefer not to say
- g. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 16.

The last time you used a contraception service in Surrey, how easy was it for you to access the contraception service you used?

- a. Very difficult
- b. Quite difficult
- c. Neither difficult nor easy
- d. Quite easy
- e. Very easy
- f. Prefer not to say

Please state **one** answer:

If you answered '**Very difficult**' or '**Quite difficult**', please go to **Question 17 on page 16**

If you answered '**Neither difficult nor easy**', '**Quite easy**', '**Very easy**' or '**Prefer not to say**', please go to **Question 18 on page 17**

## 2024 Survey on Sexual Health and Contraception

### Question 17.

The last time you used a contraception service in Surrey, what made it difficult for you to access the Contraception you needed in Surrey?

- a. I didn't know what services were available
- b. The location wasn't convenient for me
- c. I couldn't use the service at a convenient time
- d. I couldn't access the service I needed quickly enough
- e. I struggled to use the appointment booking system
- f. I didn't feel the service met my sexual health needs
- g. The service wasn't accessible for my physical health needs
- h. The service wasn't accessible to me because of my learning disability or neurodiversity
- i. I couldn't find information about the service in my preferred language
- j. I was embarrassed to access the service
- k. Prefer not to say
- l. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:



## 2024 Survey on Sexual Health and Contraception

### Question 18.

How satisfied were you with the service you received when you last accessed contraception services in Surrey?

- a. Very satisfied
- b. Satisfied
- c. Neither dissatisfied or satisfied
- d. Dissatisfied
- e. Very dissatisfied
- f. Prefer not to say

Please state **one** answer:

If you provided a rating, please provide further information on why you gave this rating:

### Question 19.

Did you know how to provide feedback on the service you received?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

## 2024 Survey on Sexual Health and Contraception

### Question 20.

The following questions are about how you would prefer to access contraception services in Surrey.

How would you prefer to book appointments for Contraception services?

- a. Online
- b. Telephone
- c. Face to face
- d. I would prefer a walk-in service instead of booking an appointment
- e. Prefer not to say
- f. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 21.

How would you prefer to access contraception services?

- a. Face to face pre-booked appointments
- b. Face to face walk in appointments
- c. Telephone consultation
- d. Ordering contraception online (including an online pharmacy)
- e. Online video consultation
- f. Purchase in-store from pharmacy or other retail setting
- g. Prefer not to say
- h. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 22.

Where would you prefer to access contraception services?

- a. GP surgery
- b. Pharmacy
- c. Sexual health and Contraception clinic
- d. Midwife
- e. School, university or college
- f. Other online website (please include details)
- g. Other retail setting, in person (please include details)
- h. Condom distribution scheme (C-Card) outlet
- i. Purchase from pharmacy or other retail setting
- j. Prefer not to say
- k. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 23.

What time of day would work best for you to access contraception services?

- a. Weekday early morning (before 9am)
- b. Weekday daytime (9am – 5pm)
- c. Weekday evening (after 5pm)
- d. Weekend
- e. No preference/anytime
- f. Prefer not to say
- g. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 24.

The next questions are about any contraception services you have used outside of Surrey.

Whilst living in Surrey, have you ever used a contraception service outside Surrey?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

If you answered '**Yes**', please go to **Question 25 on page 23**

If you answered '**No**' or '**Prefer not to say**', please go to **Question 26 on page 24**

## 2024 Survey on Sexual Health and Contraception

### Question 25.

Why did you choose to use a contraception service outside Surrey?

- a. Nearer to my home
- b. Nearer to my workplace
- c. Nearer to my school/college/university
- d. Appointment times were more convenient
- e. I could get an appointment more quickly
- f. Further from my home so no one will recognise me
- g. I know people who work at the service in Surrey
- h. Easier to get to by public transport
- i. Easier to park
- j. The service has a good reputation
- k. Recommended by someone I know
- l. Because of a previous experience at a local service
- m. I felt the service outside Surrey met my needs better
- n. I could only get the service I needed outside of Surrey
- o. I was referred there by a health professional
- p. It's where I've always gone
- q. Prefer not to say
- r. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 26.

What could improve contraception services for you?

- a. Ability to book appointments online
- b. Text message appointment reminders
- c. More walk-in and wait sessions
- d. More contraception available to order online, e.g. condoms
- e. Contraception services at schools
- f. Contraception services at colleges or universities
- g. Separate clinic for under 25s
- h. Specific clinic sessions for people from LGBTQIA+ groups
- i. Specific clinic sessions for transgender people
- j. They are fine as they are
- k. Prefer not to say
- l. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:



## 2024 Survey on Sexual Health and Contraception

### Question 27.

The following questions are about contraception you are currently using or have previously used.

Are you currently using contraception?

- a. Yes, I am currently using contraception
- b. No, I am not currently using contraception but I have used contraception previously
- c. No, I have never used contraception
- d. Prefer not to say

Please state **one** answer:

If you answered '**Yes, I am currently using contraception**', please go to **Question 28 on page 26**

If you answered '**No, but I have used contraception previously**', please go to **Question 30 on page 28**

If you answered '**No, I have never used contraception**', please go to **Question 33 on page 30**

If you answered '**Prefer not to say**', please go to **Question 30 on page 24**

## 2024 Survey on Sexual Health and Contraception

### Question 28.

What type of contraception are you using?

- a. Combined pill (progestogen and oestrogen)
- b. Progestogen-only pill
- c. Intrauterine device (IUD), or copper coil
- d. Intrauterine system (IUS), or hormonal coil
- e. Contraceptive implant
- f. Contraceptive injection
- g. Contraceptive patch
- h. Vaginal ring
- i. Diaphragm, or cap
- j. Condoms
- k. Internal (female) condoms
- l. Female sterilisation
- m. Vasectomy (male sterilisation)
- n. Natural family planning
- o. Emergency contraception pill
- p. Prefer not to say
- q. Other (please state)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 29.

When you obtained your contraception, was your preferred type available in the service you attended in Surrey?

- a. Yes
- b. No
- c. Unsure
- d. Prefer not to say

Please state **one** answer:

Please do not answer Questions 30 to 32. Please go to **Question 33 on page 30.**

## 2024 Survey on Sexual Health and Contraception

### Question 30.

When did you last use contraception?

- a. I stopped using contraception within the last 6 months
- b. I stopped using contraception 6-12 months ago
- c. I stopped using contraception more than 1 year ago
- d. Prefer not to say

Please state **one** answer:

### Question 31.

Why did you stop using contraception?

- a. No longer required, trying to conceive
- b. No longer required, other reason (please provide details)
- c. Side effects
- d. I wanted to stop taking, or take a break from, hormonal contraception
- e. Other (please specify below)
- f. Prefer not to say

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 32.

When you last used contraception, what type of contraception did you use?

- a. Combined pill (progestogen and oestrogen)
- b. Progestogen-only pill
- c. Intrauterine device (IUD), or copper coil
- d. Intrauterine system (IUS), or hormonal coil
- e. Contraceptive implant
- f. Contraceptive injection
- g. Contraceptive patch
- h. Vaginal ring
- i. Diaphragm, or cap
- j. Condoms
- k. Internal (female) condoms
- l. Female sterilisation
- m. Vasectomy (male sterilisation)
- n. Natural family planning
- o. Emergency contraception pill
- p. Prefer not to say
- q. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 33.

The next questions are about where you would go for information about contraception.

Where would you go to find information on contraception?

- a. Internet
- b. Social media
- c. TV
- d. Information leaflet
- e. Magazines
- f. GP/nurse
- g. Pharmacy/Pharmacist
- h. Midwife
- i. Sexual health service
- j. School/college/university
- k. Care worker/support worker
- l. Youth worker
- m. Friends
- n. Family
- o. Partner
- p. I don't need information on contraception
- q. Prefer not to say
- r. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 34.

If you would look online for information on contraception, where would you look?

- a. Internet search engine
- b. NHS online
- c. Healthy Surrey website
- d. Brook website
- e. GP or pharmacy website
- f. Sexual health service website
- g. Facebook
- h. X/Twitter
- i. Instagram
- j. TikTok
- k. Prefer not to say
- l. I would not look online for information on contraception
- m. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 35.

Thank you, we really appreciate you taking the time to complete this survey. If you have any other comments about contraception services in Surrey, please state these here:



## 2024 Survey on Sexual Health and Contraception

### Sexual Health Services

The following questions refer to sexual health services, including prevention, testing and treatment for sexually transmitted infections, as well as sexual health advice and support.

#### Question 36.

Would you like to answer the questions on sexual health services?

Answer Yes or No; please state answer:

If you answered '**Yes**', please go to **Question 37 on page 34** (you will still have the option to answer questions on sexual health services later)

If you answered '**No**', please go to **page 50**

## 2024 Survey on Sexual Health and Contraception

### Question 37.

Have you ever used any of the following sexual health services in Surrey?

- a. Sexual health advice
- b. Free condoms
- c. Testing at the Surrey sexual health service for sexually transmitted infections (STIs), for example: chlamydia, gonorrhoea, syphilis, HIV
- d. Testing online for sexually transmitted infections (STIs), for example: chlamydia, gonorrhoea, syphilis, HIV
- e. Chlamydia and gonorrhoea testing kits for under 25s
- f. Treatment for a sexually transmitted infection (STI)
- g. Testing specifically for HIV
- h. Treatment for HIV
- i. HIV prevention – pre-exposure medication (PrEP)
- j. HIV prevention – post-exposure medication (PEP)
- k. Counselling for psychosexual problems
- l. Sexual health outreach team (e.g. clinic in a box)
- m. Vaccination against HPV at a sexual health clinic or GP
- n. Vaccination against hepatitis A or hepatitis B at a sexual health clinic or GP
- o. Prefer not to say
- p. I have never used a sexual health service in Surrey
- q. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 38.

When did you last use a sexual health service in Surrey?

- a. Within the last month
- b. 1-6 months ago
- c. 6-12 months ago
- d. More than 1 year ago
- e. Unsure
- f. I've never used a sexual health service in Surrey
- g. Prefer not to say

Please state **one** answer:

If you have used a sexual health service in Surrey, please go to **Question 39 on page 36**

If you have not used a sexual health service in Surrey, or would prefer not to say, please go to **Question 47 on page 44**

## 2024 Survey on Sexual Health and Contraception

### Question 39.

The following questions are about the last time you used a sexual health service in Surrey.

When you last used a sexual health service in Surrey, which service did you use?

- a. Sexual health advice
- b. Free condoms
- c. Testing at the Surrey sexual health service for sexually transmitted infections (STIs), for example: chlamydia, gonorrhoea, syphilis, HIV
- d. Testing online for sexually transmitted infections (STIs), for example: chlamydia, gonorrhoea, syphilis, HIV
- e. Chlamydia and gonorrhoea testing kits for under 25s
- f. Treatment for a sexually transmitted infection (STI)
- g. Testing specifically for HIV
- h. Treatment for HIV
- i. HIV prevention – pre-exposure medication (PrEP)
- j. HIV prevention – post-exposure medication (PEP)
- k. Counselling for psychosexual problems
- l. Sexual health outreach team (e.g. clinic in a box)
- m. Vaccination against HPV, hepatitis A or hepatitis B at a sexual health clinic
- n. Prefer not to say
- o. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 40.

When you last used a sexual health service in Surrey, where did you access it?

- a. GP surgery, in person
- b. GP surgery, online
- c. Pharmacy, in person
- d. Pharmacy, online
- e. Sexual health clinic, in person
- f. Sexual health service, online
- g. 111
- h. Urgent care or A&E
- i. Midwife
- j. Abortion service
- k. School, university or college
- l. Other online website (please include details)
- m. Other retail setting, in person, e.g. to buy condoms
- n. Condom distribution scheme (C-card) outlet
- o. Prefer not to say
- p. Other (please specify below)

Please state **one** answer, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 41.

If the last time you used a sexual health service in Surrey was a sexual health clinic, in person, which sexual health clinic in Surrey did you last attend?

- a. Buryfields clinic, Guildford
- b. Earnsdale clinic, Redhill
- c. Woking clinic, Woking Hospital
- d. Epsom Young People's Clinic (NESCOT college)
- e. Weybridge Young People's Clinic (Brooklands college)
- f. Oxted Young People's Clinic (Oxted Health Centre)
- g. Prefer not to say
- h. Other (please specify below)

Please state **one** answer, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 42.

The last time you used a sexual health service in Surrey, how easy was it for you to access the service you used?

- a. Very difficult
- b. Quite difficult
- c. Neither difficult nor easy
- d. Quite easy
- e. Very easy
- f. Prefer not to say

Please state **one** answer:

If you answered '**Very difficult**' or '**Quite difficult**', please go to **Question 43 on page 40**

If you answered '**Neither difficult nor easy**', '**Quite easy**', '**Very easy**' or '**Prefer not to say**', please go to **Question 44 on page 41**

## 2024 Survey on Sexual Health and Contraception

### Question 43.

What made it difficult for you to access the last sexual health service you used in Surrey?

- a. I didn't know what services were available
- b. I struggled to use the appointment booking system
- c. The location wasn't convenient for me
- d. I couldn't use the service at a convenient time
- e. I couldn't access the service I needed quickly enough
- f. I didn't feel the service met my sexual health needs
- g. The service wasn't accessible for my physical health needs
- h. The service wasn't accessible to me because of my learning disability or neurodiversity
- i. I couldn't find information about the service in my preferred language
- j. I was embarrassed to access the service
- k. Prefer not to say
- l. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:



## 2024 Survey on Sexual Health and Contraception

### Question 44.

Thinking about the last sexual health service you used in Surrey, how satisfied were you with the service you received?

- a. Very satisfied
- b. Satisfied
- c. Neither dissatisfied or satisfied
- d. Dissatisfied
- e. Very dissatisfied
- f. Prefer not to say

Please state **one** answer:

If you provided a rating, please provide further information on why you gave this rating:

## 2024 Survey on Sexual Health and Contraception

### Question 45.

The next questions are about any sexual health services you have used outside of Surrey.

Whilst living in Surrey, have you ever used a sexual health service outside Surrey?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

If you answered '**Yes**', please go to **Question 46 on page 43**

If you answered '**No**' or '**Prefer not to say**', please go to **Question 47 on page 44**

## 2024 Survey on Sexual Health and Contraception

### Question 46.

Why did you choose to use a sexual health service outside Surrey?

- a. Nearer to my home
- b. Nearer to my workplace
- c. Nearer to my school/college/university
- d. Appointment times were more convenient
- e. I could get an appointment more quickly
- f. Further from my home so no one will recognise me
- g. I know people who work at the service in Surrey
- h. Easier to get to by public transport
- i. Easier to park
- j. The service has a good reputation
- k. Recommended by someone I know
- l. Because of a previous experience at a local service
- m. I felt the service outside Surrey met my needs better
- n. I could only get the service I needed outside of Surrey
- o. I was referred there by a health professional
- p. It's where I've always gone
- q. Prefer not to say
- r. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 47.

The following questions are about your preferences of how, where and when you would like to access sexual health advice and support.

How would you prefer to book appointments for sexual health services?

- a. Online
- b. Telephone
- c. In person
- d. I would prefer a walk-in service instead of booking an appointment
- e. Prefer not to say
- f. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

### Question 48.

How would you prefer to access sexual health services?

- a. Face to face pre-booked appointments
- b. Face to face walk in appointments
- c. Telephone consultation
- d. Ordering online, e.g. STI testing
- e. Online video consultation
- f. Prefer not to say
- g. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 49.

Where would you like to access sexual health services?

- a. GP surgery
- b. Pharmacy
- c. Sexual health clinic
- d. Midwife
- e. School, university or college
- f. Other online website (please include details)
- g. Other retail setting, in person, e.g. to buy condoms
- h. Condom distribution scheme (C-card) outlet
- i. Prefer not to say
- j. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

### Question 50.

What time of day would work best for you to access sexual health services?

- a. Weekday early morning (before 9am)
- b. Weekday daytime (9am – 5pm)
- c. Weekday evening (after 5pm)
- d. Weekend
- e. No preference/anytime
- f. Prefer not to say
- g. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 51.

What could improve sexual health services for you?

- a. Ability to book appointments online
- b. Text message appointment reminders
- c. More walk-in and wait sessions
- d. More self-test kits available to order online
- e. Sexual health services at schools
- f. Sexual health services at colleges or universities
- g. Separate clinic for under 25s
- h. Separate clinic sessions for over 45s
- i. Separate clinic for males
- j. Separate clinic for females
- k. Separate clinic for people from LGBTQIA+ groups
- l. Separate clinic for transgender people
- m. Separate clinic for sex workers
- n. They are fine as they are
- o. Prefer not to say
- p. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 52.

The following questions are about where you would go to find information on sexual health.

Where would you go to find information on sexually transmitted infections?

- a. Internet
- b. Social media
- c. TV
- d. Information leaflet
- e. Magazines
- f. GP/nurse
- g. Pharmacy/Pharmacist
- h. Midwife
- i. Surrey Sexual health service
- j. School/college/university
- k. Care worker/support worker
- l. Youth worker
- m. Friends
- n. Family
- o. Partner
- p. I don't need information on sexually transmitted infections
- q. Prefer not to say
- r. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:

## 2024 Survey on Sexual Health and Contraception

### Question 53.

If you would look online for information on sexually transmitted infections, where would you look?

- a. Internet search engine
- b. NHS online
- c. Healthy Surrey website
- d. Brook website
- e. GP or pharmacy website
- f. Surrey sexual health service website
- g. Facebook
- h. X/Twitter
- i. Instagram
- j. TikTok
- k. Prefer not to say
- l. Other (please specify below)

Please state **all that apply**, if you have answered 'other', please specify:



## **2024 Survey on Sexual Health and Contraception**

### **Question 54.**

Thank you, we really appreciate you taking the time to complete this survey. If you have any other comments about contraception services in Surrey, please state these here:

**This is the end of your survey. Please go to page 50.**

## 2024 Survey on Sexual Health and Contraception

### Submitting your answers

Thank you for spending time to complete this survey. Your participation is greatly appreciated.

If you are completing this survey electronically, it can be returned to: [jsnafeedback@surreycc.gov.uk](mailto:jsnafeedback@surreycc.gov.uk)

If you are completing this survey via paper, it can be returned by post to:

Attention: JSNA Sexual Health Team  
Surrey County Council  
Woodhatch Place,  
11 Cockshot Hill,  
Reigate  
RH2 8EF

### Further information

If you have any questions or you would like the survey in a different format, please contact us as follows:

- **Telephone:** 020 8541 7976 (available Monday to Friday, 9am to 5pm, excluding bank holidays)
- **Text (SMS):** 07870 843252 (available Monday to Friday, 9am to 5pm, excluding bank holidays)
- **British Sign Language:** [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)
- **Email:** [jsnafeedback@surreycc.gov.uk](mailto:jsnafeedback@surreycc.gov.uk)