



Condom Distribution Service

Annual Report 2013

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1. Introduction and Background

The Scottish Sexual Health Strategy¹ recommends that all health boards should make a range of condoms freely available across a range of agencies and locations to prevent HIV, STIs and unintended pregnancy. In 2011, the Scottish Government published The Sexual Health and Blood Borne Virus Framework² and recommended that multi-agency partners should be working together to ensure services, including the provision of general sexual health advice, pregnancy testing and condoms, are available in areas of greatest need.

Additionally, the HIV Action Plan in Scotland³ sets out a range of standards to ensure that health boards effectively target condom resources to reflect population with the highest prevalence of HIV.

Health Improvement Team – Sexual Health commenced management of the condom distribution in autumn 2010 and the service in its current format became fully operational as the ‘Free Condoms’ service in June 2011.

This Annual Report outlines the work undertaken by the Condom Distribution Service (CDS) team during the period January 2013 to December 2013 (the second complete year of service operation). This report provides information on the delivery of the condom distribution service including distribution venues and supply of products as well as other associated activity including training, marketing and information provision.

¹ *Respect and Responsibility: A national strategy and action plan, Scottish Executive (2005)*

² *The Sexual Health and Blood Borne Virus Framework, 2011-2015, Scottish Government (2011)*

³ *HIV Action Plan in Scotland, December 2009 to March 2014, Scottish Government (2009)*

2. Service Design

The aims and objectives of the CDS were defined in November 2010 prior to the development and launch of the service. These were reviewed in January 2013 as part of continued service development. The over-arching aim of the Free Condoms service is to provide free condoms across NHS Greater Glasgow and Clyde (NHS GGC) to people who need them. The seven primary aims of the service are:

1. To identify appropriate target groups based on identified need.
2. Monitor and review performance of delivery of the service in order to create and maintain effective partnerships which enable service development and delivery.
3. To provide an available and accessible quality service.
4. To establish and maintain effective communication with current and future service users.
5. To provide a responsive service that addresses the needs of service users.
6. To contribute towards the evidence base and inform future policy and services.
7. To ensure appropriate accountability and governance.

A full copy of the Aims and Objectives Paper can be found at Appendix 1.

2.1 Target groups

The following sub-populations are the defined priority groups for the CDS:-

- People living with diagnosed HIV
- People most at risk of acquiring HIV infection
- Young adults aged up to 24
- Sexually active young people aged 13 to 15

Additionally, NHS GGC has a responsibility to plan and deliver its services with a focus on addressing inequalities in health and life circumstances. Therefore the CDS is delivered in such ways that address poverty and rurality. Efforts are made to ensure that areas that are known to have poorer outcomes within the Scottish Index of Multiple Deprivation have access to condom distribution venues. Further availability of local data on rates of teenage pregnancy, deprivation and level of condoms distribution will allow development and review of neighbourhoods to commence in the second quarter of 2014.

The CDS also aims to be available to those who have added vulnerability such as disability, homelessness or substance use dependency. Agencies working with such vulnerable groups can offer the CDS to their clients/service users.

The CDS has overarching aims including the prevention of HIV, sexually transmitted infections and unintended pregnancy and therefore the CDS does not supply condoms to gynaecology departments/general practice for routine supply to patients following a procedure

2.2 Service Operation

The current CDS, branded as 'Free Condoms', is designed to be a user friendly service for both the service user and for those involved in distributing condom products.

The main features of 'Free Condoms' for service users are;

- Condoms are accessible throughout the health board area.
- Condoms are accessible from a range of agencies.
- There is no requirement to register or provide personal details as a service user.
- 'Membership' cards are not required.
- There are no restrictions regarding the amount of times condoms can be accessed.
- The service is discreet and simple.
- Condoms are provided in discreet packaging.
- A range of products are available.

The main features for distribution venues are;

- The transaction involved in providing a condom pack is simple and discreet and therefore should not take up a great deal of staff time.
- There is no requirement to record transactions or complete paperwork.
- Condoms are ordered from the CDS team and are delivered directly to the venue.
- Delivery occurs within 10 days of ordering and condoms/lubricant are delivered pre-packaged into packs of 12.

2.3 Condom Supply

The tender for the supply of condoms and lubricants was first processed in autumn 2010. This 18 month contract was awarded to Pasante Healthcare Ltd to run from December 2010 – May 2012 and was then extended to March 2013. A further tender was issued and won by Pasante to run from April 2013 to March 2014. There is potential for this contract to be extended on a year by year basis for 4 further years.

No changes have been made to the condom supply contract. Pasante continue to package condoms into discreet plain packaging clearly marked with a label coding the contents and use-by date. Pasante couriers continue to deliver condoms directly to each distribution venue.

There have been no major issues with the supply of condoms during 2013. Any minor issues with products/supply/delivery have been recognised and rectified promptly.

2.4 Product range

Efforts continue to ensure that the product range reflects the needs of target groups and is in line with current evidence regarding condom effectiveness.

A minor change to the product list was made due to the cessation of manufacturing of the 'Halo for Her' product during summer 2013. To counter this, the service now offers one 'Halo' brand instead of 'Male' and 'Female' Halo products as before.

The list of products currently offered to distributors/service users is attached as Appendix 2.

3. Distribution Venues

The Free Condoms service began in 2011 with 113 sites inherited from the previous 'C-Card' service. Throughout 2011 further venues were recruited and by 31st December 2011 there were a total of 251 venues. This increased to 341 venues by the end of 2012.

Note: Gay Men's Health, African Health Project and Brownlee Centre are coded separately on the CDS database as these agencies provide condoms on a board wide basis to a key target group. Steve Retson Project is also coded separately on the CDS database to differentiate from general Sandyford distribution and because it provides a broader range of product choice to a key target group. Therefore, all statistics shown regarding distribution venues does **not** include these 4 agencies. Distribution from these agencies are discussed in detail at section 5.4 – Supply to Partner Agencies.

Table 1 illustrates the range of operational sites as at December 2012 together with their respective Community Health Partnership (CHP) locality.

Table 1 – Distribution Venues as at December 2012

BUSINESS TYPE	EDUN	EREN	GCC NE	GCC NW	GCC S	INVER	NLAN	REN	SLAN	WDUN	Total
Acute			2	1	2	1					6
Addiction Services		2		7	5	2		4		4	24
College/University			5	6	3	1		3			18
Community Centre			4	1							5
Community Health/Social Care			3	5	2	1		1		1	13
Doctors/H.C.	2	3	11	20	7	7	1	8	1	1	61
Housing Services			2	12	4	1		2		2	23
Library			3	3							6
Pharmacy	9	7	18	19	23	6	4	17	2	15	120
Residential/Secure Unit								1			1
Sandyford Services	1	1	3	3	3	2		3	1	2	19
Sport				1							1
Vocational/Training			3	3		2		2			10
Youth Services	1	2	2	4	6	1			1	2	19
NHS Youth Health Services		2		2	4			1			9
Workplace			1	2	2						5
Criminal Justice			1								1
Total	13	17	58	89	61	24	5	42	5	27	341

3.1 Venue Recruitment

Throughout 2013 a further 79 distribution venues were recruited. 13 venues were removed from the service (for a variety of reasons including closure and low demand). Table 2 illustrates the type of venues recruited and their respective CHP locality.

Table 2 – Distribution Venues Recruited – 2013

BUSINESS TYPE	EDUN	EREN	GCC NE	GCC NW	GCC S	INVER	REN	SLAN	WDUN	Total
College/University									1	1
Community Centre			2							2
Community Health/Social Care				2	1					3
Doctors/H.C.		1	1	1	2				4	9
Housing Services			2	4	2					8
Pharmacy		1	7	5	10	1	7	2	2	35
Residential/Secure Unit							5			5
Vocational/Training	1		1							2
Youth Services		1	2		1	1	1		1	7
Workplace					2					2
Criminal Justice						1				1
Sport or Leisure Facility				1						1
Addiction Services			2		1					
Total	1	3	17	13	19	3	13	2	8	79

As in previous years, the largest 'business type' recruited was pharmacies with 35 new venues becoming operational in 2013. Pharmacies remain a popular choice for condom distribution for a possible number of reasons including locality, anonymity and an opportunity to discuss health issues or signposting to services. During the second quarter of 2014 it is expected that data and mapping will be published illustrating sexual health risk in particular geographical areas. This may prompt gaps and thus recruitment of a pharmacy or other venue within particular communities.

Efforts were made to recruit agencies that offer homeless/housing services as this was viewed as an area where particularly vulnerable, and often younger adults, could be offered the service. 8 new agencies were recruited in 2013. A total of 31 homeless/housing services now offer the CDS.

9 new G.P. practices or health centres also began offering the service in 2013. This was not a sector that was actively recruited. However, practices often request the service due to patient demand or perceived need for the service within their locality.

A full listing of all CDS distribution venues as at December 2013 is attached as Appendix 3.

3.2 Source of Recruitment

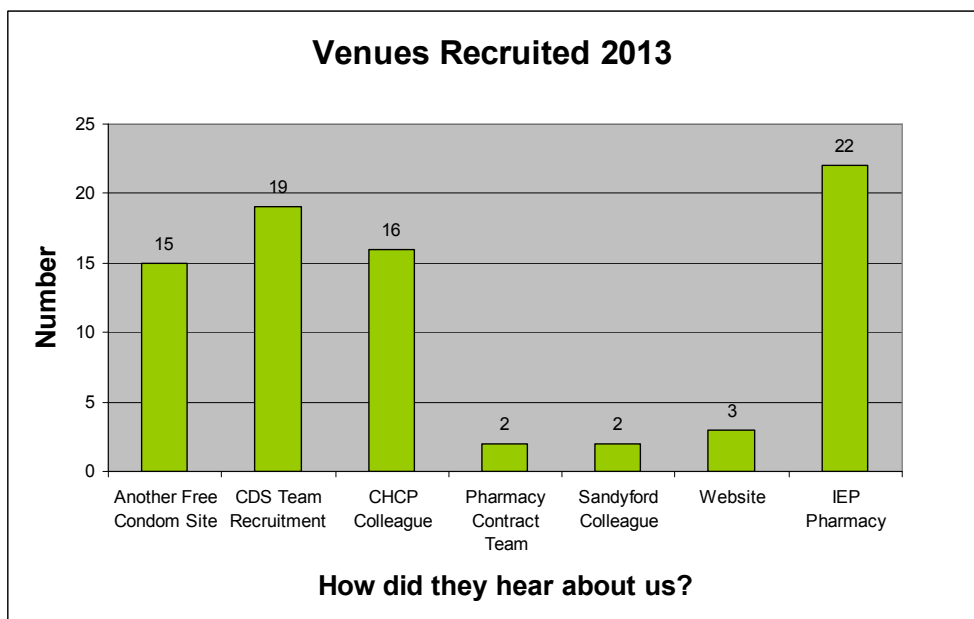
Distribution venues are recruited in a number of different ways. When a new venue is 'signed up' to the CDS they are asked how they first came to hear about the opportunity to become a distributor. During 2013 the largest method of recruitment was a joint piece of work with the Addiction Pharmacy team where all pharmacies offering Injecting Equipment Provision (IEP) were encouraged to also offer condoms. 22 pharmacies were recruited through this work.

The CDS team recruited a further 19 venues, largely in areas or sectors where it was felt service provision was lacking. Similarly, locality health improvement teams recruited 16 venues where they thought provision would be beneficial. Word of mouth continues to stimulate demand for the service and 15 new venues were recruited on the recommendation of a partner agency. The role of partnership working is of great importance and it is acknowledged that this partnership work has contributed greatly to the overall service growth throughout 2013. Table 3 and Chart 1 describe the recruitment sources during 2013.

Table 3 – Method of Venue Recruitment - 2013

WHERE DID YOU HEAR ABOUT US?	Total
Another Free Condom Site	15
CDS Team Recruitment	19
CHCP Colleague	16
Pharmacy Contract Team	2
Sandyford Colleague	2
Website	3
IEP Pharmacy	22
Total	79

Chart 1 – Method of Venue Recruitment - 2013



3.3 Inactive Venues

13 sites were removed from the CDS contact database during 2013 for a variety of reasons. 4 pharmacies requested to discontinue CDS provision as they were not being remunerated. 2 venues asked to be removed as they were experiencing insufficient demand (in the case of Langside College the service is also being offered from the student union). Service change and loss of funding also impacted with 5 agencies no longer operating. This included the very successful partnership with Scottish Hydro Arena's occupational health department where the service ended when the building was completed.

Table 4 – Method of Venue Recruitment - 2013

BUSINESS TYPE	COMPANY NAME	GCC NE	GCC NW	GCC S	REASON NON ACTIVE?	Total
Addiction Services	North CAT		1		No Longer Operating	1
Community Centre	The Community Health Shop	1			No Longer Operating	1
NHS Youth Health Services	Youth Health Service @ Gorbals			1	No Longer Operating	1
	Youth Health Service @ Govanhill			1	No Longer Operating	1
Workplace	Lend Lease - Scottish Hydro Arena		1		No Longer Operating	1
Doctors/H.C.	Dr Davidson & Partners		1		Not Ordered/Responded	1
Sport or Leisure Facility	Blairdardie Sports Pavilion		1		Not Ordered/Responded	1
Pharmacy	Apple Pharmacy - Cathcart Road			1	Payment	1
	Apple Pharmacy - Craigend	1			Payment	1
	Malcolm Chemist - Kings Park			1	Payment	1
	Reach Pharmacy - Finnieston		1		Payment	1
Community Health/ Social Care	Aberlour Bridges Service (Possilpark)		1		Low Numbers - not required	1
College/University	Langside College, Education Care & Support			1	Low Numbers - not required	1
Total		2	6	5		13

Therefore, at the end of December 2013, 407 sites were offering the CDS (341 sites from 2012 plus 79 new sites minus 13 no longer operational).

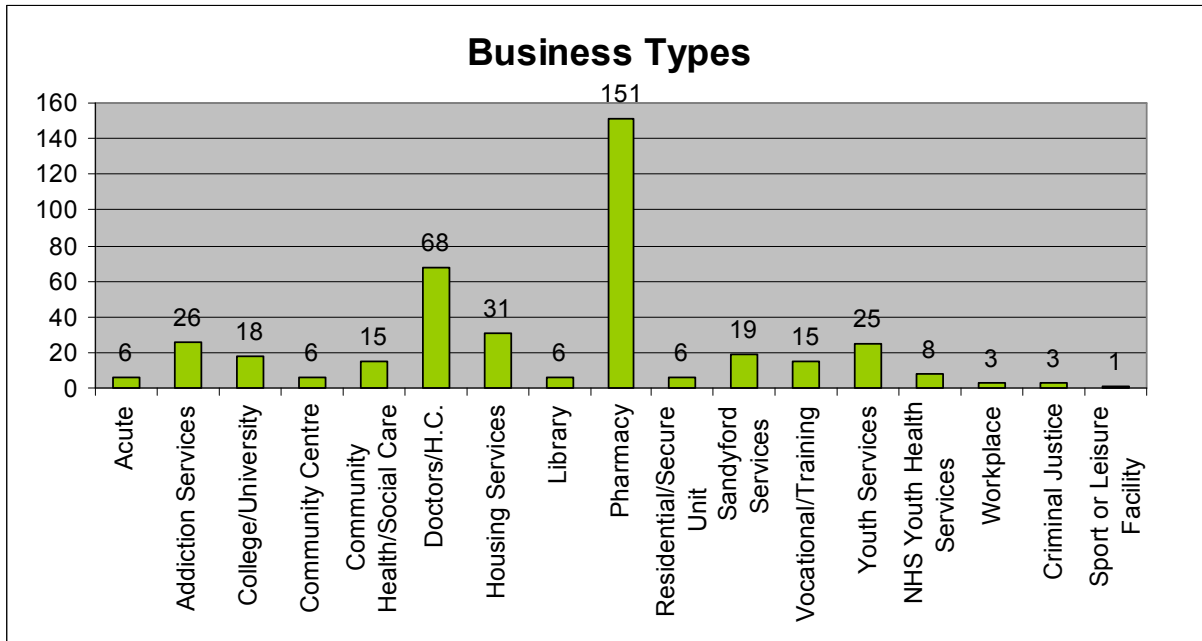
3.4 Current Active Venues – December 2013

There are currently 407 active CDS distribution venues as illustrated in the chart and bar graph at Table 5 and Chart 2 below. The largest proportion of distribution venues are pharmacies, health centres and Sandyford sites. All of these venues will provide an 'open access' service meaning that all members of the public can access condoms during all opening hours. Additionally, many pharmacies offer extended opening hours and these are highlighted on the CDS web-site

Table 5 – Operational CDS Venues as at 31st December 2013

BUSINESS TYPE	EDUN	EREN	GCC NE	GCC NW	GCC S	INVER	NLAN	REN	SLAN	WDUN	Total
Acute			2	1	2	1					6
Addiction Services		2	2	6	6	2		4		4	26
College/University			5	6	2	1		3		1	18
Community Centre			5	1							6
Community Health/ Social Care			4	5	3	1		1		1	15
Doctors/H.C.	2	4	11	20	9	7	1	8	1	5	68
Housing Services			4	15	7	1		2		2	31
Library			3	3							6
Pharmacy	9	7	24	22	32	7	4	24	4	18	151
Residential/Secure Unit								6			6
Sandyford Services	1	1	3	3	3	2		3	1	2	19
Vocational/Training	1		4	4	2	2		2			15
Youth Services	1	3	4	4	7	2		1		3	25
NHS Youth Health Services		2		2	2			1	1		8
Workplace					3						3
Criminal Justice			1	1		1					3
Sport/Leisure Facility				1							1
Total	14	19	72	94	78	27	5	55	7	36	407

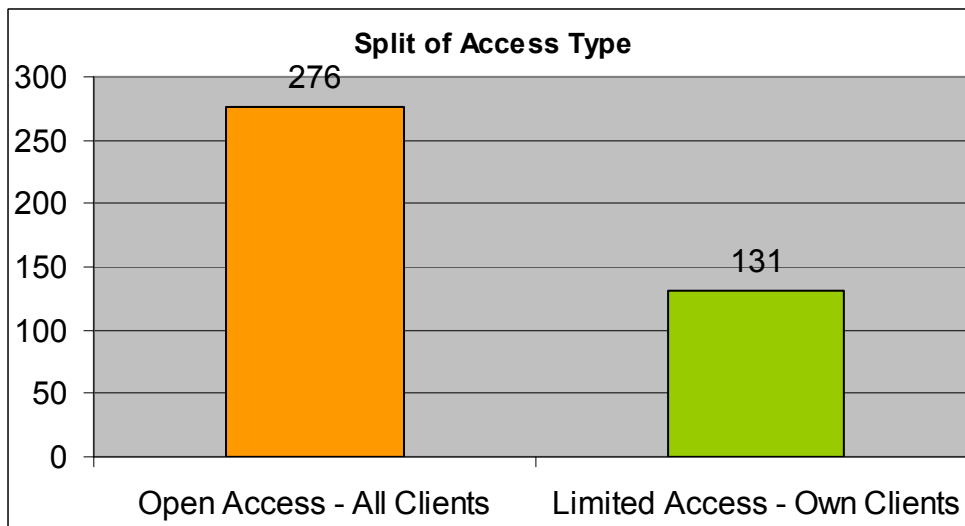
Chart 2 – Operational CDS Venues as at 31st December 2013



3.5 Service Access Types

Distribution venues, depending on their business type, can open the service to the public or restrict to their own service users only. As Charts 3 below illustrates, approximately 68% of venues are operating the service for public access with the remaining 32% providing condoms to their own clients only.

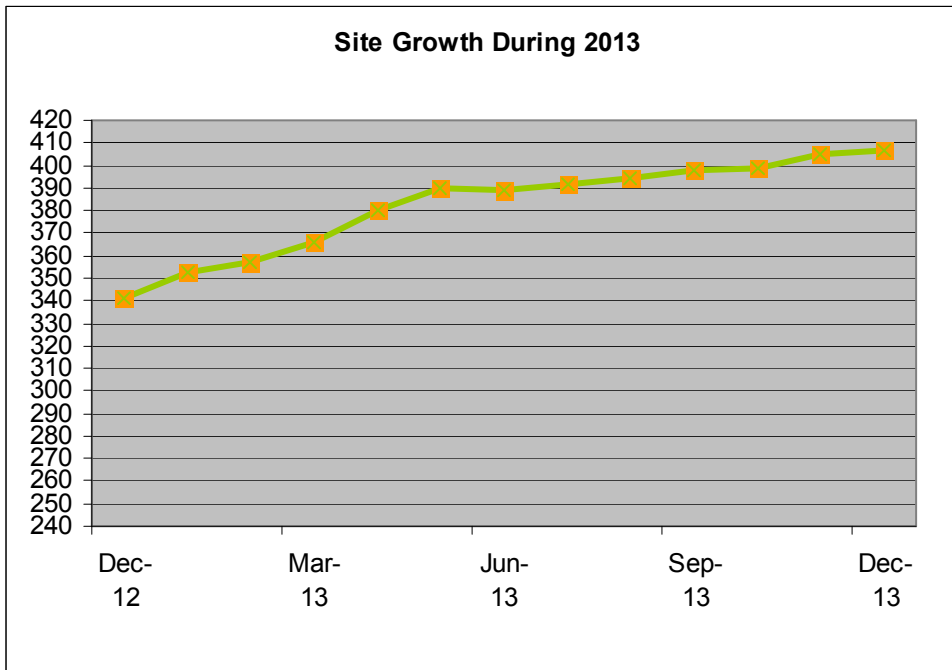
Chart 3 – Service Access Type



3.6 Service Growth

The CDS has expanded the number of distribution venues during 2013. A 19% growth in venue numbers was experienced.

Chart 4 – Growth in Venues in 2013



3.7 Plans for Development of Venues

In the second quarter of 2014 it is anticipated that data will be available to map CDS delivery across geographical areas together with statistical information on multiple deprivation, teenage pregnancy, HIV rates and Sandyford service access. This will give the staff team an opportunity to review CDS venues and prioritise areas with limited service access.

It is known that there are a number of venues in operation that experience low levels of demand but despite this it is important that these sites are retained as they may provide a local service to a small population. Venues that have low order volumes will continue to be contacted annually to determine demand and ascertain if any changes required.

Venues will continue to be contacted or visited by the CDS team throughout 2013. This contact will provide information on how well the CDS is operating in the community and will inform future service design.

4. Information and Training for Venues

There are three main formats for providing information to distribution venues; the service handbook, a 'professionals' section on the web-site and face-to-face staff training. Handbooks are given to each new venue as part of their 'welcome pack' together with choice cards, posters and a 'frequently asked questions' style guide to products and ordering procedures. Training is offered to all new distribution venues. Some agencies do not take up the offer of training and opt to have a telephone discussion and read literature/web-site as an alternative.

4.1 Service Handbook

The Service Handbook was created prior to the service launch in June 2011 and was updated during the second quarters of 2012 and 2013. Version 3 of the Service Handbook has been distributed to all new distribution venues from May 2013 onwards and a revised version also appears on the web-site. The handbook includes information on a range of topics including service procedures and operation (including expected service standards), information on products, providing guidance on condom use and an in-depth section on providing condoms to young people under the age of 16.

4.2 Professionals Section of Web-site

A section of the 'Free Condoms' web-site is designed for use by professionals involved in condom distribution. The section is designed to give information to current service providers as well as providing information for potential new venues (who have the option of 'signing up' to the service by providing their details via an on-line form). Other topics in the practitioners section include information on products, service values and operation, referral to Sandyford services and advice on condom provision with young people under the age of 16.

The Professionals section of the web-site appears to be well used and had 4548 page views amongst 2068 unique visits during 2013. This is a reduction on the 7832 page views and 6590 unique visits experienced in 2012. However, with many professionals involved in service operation now having experience in offering the service and with recruitment of new agencies being lower this year it is not concerning that web visits to this section is lower than previous. As before, the most commonly viewed section is 'under 16s' with 2472 page views amongst 1033 visits. The remainder of the visits to this section are equally spread amongst the other pages (including resources, training, product details and how to re-order stock). This section of the web-site is also open to the public so the amount of actual distributors/potential distributors viewing these pages cannot be accurately measured.

4.3 Training Provision

There are generally 3 types of training provided. An 'information session' takes place when an agency is interested in finding out more about the service, for example at a team meeting or prior

to registering as a distributor. A 'training session' is offered when a new venue is recruited. This standard session takes between 1-2 hours and includes information on service operation, products, distribution to young people and marketing the service. Occasionally, training events are written with a specific audience in mind and these are described as 'bespoke training sessions'. Table 6 illustrates the training provided in 2013. A total of 52 training events were provided, a slight decrease from the 69 events conducted in 2012 but corresponding with the reduction in new venues recruited. All new venues are encouraged to accept a training session but it is not an essential requirement. Some agencies prefer to have a telephone conversation and refer to the web-site and/or handbook. Overall, it would appear that around 65-70% of new sites accept the offer of training.

In addition to the training outlined below, some CHCP staff have expressed an interest in developing the CDS within their locality and have been provided with training materials to support the registration of potential new venues.

Table 6 – Training events provided in 2013

BUSINESS TYPE	CHP AREA	Information Session	Training Session	Bespoke Session	TOTAL
College/University	GCC NE		1		1
	GCC NW		4		4
	INVER		1		1
	WDUN	1			1
Doctors/H.C.	GCC NE		1		1
	WDUN		3		3
Housing Services	GCC NW		2		2
	GCC S		1		1
Pharmacy	EREN		1		1
	GCC NE		5		5
	GCC NW		5		5
	GCC S		9		9
	REN		3		3
	SLAN		1		1
	WDUN		1		1
Vocational/Training	EDUN		1		1
Workplace	GCC S		1		1
Youth Services	EREN		1		1
	GCC NE		2		2
	GCC NW		2		2
	GCC S			1	1
	WDUN		1		1
African Health Project	AHP		1		1
Sport/Leisure Facility	GCC NW	1			1
Training	GCC NE	1			1
Social Work	GCC NE	1			1
TOTAL		4	47	1	52

5. Trends in Distribution

5.1 Product Trends

All condom and lubricant orders are recorded on the CDS database. Therefore, it is possible to analyse the products ordered by and delivered to each venue over the course of the year. This data also includes CHP locality and business type of distribution venues.

Table 7 illustrates the product volume ordered by venues throughout 2012 and 2013 respectively. This figure includes products provided to Sandyford and all CDS distribution venues but does not include products to partner agencies providing condoms to specific target groups including Gay Men's Health, African Health Project, Steve Retson Project or Brownlee Centre as these agencies order slightly different product types and volumes e.g. lubricant bottles and clinic packs of condoms. Product orders for these agencies are discussed later within this section.

Note; there are 12 condoms in each pack with the exception of the 'Single' pack which contains 3 condoms. Lubricant packs contain 12 x 10ml sachets. The 'Starter Pack' was predominantly given to all new distribution venues and contained a selection of the range. This was discontinued during the first quarter of 2013 and any newly recruited site is now given an individual order based on estimated need.

Table 7 – Pre-wrapped Products ordered by distribution venues in 2013

TYPE	Total Packs 2012	Total Items 2012	Total Packs 2013	Total Items 2013	% Increase/Decrease
Standard (Naturelle)	41765	501180	46429	557148	+11%
Female Halo	10022	120264	5153	61836	
Male Halo	10562	126744	5527	66324	
Halo (new packaging)	0	0	8455	101460	
<i>Total Halo</i>	<i>20584</i>	<i>247008</i>	<i>19135</i>	<i>229620</i>	<i>-7%</i>
Variety of Sizes	5447	65364	7974	95688	+46%
Larger Fit	3507	42084	5398	64776	+54%
Trimmer Fit	1967	23604	3112	37344	+58%
Latex Free	4520	54240	5557	66684	+22%
Black	2032	24384	3383	40596	+66%
Female Condom	545	6540	941	11292	+72%
Starter Pack	108	102384	18	17064	-83%
Single – 3 x standard	3018	9054	2615	7845	-13%
Lubricant 1 (Lite Lube)	4248	50976	6094	73128	+43%
Lubricant 2 (TLC)	3053	36636	4580	54960	+50%
Total	90,794	1,163,454	105,236	1,256,145	+8%

In 2012 1,163,454 condoms/lubricant sachets were ordered reflecting a 27% rise in orders from the 912,429 products ordered during January – December 2011. This figure has increased again in 2013 with a total of 1,256,145 products ordered representing an overall 8% rise in orders from 2012. In 2011 many agencies were using stock from the previous C-Card scheme and did not begin to order regular supplies until the latter part of the year. Therefore, the figures from 2012 and 2013 are a truer reflection of the actual demand for products. However, 2012 saw the greatest proportion of site recruitment activity with 108 agencies receiving ‘starter stock’ which accounts for approximately 9% of the order volume. Less venues were recruited in 2013 (79) which suggests that more of the orders for 2013 come from repeat business. Additionally, the supply of the ‘starter pack’ was terminated in the first quarter of 2013 and stocks given to new venues are recorded amongst other stock items. Therefore, it is difficult to give the exact percentage increases on each product as comparative figure for 2013 against 2012 where ‘starter packs’ were recorded as a total and not as individual items.

As seen in previous years, the most frequently requested product is the Standard (Naturelle) condom which accounted for 44% of all products ordered in 2013. There was an 11% increase in orders for this product.

A change was made to the Halo product variety. The product branded as the female Halo ceased production in the second quarter of 2013. The male Halo product was thereafter branded simply as ‘Halo’ for all new orders from around May 2013. The total amount of Halo condoms supplied in 2013 amounts to 229,620 which is a slight decrease from the 247,008 combined total of male and female Halo from 2012.

Regarding the condom size options; the ‘Variety’ pack has increased in orders by 46%, the Trim by 58% and the larger fit by 54%. Although some of these increases will no doubt be due to ‘start stock’ it remains encouraging that venues are re-ordering size options indicating an increasing customer demand for these products.

The ‘Latex Free’ product order value has increased by 22%.

Black condoms are increasingly popular with a 66% increase noted in 2013 going from 2032 packs in 2012 to 3383. Once again, some of this increase will be due to the reduction of ‘starter packs’ but it remains evident that the product is frequently re-ordered by a range of venues.

Interestingly, the product with the greatest growth is the ‘Female Condom’ where the order value has increased by 72% (545 packs in 2012 to 941 in 2013). It would appear that there is a low level of increasing popularity for this product. There is not a definitive pattern of venues re-ordering the product with orders coming from pharmacies, Sandyford services and a range of other agencies.

This is a notable change from 2011 – 2012 where a 5% decrease was noted in the demand for Female Condoms.

2 types of Lubricant are distributed (Lite Lube and TLC) and both are offered in 10ml sachets with 12 sachets in each pack. In 2011 Lubricant re-ordering represented 7% of the total value of orders with 3980 packs being ordered throughout the year. In 2012 this rose slightly with Lubricant representing 8% of the total value of orders with 7301 packs re-ordered throughout the year. In 2013 this has risen by 10% to 10,674 packs. However, as lubricant was included starter packs, albeit in small numbers, this may take account of the rise.

In addition to the volumes above, during 2013 a small number of distribution venues ordered ‘clinic packs’ of condoms. Each clinic pack contains 144 individual condoms whilst the Eco clinic pack contains 288 individual condoms.

Table 8 – Clinic Packs ordered by distribution venues in 2013

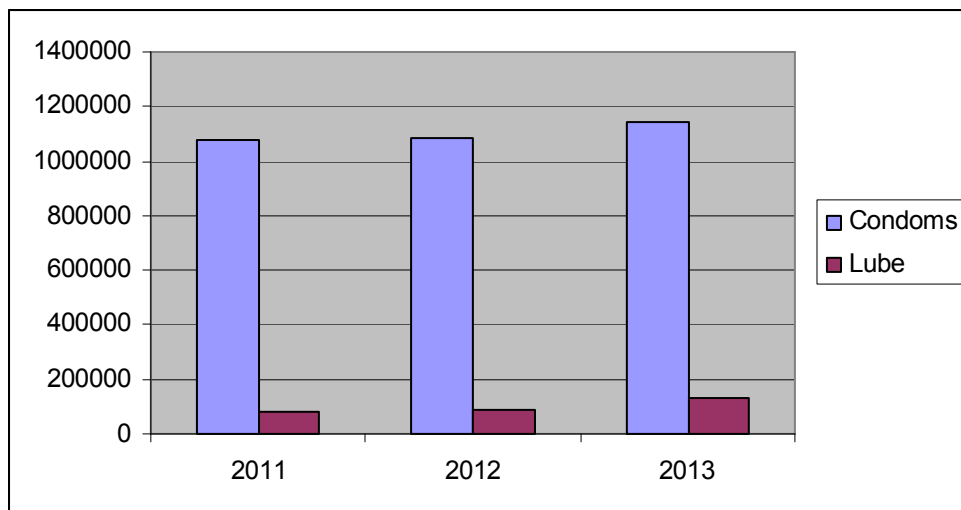
2013 Product Type	Packs	Total Items
Black/clinic	3	432
Latex Free/clinic	5	720
Larger Fit/clinic	11	1584
Red ribbon/clinic	7	1008
Standard/eco clinic	7	2016
Standard/clinic	18	2592
Trimmer Fit/clinic	8	1152
Halo/clinic	42	6048
Lubricant 1 (Lite Lube)	3	432
Lubricant 2 (TLC)	1	144
Total	105	16,128

Whilst some colleges and universities order clinic packs for events to promote the condom service there has been an increasing demand from agencies with a criminal justice or addiction support remit to offer individual condoms. In many cases the client group has stated a preference to collect a small number of condoms in preference over a pack of 12. The service also began providing condoms to HMP Barlinnie and HMP Greenock during 2013 and, although numbers are initially small, there is potential to increase service access both in prisons and other criminal justice agencies in 2014. From the 105 clinic packs provided 50 were provided to addictions and criminal justice services. 12 packs were provided to LGBT Youth (again, their service users requested a preference for individual products at their drop-in service). The remaining 43 packs were provided to agencies to promote the service to student groups.

Combining the data from Table 7 and Table 8 above it is calculated that **1,143,609** condoms and **128,664** lubricant sachets were ordered by CDS distribution venues in 2013. This represents a 5%

increase in condoms (from 1,085,490 condoms in 2012) and a 47% increase in lubricant (from 87,612 lubricant sachets in 2012). Chart 5 illustrates the growth in condom ordering amongst CDS venues from the start of the Free Condoms service.

Chart 5 – Trends in Orders by Year

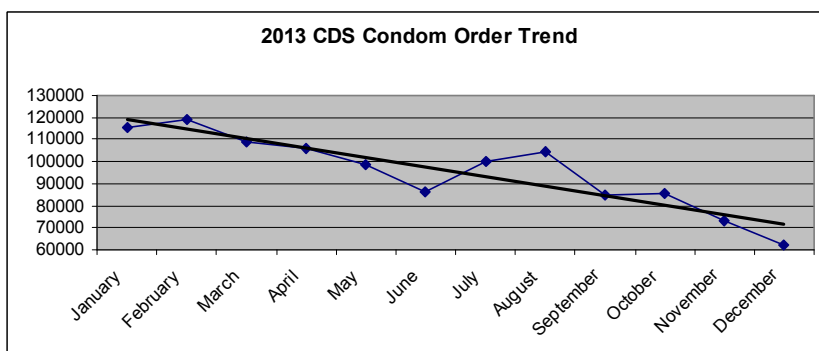


Section 5.4 goes on to describe ordering activity by partner agencies and a final total of all condom and lubricant products supplied in 2014.

5.2 Order Trends

Chart 6 illustrates trends in ordering patterns throughout the year. As experienced in 2012, orders fluctuate depending on a number of factors. Firstly; holiday periods influence condom orders with dips in orders being noticed during the Easter break, summer holiday weeks and again into the winter months. Orders increase greatly during August when colleges and universities begin planning their 'Freshers' events and staff at other venues return from the summer holiday period.

Chart 6 – Trends in Condom Orders by Month



5.3 Order Volume by CH(C)P and Venue Type

Section 3 described the current landscape of distribution venues across the various CH(C)P areas of NHS GGC. The CDS database has the capability to capture information on the distributors that

have re-ordered condoms in the greatest volumes throughout 2013, together with information on the type of service and CHP location. Table 9a below outlines the amount of condoms (not including lubricant) ordered by each business type within each CHP area. This does not include condom distribution provided by partner agencies including Gay Men’s Health, African Health Project, Steve Retson Project or the Brownlee Centre.

Table 9a – Condoms ordered by distribution venues by Business Type and CHP area

Business Type	EDUN	EREN	GGC NE	GCC NW	GCC S
Acute	0	0	1080	12546	4320
Addiction Services	0	0	3903	2835	24396
College/University	0	0	15780	62346	18900
Community Centre	0	0	1320	7803	0
Community Health/Social Care	0	0	840	0	1239
Criminal Justice	0	0	324	900	0
G.P. Practices/Health Centres	999	5175	25482	22137	12150
Housing Services	0	0	2415	7557	2832
Library	0	0	915	960	0
NHS Youth Health Services	0	0	0	3435	2940
Pharmacy	12195	9633	47751	84720	62130
Residential/Secure Unit	0	0	0	0	0
Sandyford Services	13140	21048	63384	186147	78363
Sport or Leisure Facility	0	0	0	864	0
Vocational/Training	1710	0	4974	1275	0
Workplace	0	0	0	31800	4803
Youth Services	0	1500	5397	3270	5790
TOTAL	28,044	37,356	173,565	428,595	217,863
Business Type	INVER	NLAN	REN	SLAN	WDUN
Acute	2190	0	0	0	0
Addiction Services	12090	0	13110	0	5076
College/University	6348	0	6399	0	2040
Community Centre	0	0	0	0	0
Community Health/Social Care	1080	0	1740	0	0
Criminal Justice	720	0	0	0	0
G.P. Practices/Health Centres	8220	900	7779	2010	7671
Housing Services	0	0	1200	0	0
Library	0	0	0	0	0
NHS Youth Health Services	0	0	0	0	0
Pharmacy	7284	1491	30117	5160	15966
Residential/Secure Unit	0	0	4125	0	0
Sandyford Services	24324	0	53580	7800	21030
Sport or Leisure Facility	0	0	0	0	0
Vocational/Training	870	0	0	0	0
Workplace	0	0	0	0	0
Youth Services	3462	0	930	0	3474
TOTAL	66,588	2391	118,980	14,970	55,257

Table 9b below describes the ordering of condoms by venue type. Sandyford orders the highest amount of condom products accounting for 41% of all products ordered. Pharmacies account for 24% of all orders and colleges and universities account for 10% of orders. Table 9b illustrates the volume of condoms distributed by different access options. As a guide, 46% of condoms are

ordered by CDS 'open access' venues, 41% are ordered by Sandyford services and the remaining 13% are ordered by venues for distribution to their own clients/service users. Table 9c goes on to break down the condom ordering patterns for the range of agencies across NHS GGC.

Table 9b – Condoms ordered - types of access

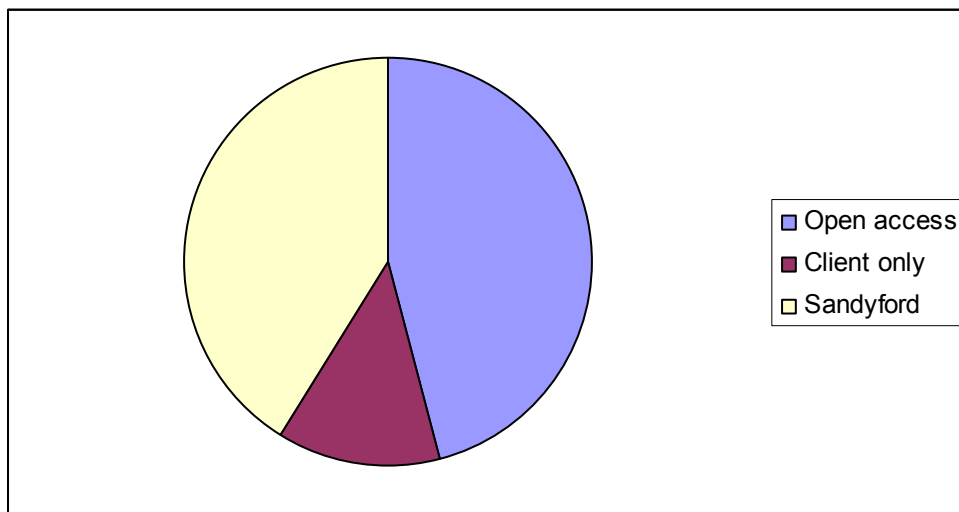


Table 9c – Condoms ordered by distribution venues by Venue Type

Venue Type	Total Condoms
Acute	20136
Addiction Services	61410
College/University	111813
Community Centre	9123
Community Health/Social Care	4899
Criminal Justice	1944
Doctors/H.C.	92523
Housing Services	14004
Library	1875
NHS Youth Health Services	6375
Pharmacy	276447
Residential/Secure Unit	4125
Sandyford Services	468816
Sport or Leisure Facility	864
Vocational/Training	8829
Workplace	36603
Youth Services	23823
TOTAL	1,143,609

In order to assist with a comparison of condom ordering activity by CH(C)P, Table 9d below illustrates the condoms ordered by each CH(C)P area in 2012 and 2013 together with a percentage increase/decrease. Most areas have achieved an increase in condoms ordered throughout 2013. East Dunbartonshire experienced a small decrease whilst East Renfrewshire and North Lanarkshire (the Cambuslang/Rutherglen and Moodiesburn areas) experienced greater

decreases. In the case of East Renfrewshire the decrease was caused by an agency over-estimating products required in 2012. The agency subsequently did not require to re-order in 2013 but has indicated a need to order within the first quarter of 2014. It is therefore reasonable to suggest that East Renfrewshire figures have stayed approximately at the same rate over the 2 years. The North Lanarkshire area also experienced a decrease. There are 5 agencies operating in this area and all require small amounts of stock, possibly due to lower population levels. On checking the ordering database it would appear that 2 agencies from North Lanarkshire ordered in 2013 whilst the remaining 3 ordered late in 2012. Therefore, there are no concerns over the apparent drop in figures.

Table 9d –Comparison of 2012/2013 condom orders by CH(C)P area

	EDUN	EREN	GGC NE	GCC NW	GCC S	INVER	NLAN	REN	SLAN	WDUN
2012	28875	42834	149295	417792	209928	62880	5706	108324	13911	45945
2013	28044	37356	173565	428595	217863	66588	2391	118980	14970	55257
% +/-	-3%	-13%	+16%	+3%	+4%	+6%	-58%	+10%	+8%	+20%

Table 10 illustrates 15 sites that have re-ordered the highest volume of condom packs. As expected, Sandyford services feature greatly and hence Table 11 goes on to illustrate 15 sites that have re-ordered the highest volume outwith Sandyford.

Table 10 – Greatest Number of Condom Packs Ordered

COMPANY NAME	CHP AREA	Total
Sandyford Central	GCC NW	14050
Sandyford Renfrewshire - HUB	REN	3590
Sandyford South East - HUB	GCC S	3205
Sandyford South West - HUB	GCC S	2994
Sandyford East - HUB	GCC NE	2902
Lend Lease - Scottish Hydro Arena	GCC NW	2650
Glasgow University - Queen Margaret Union	GCC NW	2210
Sandyford Inverclyde - HUB	INVER	1877
Sandyford East Renfrewshire - HUB	EREN	1754
Glasgow Drug Crisis Centre	GCC S	1546
Boots the Chemist - Sauchiehall Street	GCC NW	1489
Glasgow University - Student Representative Council	GCC NW	1400
Sandyford North - HUB	GCC NE	1280
Boots the Chemist - St Enoch	GCC NW	1247
Sandyford West Dunbartonshire - HUB	WDUN	1180

Interestingly, Lend Lease (an occupational health agency delivering services to workers employed on the Hydro site at the S.E.C.C.) ordered the greatest amount of packs. This was undoubtedly due to the efforts of the occupational health nursing staff employed on the site and their recognition that sexual health was an important issue for their employees.

Colleges and Universities feature greatly, all of whom have worked to create their own method of condom distribution. City Centre pharmacies also feature greatly illustrating that both the greater footfall and anonymity offered by these stores make them ideal locations for distribution.

Table 11 – Greatest Number of Condom Packs Ordered

COMPANY NAME	CHP AREA	Total
Lend Lease - Scottish Hydro Arena	GCC NW	2650
Glasgow University - Queen Margaret Union	GCC NW	2210
Glasgow Drug Crisis Centre	GCC S	1546
Boots the Chemist - Sauchiehall Street	GCC NW	1489
Glasgow University - Student Representative Council	GCC NW	1400
Boots the Chemist - St Enoch	GCC NW	1247
Cardonald College (Glasgow Clyde College)	GCC S	1170
Gartnavel Hospital, Hepatitis Centre	GCC NW	1053
Free Condoms Service - Health Improvement Team	GCC NW	778
Glasgow University - GUU	GCC NW	751
Renfrewshire Drug Service	REN	695
Barclay Medical Centre, The Fraser Building	GCC NW	658
Boots the Chemist - Central Station	GCC NW	655
Glasgow Caledonian University	GCC NE	587
Boots the Chemist - Great Western Road	GCC NW	557

5.4 Supply to Partner Agencies

The following tables outline stock ordered by partner agencies. Partner agencies supply products to populations at greater risk and therefore order slightly different products to other CDS venues according to the needs of their service users. Partner agencies include African Health Project, Brownlee Centre, Gay Men's Health and Steve Retson Project.

Table 12 – Products Supplied to Gay Men's Health

Condoms	Packs	Condoms
Black Clinic Pack	13	1872
Flavoured Clinic Pack	14	2016
Latex Free Clinic Pack	30	2160
Large Clinic Pack	12	1728
Standard Eco Pack	600	172800
Standard Clinic Pack	240	34560
Strong Clinic Pack	480	69120
Trim Clinic Pack	14	2016
King Clinic Pack	12	1728
Total	1415	288,000
Lubricant	Packs	Units
Lite Lube 10ml Sachets	130	65000
Lite Lube 75ml Bottles	165	990
Pjur 100ml Bottles	6	72
Pjur 30ml Bottles	20	240
Strawberry Lube 75ml Bottles	180	1080
TLC 10ml Sachets	140	70000
TLC 75ml Bottles	165	990
LTC Boys Own Silk 10ml Sachets	40	20000
LTC Boys Own Clear 10ml Sachets	40	20000
LTC Boys Own Silk 250ml Bottles	18	360
LTC Boys Own Clear 250ml Bottles	18	360
Bullet Lube 75ml Bottles	110	660
Total	1032	179,752

By comparison, Gay Men's Health ordered 220,236 condoms in 2012 representing a 31% rise in products ordered in 2013.

Table 13 – Products Supplied to African Health Project

Condoms	Packs	Condoms
Black Clinic Pack	61	8784
Femidom Clinic Pack	40	1200
Flavoured Clinic Pack	23	3312
Latex Free Clinic Pack	12	864
Standard Eco Pack	33	9504
Standard Clinic Pack	18	2592
King Clinic Pack	14	2016
Grand Total	201	28,272

As a comparison African Health Project ordered 66,576 condoms in 2012 representing a 57% decrease in products ordered in 2013.

Table 14 – Products Supplied to Brownlee Centre

Condoms	Packs	Condoms
Black pre-wrapped x 12	100	1200
Halo pre-wrapped x 12	500	6000
Latex Free pre-wrapped x 12	100	1200
Standard pre-wrapped x 12	800	9600
Variety Pack pre-wrapped x 12	400	4800
Large pre-wrapped x 12	200	2400
Grand Total	2100	25,200
Lubricant	Packs	Units
Lite Lube 10ml sachet	150	1800
TLC 10ml sachet	150	1800
Grand Total	300	3600

As a comparison Brownlee Centre ordered 33,252 condoms in 2012 representing a 24% decrease in products ordered in 2013.

Table 15 – Products Supplied to Steve Retson Project

Condoms	Packs	Condoms
STN - Naturelle	80	960
LAR - Large	100	1200
TRI - Small	20	240
Grand Total	200	2400
Lubricant	Packs	Units
LITE LUBE 75ML	5	30
LUB1 - LL LUBRICANT	110	1320
LUB2 - TLC LUBRICANT	110	1320
TLC LUBE 75ML	5	30
Grand Total	230	2700

As a comparison Steve Retson Project ordered 4104 condoms in 2012 representing a 34% decrease in products ordered in 2013.

5.5 Total Volume of Condoms Supplied

Throughout 2013 over 1.4 million condoms were ordered by and supplied to all agencies and venues involved in condom distribution. Table 16 illustrates final totals for condom supply in 2013. This final figure of all condoms ordered and supplied in 2013 is 1,487,481. This represents an overall 5.5% rise in condom provision from 2012.

Table 16 – All Condoms Ordered, 2013 and 2012

Service Area	Total Number of Condoms Ordered 2013	Total Number of Condoms Ordered 2012
Steven Retson Project	2400	4104
Brownlee Centre	25200	33252
African Health Project	28,272	66576
Gay Men's Health	288,000	220,236
Combined CDS Venues	1,143,609	1,085,490
Grand Total	1,487,481	1,409,658

6. Communication and Marketing

6.1 Communicating with Service Users via E-mail

Information for potential service users is primarily delivered via the CDS web-site (www.freecondomsglasgowandclyde.org). Service users and venue staff can contact the staff team with any enquiries via the CDS e-mail (freecondoms@ggc.scot.nhs.uk). A telephone enquiry line is also available but this is rarely used. CDS staff telephone numbers appear on the web-site (under the professionals section) but are rarely used by the public.

Table 17 below illustrates the variety of e-mail enquiries received by the public during 2013. Service users have the option of requesting 'choice cards' via e-mail to be sent to their home address. This has proved popular with 295 choice card requests received over the course of the year making this the most common reason for contacting the team.

21 enquiries were received from service users looking for information on suitable locations/opening times for condom collection. Feedback from the public is generally positive and only 4 enquirers asked for a postal service compared with 21 in 2012.

Table 17 – All Public Enquiries

Contact Nature	Total
Request Choice Cards	295
Request Postal Service	4
General Enquiry	21
Sexual Health Enquiry	1
Feedback	4
Total	325

Distribution venues also use the CDS e-mail service for occasional enquiries and product orders but in general most prefer to contact the team by telephone.

6.2 Marketing and Promotion

Early in 2013 a review took place of promotional opportunities used throughout 2011 and 2012. This gave some useful learning points for future advertising and promotional campaigns. The following points were noted:

- All distribution venues are provided with resources to promote the service. However, this should be continually refreshed and updated as venues do not always re-stock choice cards and replace worn posters.
- Advertising in short life publications (such as Pride Guide and Student Rag) are useful as they provide a reminder of the service to a key target group in a printed publication as well as any accompanying online materials (usually encompassing a click through to CDS web).

- CDS staff are invited by almost every learning centre to provide a stall for 'Fresher's' events. This is not practical in terms of time/staff resource. It is worthwhile to train student volunteers and provide them with materials to promote the Free Condoms service and condom use in general. This involves a great deal of co-ordination from CDS staff but is a more effective use of time and resources. Use of Pasante promotional materials have been of great benefit – the attraction of free items such as the sperm key-ring attracts student to the stalls and helps to strike up a conversation about the service.
- Facebook advertising has proven successful and web traffic has been seen to increase by 50% as a result of this 'click through' form of advertising. The impression of the advert appears on specific targeted groups thereby increasing awareness of the service logo.
- Transport advertising provides a mass marketing approach and is good value for money. Bus Station and Subway advertising are well positioned and frequently enjoy a longer life than paid for.
- The sponsorship of a football tournament, sponsorship of Afroscots football team and other associated events worked well to raise the profile of the Free Condoms service amongst African men.

With the above points in mind a plan was constructed to offer a variety of promotional methods to each target group. This did not provide a comprehensive promotional plan but did at least offer some targeted publicity of the service to the priority groups and to a more general audience.

1. Distribution Venues and Partners

Item	Detail	Partner/Provider
E-Newsletter	Quarterly newsletter	In House
Product Choice Sheet	Laminated pictorial guide to products	Medical Illustration
Distributors Handbook	Review and re-print	In-house
Site posters	Re-design and print	Medical Illustration

2. MSM/LGBT

Item	Detail	Partner/Provider
Pride advert	Print and online advert	Pride Glasgow
Sponsorship of play	Sponsorship of Scottish Youth Theatre production focussing on young people's sexual health and relationships as part of Glasgow programme	SYT/Glasgay

3. African Community

Item	Detail	Partner/Provider
Sponsorship of Afroscots Team	Provide shirts/strips with FCS logo/branding	Waverley Care
Tournament	Pool tournament and associated promotional events	Waverley Care

4. Students/16-24

Item	Detail	Partner/Provider
Fresher's Events	Provide training, information and materials (condoms, choice cards, posters and booklets) to student groups to promote the service at Fresher's events:	In-house
Promotional Giveaway	Design and manufacture sperm keyrings with Free Condom branding	Microplast Mouldings
Printed/online advert	Print advert – Fresher's edition of a student magazine plus 3 future editions throughout academic year	Student Rag/ Track 10 Media
Garage - Club Promotion	Promotion of condom service within the nightclub and opportunity to pick up condoms from club cloakroom	The Garage
Sponsorship of Club Night	Sponsorship (in kind) of Pridepop event at the Berkeley Suite - World Aids Day	Glasgow University LGBTQ+

5. Mass/General

Item	Detail	Partner/Provider
Buchanan Bus Station	Full size rotating adverts and 6 sheet billboards	Primesight
Cinema foyer and washroom Advertising (including advertising within the restaurant area of Xscape)	<p>Washroom advertising:</p> <p>31 panels in male and female washroom in the following cinemas</p> <p>Cineworld Forge Cineworld City Centre Odeon Quay Odeon Xscape</p> <p>13 6 sheets across the following locations</p> <p>Xscape Xscape Odeon Cineworld Forge Cineworld City Centre Showcase Renfrew Odeon Quay</p>	Primesight
Subway platforms	6 sheet billboard advertising in every Subway station entrance/platform	Primesight
East Renfrewshire Promotion	Posters and signage in all local authority venues e.g. libraries and community centres	East Renfrewshire Health Improvement

6.3 Use of the Web-Site

The web-site continues to be maintained and information is refreshed throughout the year. A total number of 12,708 Visits were made to the web-site from the time of its launch in June 2011 to the end of December 2011. During 2011, peak traffic was experienced during the month of June when the service was launched with a range of advertising and promotional events, including online advertising. During 2012 a total number of 21,442 visits were made with peak traffic occurring in October and November during a Facebook 'click through' advertising campaign. With a total of 17,389 visits it would initially appear that web visits have dropped in 2013. However, average monthly figures are comparable with 2012 once the traffic numbers generated by Facebook are removed. It is interesting that non web-based advertising and promotion does not tend to generate peaks in web traffic. Web traffic is generally higher in January and it could be postulated that this is in some way due to the post festive/party season.

On the whole, web traffic remains steady at an average of 1450 visits per month.

Table 18 – Total Web Traffic

Month	2011	2012	2013
January	0	2,665	2,352
February	0	1,681	1,965
March	0	1,352	1,392
April	0	1,186	1,404
May	92	1,307	1,791
June	3293	1,238	1,393
July	1563	1267	1,168
August	1696	1335	1,511
September	1389	1403	1,180
October	1481	3,224	1,108
November	1527	3,241	1,094
December	1667	1,543	1,031
Total	12,708	21,442	17,389

To break this down further, Table 19 looks at the proportion of visitors who were 'unique' in that they had not visited the web-site before. Other data available suggests how many pages an individual views during their visit and how long on average they spend on each page. Around 85-90% of web visits are 'unique' meaning that their particular IP address has not visited the web-site before. Web visits are also reasonably brief suggesting that visitors look for concise information. Many individuals visit the site to simply find out more about the service and where they can obtain condoms locally.

Table 19 – Web Traffic Behaviour

2013	No. of Visits	No. of Unique Visits	Average Total Pages Viewed	Average Time on Page
January	2,352	2,047	4.02	00:02:46
February	1,965	1,720	4.89	00:03:03
March	1,392	1,183	4.17	00:02:44
April	1,404	1,206	4.2	00:02:23
May	1,791	1,539	8.79	00:02:31
June	1,393	1,236	9.07	00:02:31
July	1,168	998	9.66	00:02:38
August	1,511	1330	8.45	00:02:21
September	1,180	972	10	00:02:46
October	1,108	948	10	00:02:56
November	1,094	947	9.31	00:02:44
December	1,031	871	10.05	00:02:58
Totals	17,389	14,997		

Google web analytics gives further insight into the public's usage of the web-site. As before, the homepage is the most frequent landing page with most users going on to look at the venue search facility. Also popular are the product information pages and information on how to use the service. Over time it is apparent that potential service users are looking for short, quick and succinct pieces of information. There is a case to revamp the web-site to make it more user friendly and quicker and easier to get around.

Also worth considering is the growing number of tablet and mobile devices being used to access the site. In 2012 desktop computers accounted for 70% of site traffic whilst in 2013 this has dropped to 55%. However, the current web-site is designed for use on a desktop computer and is not particularly useful for mobiles or tablet devices. In order to provide a quick and easy method of delivering information on the Free Condoms service it is certainly worth considering how the web-site is managed and delivered.

Table 20 – Devices Used

Device	2011	2012	2013
Desktop	10657	14919	9558
Mobile	2222	5700	6481
Tablet	22	823	1350
Total Traffic	12,708	21,442	17,389
% Desktop	84%	70%	55%

7. Evaluation

7.1 Pubic Survey

A web based survey was published on the Free Condoms web-site throughout December 2013 and January 2014. The purpose of the survey was to find out more about public perceptions and levels of customer satisfaction. In particular, the survey queried the usability of the service, suitability of the product range, proximity of locations/venues and navigational ease of the web-site.

The survey was made available via the Survey Monkey platform and links were placed in prominent positions on the Free Condoms web-site including picture links on the 'slide shows'. A £50 I-Tunes voucher was offered as incentive. The survey was deliberately short and included 7 questions.

31 people responded to the survey which is disappointing considering the web-site received 2529 visits (from 2049 unique visitors) during the survey period. 83 people clicked on the survey link.

Almost 75% of respondents agreed that the service makes condom collection easier. A similar amount of respondents were positive about product availability and 75% also stated they could find a distribution venue close to their home/place of work or study.

Although comments are largely positive there were clearly some actions around encouraging venues to promote the service using signage, posters and choice cards. General publicity could also be greater. There are developments required around the website to make it more smart-phone friendly and also to look at how technology could be used, for example to print a choice card or incorporate it in a smart-phone app. Postal services were mentioned frequently but this is not a viable option for the service.

7.2 Venue Survey

A link to a web based survey was given to all venues via an e-newsletter published during November 2013. The survey was available during November and December 2013. The purpose of the survey was to find out more about our venues' perceptions of the service and their thoughts around levels of customer satisfaction. In particular, the survey queried the design of the service, suitability of the product range and training issues around providing the service to young people under the age of 16.

The survey was made available via the Survey Monkey platform and was deliberately short, consisting of only 10 questions with comment space.

30 people responded to the survey which is a small sample at just 7% of the 407 venues.

In general, most respondents report that service users are satisfied with the service and the products supplied. Respondents also noted that they are happy with the ordering and supply of products although there are clearly some issues for some distributors with ordering our 'minimum order value' (in place to avoid carriage costs associated with smaller orders). The CDS team will communicate to all venues the necessity to stock all products and that small supplies can be provided from the team when required.

Publicity for the service does seem to be an issue. It is difficult to perform mass market advertising approaches with a limited budget. There may be a role for venues to offer a better 'point-of-sale' promotion of the service and some consideration will be given to this.

Most respondents felt their venues could offer a discreet service but there remain some logistics around receptions/waiting areas for some.

It is difficult to determine if target groups are accessing the wider Free Condoms service. Many respondents mentioned that their venues attract young adults and this would likely be the appropriate target group for Free Condoms venues.

Some training may be required within some venues for new staff or as a refresher for existing staff with particular reference to providing the service to young people under the age of 16.

8. Summary Points

In conclusion, the CDS has had a third successful year showing further signs of growth. There are encouraging signs that this service remains effective and fit for purpose.

- Distribution venues;

A significant rise in venues was experienced in 2012 and 2013 with a further 93 and 79 sites recruited respectively. In 2014 there are plans to look at a range of data including teenage pregnancy, multiple indicators of deprivation and STI rates to ensure that there is adequate condom provision in locations that are most at need. There are a number of suspected gaps within the service and it is important that the service is developed accordingly. There are a number of condom providers who supply limited amounts of condoms. Some consideration will be given to their continued involvement in the service.

- Products;

Throughout 2013 more than 1.4 million condoms have been ordered by venues (1.08 million to 'Free Condoms' venues alone) representing a 5.5% increase on 2012 figures. As the service goes into its fourth year of operation larger levels of growth are not expected, particularly as the service has to remain within budget. Anecdotal information and small scale surveys suggest that the product range remains suitable for the target audience. The Standard product remains most popular but it is encouraging to note that many venues offer the 'Variety of Sizes' pack to new service users. Although demand for the Trimmer fit product remains low it is important to convey the message around condom fit. Demand for the 'Halo' product has decreased, possibly due to the termination of supply of the Halo for Her variety but perhaps also as this is more of a novelty product and may have limited lifespan. The ordering of black condoms also greatly increased suggesting that the target demographic of people of black African may be using the service. However, anecdotal information suggests that many young adults and student populations favour this product. Further analysis of data over a longer time frame is required to consider this further.

Changes to the product range are unlikely in 2014 but will be reviewed on an ongoing basis.

- Marketing and Communication;

The web-site continues to be the primary source of information regarding the Free Condoms service. Numbers remain fairly static despite advertising and promotional work. Advertising on 'Facebook' in 2012 was particularly successful and the importance of online forms of advertising should be noted for future years. However, the lifespan of the website is limited, particularly with reference to the amount of visitors who are accessing the web through a mobile/tablet device.

Further work is required to get information about the service out to potential users. With only a small amount of budget available for marketing it is important to work with partner agencies and

venues to promote the service. Some further work in this area is required for 2014. Investment in online presence in particular is required to ensure that the public profile of the service is increased. Exploration of 'Point of Sale' materials for venues is required to highlight the service to potential users to ensure continued use of the service in the coming year.

Condom Distribution Scheme

Aims and Objectives

Revised
March 2013

Sarah Graham, CDS Manager
Nicky Coia, Principal Health Improvement Officer – Sexual Health
Louise Carroll, Programme Manager – HIV and STIs

Overarching aim: To provide free condoms across NHS Greater Glasgow and Clyde to people who need them.

	Aim	Objectives	Mechanisms
1.	To identify appropriate target groups based on identified need.	<ul style="list-style-type: none"> • Routine review of national and local epidemiology on HIV, STIs (preventable through barrier methods) and unintended pregnancy. • Routine review of relevant needs assessment, research and evaluations regarding preventable ill health, sexual behaviour and service delivery models. • Through networking, be aware of and critically appraise current policy, practice and professional opinion. 	<ul style="list-style-type: none"> • Accurate description of target groups and their needs including, age, ethnicity, sexual behaviour, morbidity and HIV status. • Understanding of risk behaviours (as part of Health Improvement Team – Sexual Health).
2.	Monitor and review performance of delivery of the service in order to create and maintain effective partnerships which enable service development and delivery.	<ul style="list-style-type: none"> • Identify relevant strategic partners at a national, regional and local level. • Networking with key stakeholders. • Regular, routine communication with a range of stakeholder, services and partners. • Review delivery of service to ensure geographic coverage, variety of service types and availability to target groups. • Recruitment of agencies to deliver CDS. • Maintain partnerships via routine and regular communication. 	<ul style="list-style-type: none"> • Attending at relevant meetings and groups. • Consultation with service providers and service users. • Communication bulletins. • Annual mapping of CDS delivery points to review consistent target group and geographic coverage. • Quarterly and Annual Reports. • Minutes and actions from bi-annual condom review management group.
3.	To provide an available and accessible quality service.	<ul style="list-style-type: none"> • Provide tailored training, information and training materials to distributions points. • Information and signage within distribution points. • Mechanism to accurately track and monitor project spend. • Monitoring of any associated contracts including marketing and 	<ul style="list-style-type: none"> • Ensure venues have signage and use appropriately. • Quarterly Report to stakeholders including financial information. • Annual Finance Report to stakeholders. • Monitoring system for complaints and

		<p>supply.</p> <ul style="list-style-type: none"> • Simple and coherent ordering distribution mechanisms. • Implement support systems for all involved in ordering and supply system. • Evaluation of delivery. • Awareness of models of innovative practice. • Create a robust complaints procedure. • Review of products to ensure value for money and acceptability to service users. 	critically review on a quarterly basis.
4.	To establish and maintain effective communication with current and future service users.	<ul style="list-style-type: none"> • Develop and Implement an effective marketing strategy. • Monitor feedback from service users and non-service users. • Rolling programme of evaluation. 	<ul style="list-style-type: none"> • Reports and data from feedback and evaluations. • Web analysis. • E-mail log. • Choice card requests.
5.	To provide a responsive service that addresses the needs of service users.	<ul style="list-style-type: none"> • Use client feedback (both service providers and service users) to ensure an optimal service model. • Ensure that services have adequate information to signpost to other services. • Ensure that the needs of young people are addressed in line with local protocols for working with sexually active young people and child protection policies and procedures. • Ensure service cogent with relevant equalities policies. 	<ul style="list-style-type: none"> • Ensure service handbook is reviewed annually and includes list of supporting services including Sandyford. • Ensure service providers can access relevant training.
6.	To contribute towards the evidence base and inform future policy and services.	<ul style="list-style-type: none"> • Participate in/read relevant research. • Annual report summarising monitoring and evaluative information • Participate in relevant research and other fora to raise the profile of CDS models as a sexual improvement intervention. 	<ul style="list-style-type: none"> • Attendance at minimum of one conference per annum. • 1 research output per year (conference paper; academic journal; discussion paper etc).
7.	To ensure service accountable and governed appropriately.	<ul style="list-style-type: none"> • Capacity and resilience of team supported by co-location with Health 	<ul style="list-style-type: none"> • Financial Reporting. • Quarterly and Annual Reports.

		<p>Improvement Team – Sexual Health and appropriate structures.</p> <ul style="list-style-type: none">• Reporting into NHS GGC BBV and Sexual Health planning structures.	
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Appendix 2 - Product List

BAG CODE	PRODUCT NAME	PRODUCT DESCRIPTION	QUANTITY IN BAG	PRODUCT
STN	STANDARD FIT	STANDARD SIZED CONDOMS NATURAL FITTING SHAPE	12	
HALO	HALO STANDARD FIT	OUR STANDARD NATURAL FITTING CONDOM IN A STYLISH ROUND FOIL WITH MIXED DESIGNS	12	
LAR	LARGER FIT	WIDER AND LONGER FITTING CONDOM	12	
TRI	TRIMMER FIT	SHORTER AND NARROWER FITTING CONDOM	12	
BLK	BLACK CONDOMS	BLACK COLOURED CONDOMS LARGER FOR GREATER COMFORT	12	
VAR	VARIETY OF SIZES	VARIETY OF CONDOM SIZES 4 STANDARD FIT 4 TRIMMER FIT 4 LARGER FIT	12	
LAT	LATEX FREE	LATEX & ALLERGY FREE CONDOM	12	
SGL	STANDARD FIT 3 PACK	STANDARD SIZED CONDOMS IN A SMALLER PACK OF 3	3	
FEMALE CONDOM	FEMALE CONDOM	NON LATEX FEMALE CONDOM	12	
LUB1	CLEAR LUBRICANT	CLEAR WATER BASED FORMULA FOR GENTLE LUBRICATION 10ML SACHETS	12 SACHETS	
LUB2	OPAQUE LUBRICANT	OPAQUE WATER & SILICONE BASED FORMULA WITH SKIN SOOTHING PROPERTIES 10ML SACHETS	12 SACHETS	

Appendix 2 - Lists of Distribution Venues by CH(C)P

East Dunbartonshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
EDUN	Dr Davdas & Dr McGroarty	Kirkintilloch	G66 1DG	Doctors/H.C.
EDUN	Milngavie Clinic	Milngavie	G62 7AA	Doctors/H.C.
EDUN	Auchinairn Pharmacy	Bishopbriggs	G64 1NG	Pharmacy
EDUN	Boots the Chemist - Kirkintilloch	Kirkintilloch	G66 1JH	Pharmacy
EDUN	Campsie Pharmacy	Milton of Campsie	G66 8EA	Pharmacy
EDUN	M Farren Ltd	Glasgow	G66 7DB	Pharmacy
EDUN	Pulse Pharmacy	Kirkintilloch	G66 2PX	Pharmacy
EDUN	Sinclair Pharmacy - Kirkintilloch	Kirkintilloch	G66 1NG	Pharmacy
EDUN	Twechar Pharmacy	Twechar	G65 9TA	Pharmacy
EDUN	JP Mackie Pharmacy - Bearsden	Bearsden	G61 1LF	Pharmacy
EDUN	Morrisons Supermarket Pharmacy - Bishopbriggs	Glasgow	G64 2TR	Pharmacy
EDUN	Sandyford East Dunbartonshire -HUB	Kirkintilloch	G66 3BF	Sandyford Services
EDUN	Positive Achievements	Kirkintilloch	G66 1XF	Vocational/Training
EDUN	Streetlinks - Community Links Youth Partnership	Clydebank	G81 1BL	Youth Services

East Renfrewshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
EREN	East Renfrewshire CAT	Barrhead	G77 1EE	Addiction Services
EREN	Youth Addiction Advice & Support Service	Barrhead	G78 1EE	Addiction Services
EREN	Clarkston Clinic	Clarkston	G76 7AT	Doctors/H.C.
EREN	Thornliebank Health Centre	Thornliebank	G46 8NY	Doctors/H.C.
EREN	Williamwood Medical Centre	Clarkston	G76 7NW	Doctors/H.C.
EREN	Dr Quigley, Canning, Dorward & Wedlock	Thornliebank	G46 8NY	Doctors/H.C.
EREN	THE PLACE @ Barrhead East Renfrewshire Youth Health Service	Giffnock	G46 6UG	NHS Youth Health Services
EREN	THE PLACE @ Clarkston East Renfrewshire Youth Health Service	Giffnock	G46 6UG	NHS Youth Health Services
EREN	Boots the Chemist - Barrhead	Barrhead	G78 1SL	Pharmacy
EREN	Busby Pharmacy	Busby	G76 8DU	Pharmacy
EREN	Eaglesham Pharmacy	Glasgow	G76 0JQ	Pharmacy
EREN	Lloyds Pharmacy - Giffnock	Giffnock	G46 6PW	Pharmacy
EREN	Neilston Pharmacy	Neilston	G78 3NH	Pharmacy
EREN	Superdrug - Newton Mearns	Newton Mearns	G77 6EY	Pharmacy
EREN	Boots the Chemist - Thornliebank	Thornliebank	G46 7RX	Pharmacy
EREN	Sandyford East Renfrewshire - HUB	Barrhead	G78 1SW	Sandyford Services
EREN	The Edge @ Newton Mearns East Renfrewshire	Giffnock	G46 6UG	Youth Services
EREN	The Museum @ Barrhead East Renfrewshire	Giffnock	G46 6UG	Youth Services
EREN	Young Persons Services Department	Giffnock	G46 6UG	Youth Services

Glasgow North East – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC NE	Glasgow Royal Infirmary - Liver/Gastroenterology Dept.	Glasgow	G31 2ER	Acute
GCC NE	New Stobhill Patient Information Centre	Glasgow	G21 3UW	Acute
GCC NE	East CAT	Glasgow	G31 4HZ	Addiction Services
GCC NE	North East CAT	Glasgow	G34 9EA	Addiction Services
GCC NE	ASK University of Strathclyde	Glasgow	G1 1JH	College/University
GCC NE	City of Glasgow College	Glasgow	G1 2BP	College/University
GCC NE	Glasgow Caledonian University	Glasgow	G4 0BA	College/University
GCC NE	University of Strathclyde Health Service	Glasgow	G1 1XH	College/University
GCC NE	North Glasgow College (New College Glasgow)	Glasgow	G21 4TD	College/University
GCC NE	Broomton Road Community Shop	Glasgow	G21 3RU	Community Centre
GCC NE	Dalmarnock Futures Forum	Glasgow	G40 3HE	Community Centre
GCC NE	Eastend Healthy Living Centre	Glasgow	G40 2AL	Community Centre
GCC NE	Axis Health Hub	Glasgow	G11 5PE	Community Centre
GCC NE	Fuse Youth Café	Glasgow	G32 9AS	Community Centre
GCC NE	Family Nurse Partnership	Glasgow	G34 9HQ	Community Health/Social Care
GCC NE	Hunter Street Health & Resource Centre (Homeless Services)	Glasgow	G4 0UP	Community Health/Social Care
GCC NE	Say Women	Glasgow	G32 7XP	Community Health/Social Care
GCC NE	Young Women's Project	Glasgow	G40 2BN	Community Health/Social Care
GCC NE	HMP Barlinnie	Glasgow	G33 2QD	Criminal Justice
GCC NE	Baillieston Health Centre	Glasgow	G69 7AD	Doctors/H.C.
GCC NE	Bridgeton Health Centre	Glasgow	G40 2DA	Doctors/H.C.
GCC NE	Easterhouse Community Health Centre	Glasgow	G34 9HQ	Doctors/H.C.
GCC NE	Glenmill Medical Practice	Glasgow	G33 1EW	Doctors/H.C.
GCC NE	Parkhead Health Centre Community Reception	Glasgow	G31 5BA	Doctors/H.C.
GCC NE	Shettleston Health Centre, Community Reception	Glasgow	G32 4JZ	Doctors/H.C.
GCC NE	Springburn Health Centre - Community Reception	Glasgow	G21 1TR	Doctors/H.C.
GCC NE	Tollcross Medical Centre	Glasgow	G32 8UH	Doctors/H.C.
GCC NE	Townhead Health Centre	Glasgow	G31 2ES	Doctors/H.C.
GCC NE	Wallacewell Medical Centre	Glasgow	G21 3RW	Doctors/H.C.
GCC NE	Baillieston Health Centre - Pharmacy Ltd	Glasgow	G69 7AD	Doctors/H.C.
GCC NE	Barnardos 16+	Glasgow	G4 9JT	Housing Services
GCC NE	James McLean Project	Glasgow	G21 4NT	Housing Services
GCC NE	Asylum Health Bridging Team	Glasgow	G21 4QQ	Housing Services
GCC NE	Blue Triangle Housing Association - Shettleston	Glasgow	G32 7NR	Housing Services
GCC NE	Barmulloch Library	Glasgow	G21 3PX	Library
GCC NE	Royston Library	Glasgow	G21 2QR	Library
GCC NE	Springburn Library	Glasgow	G21 1JY	Library
GCC NE	Asda Stores Ltd - Robroyston	Glasgow	G33 1AD	Pharmacy
GCC NE	Boots the Chemist - Dennistoun	Glasgow	G31 1RB	Pharmacy
GCC NE	Boots the Chemist - Queen Street	Glasgow	G1 2AF	Pharmacy
GCC NE	Boots the Chemist - The Fort	Glasgow	G33 5AL	Pharmacy
GCC NE	Colin Fergusson Pharmacies	Glasgow	G21 3PR	Pharmacy
GCC NE	Colin Fergusson Pharmacies	Glasgow	G21 4AL	Pharmacy
GCC NE	Lightburn Pharmacy	Glasgow	G32 6LY	Pharmacy
GCC NE	Lloyds Pharmacy - Baillieston	Glasgow	G69 6SG	Pharmacy
GCC NE	Lloyds Pharmacy - Bridgeton	Glasgow	G40 2RZ	Pharmacy
GCC NE	Lloyds Pharmacy - Sighthill	Glasgow	G21 1RL	Pharmacy
GCC NE	Macbon Chemist	Glasgow	G32 8UQ	Pharmacy
GCC NE	Morrisons Supermarket Pharmacy	Glasgow	G69 7HU	Pharmacy
GCC NE	Red Road Pharmacy	Glasgow	G21 4PL	Pharmacy
GCC NE	Superdrug - The Forge	Glasgow	G31 4EB	Pharmacy

GCC NE	Lloyds Pharmacy - Easterhouse	Glasgow	G34 9DT	Pharmacy
GCC NE	Boots the Chemist - Carntyne	Glasgow	G32 6LJ	Pharmacy
GCC NE	Boots the Chemist - Westmuir St	Glasgow	G31 5BJ	Pharmacy
GCC NE	Abbey Chemist - Trongate	Glasgow	G1 5EN	Pharmacy
GCC NE	J & JG Dickson & Son Ltd - Bridgeton	Glasgow	G40 1QA	Pharmacy
GCC NE	J & JG Dickson & Son Ltd - Tollcross	Glasgow	G32 8UW	Pharmacy
GCC NE	Springburn Dispensary	Glasgow	G21 1TR	Pharmacy
GCC NE	Rowlands Pharmacy	Glasgow	G21 1TU	Pharmacy
GCC NE	High Street Pharmacy (Abbey Chemist)	Glasgow	G1 1PQ	Pharmacy
GCC NE	David L.L. Robertson Chemist - Shettleston	Glasgow	G32 7PH	Pharmacy
GCC NE	Sandyford East - HUB	Glasgow	G31 5BA	Sandyford Services
GCC NE	Sandyford Easterhouse - Satellite	Glasgow	G34 9HQ	Sandyford Services
GCC NE	Sandyford North - HUB	Glasgow	G21 1TR	Sandyford Services
GCC NE	Queenside Training Centre	Glasgow	G33 4ND	Vocational/Training
GCC NE	Rosemount Lifelong Learning	Glasgow	G21 2HL	Vocational/Training
GCC NE	Youthbuild (Action for Children) - Rockbank St	Glasgow	G40 2UE	Vocational/Training
GCC NE	Young Parent Support Base	Glasgow	G33 2QU	Vocational/Training
GCC NE	LGBT Youth	Glasgow	G1 1DX	Youth Services
GCC NE	Parkhead Youth Project	Glasgow	G31 5BW	Youth Services
GCC NE	Reidvale Youth 'n' Action	Glasgow	G31 1QW	Youth Services
GCC NE	FARE	Glasgow	G34 0JF	Youth Services

Glasgow North West – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC NW	Gartnavel Hospital, Hepatitis Centre	Glasgow	G12 0YN	Acute
GCC NW	Crossreach - Whiteinch Move On Service	Glasgow	G14 9RN	Addiction Services
GCC NW	Glasgow City on Alcohol - SOS Bus	Glasgow	G2 3LG	Addiction Services
GCC NW	North CAT	Glasgow	G22 5JZ	Addiction Services
GCC NW	North West CAT	Glasgow	G20 7JZ	Addiction Services
GCC NW	Phoenix Futures, Scotland National Office	Glasgow	G2 2EE	Addiction Services
GCC NW	PIED Clinic	Glasgow	G20 9PX	Addiction Services
GCC NW	Glasgow School of Art Students Association	Glasgow	G2 3LW	College/University
GCC NW	Royal Conservatoire of Scotland Student's Union	Glasgow	G2 3DB	College/University
GCC NW	Anniesland College (Glasgow Clyde College)	Glasgow	G12 0YE	College/University
GCC NW	Glasgow University - Queen Margaret Union	Glasgow	G12 8QN	College/University
GCC NW	Glasgow University - GUU	Glasgow	G12 8LX	College/University
GCC NW	Glasgow University - Student Representative Council	Glasgow	G12 8QQ	College/University
GCC NW	Annexe Communities	Glasgow	G11 5PE	Community Centre
GCC NW	Base 75	Glasgow	G2 8QD	Community Health/Social Care
GCC NW	British Red Cross - Sauchiehall Street	Glasgow	G2 3JD	Community Health/Social Care
GCC NW	Cope Scotland	Glasgow	G15 6QE	Community Health/Social Care
GCC NW	Glasgow YWCA	Glasgow	G3 7PJ	Community Health/Social Care
GCC NW	Cornerstone	Glasgow	G20 8HB	Community Health/Social Care
GCC NW	Sacro (Glasgow) Services	Glasgow	G2 6LD	Criminal Justice
GCC NW	Balmore Surgery	Glasgow	G22 6LJ	Doctors/H.C.
GCC NW	Barclay Medical Centre, The Fraser Building	Glasgow	G12 8QF	Doctors/H.C.
GCC NW	Dr Connelly & Dr Harkins, Suite 1a	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Dr Craig & Partners (for Springburn Methadone Clinics)	Glasgow	G22 5SS	Doctors/H.C.
GCC NW	Dr Duffy & Dr Morgan (+ Dr Turner/Dr McGonagle)	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Dr G Martin & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Garvie & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Greaves Surgery	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Dr Logan, Datta & MacDonald	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Dr Mackenzie & Partners	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Dr Nugent & Partners	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Drumchapel HC - Main Reception Desk	Glasgow	G15 7TS	Doctors/H.C.
GCC NW	Maryhill Health Centre Community Reception	Glasgow	G20 9DR	Doctors/H.C.
GCC NW	Milton Medical Centre	Glasgow	G22 7JL	Doctors/H.C.
GCC NW	Northcote Surgery	Glasgow	G12 9LD	Doctors/H.C.
GCC NW	Possilpark Health Centre Community Reception	Glasgow	G22 5EG	Doctors/H.C.
GCC NW	The Surgery	Glasgow	G4 9BL	Doctors/H.C.
GCC NW	Woodside Health Centre	Glasgow	G20 7LR	Doctors/H.C.
GCC NW	Dr Webster, Love & Partners	Glasgow	G20 7LR	Doctors/H.C.
GCC NW	The Avenues Medical Practice	Glasgow	G14 9DW	Doctors/H.C.
GCC NW	218 Project	Glasgow	G2 4HW	Housing Services
GCC NW	Aberlour Family Support Service (Number One)	Glasgow	G12 0RR	Housing Services
GCC NW	Aspire Housing - Garscube	Glasgow	G20 7JX	Housing Services
GCC NW	Aspire Housing - Hillhead	Glasgow	G12 8PY	Housing Services
GCC NW	CHYP, Council for Homeless Young Persons	Glasgow	G20 6DF	Housing Services
GCC NW	Elpis Centre	Glasgow	G20 9RQ	Housing Services
GCC NW	Elpis Outreach	Glasgow	G20 9RE	Housing Services
GCC NW	Quarriers Drumchapel Supported Youth Project	Glasgow	G15 8LB	Housing Services
GCC NW	Quarriers What If Project	Glasgow	G20 9PX	Housing Services
GCC NW	Turning Point Scotland, Moving On -	Glasgow	G15 7AH	Housing Services

	Drumchapel			
GCC NW	Turning Point Scotland, Moving On - Maryhill	Glasgow	G20 9AG	Housing Services
GCC NW	Blue Triangle Housing Association - City Centre	Glasgow	G2 3HW	Housing Services
GCC NW	Blue Triangle Housing Association - Holland St	Glasgow	G2 4NG	Housing Services
GCC NW	Blue Triangle Housing Association - Somerset Place	Glasgow	G3 7JT	Housing Services
GCC NW	Y-People	Glasgow	G20 7SJ	Housing Services
GCC NW	Maryhill Library	Glasgow	G20 9AD	Library
GCC NW	Milton Library	Glasgow	G22 7QR	Library
GCC NW	Possilpark Library	Glasgow	G22 5JJ	Library
GCC NW	Youth Health Service @ Maryhill	Glasgow	G20 9DR	NHS Youth Health Services
GCC NW	Youth Health Service @ Possilpark	Glasgow	G22 5JZ	NHS Youth Health Services
GCC NW	Boots the Chemist - Anniesland	Glasgow	G13 1DS	Pharmacy
GCC NW	Boots the Chemist - Central Station	Glasgow	G1 2SQ	Pharmacy
GCC NW	Boots the Chemist - Charing Cross	Glasgow	G2 3LW	Pharmacy
GCC NW	Boots the Chemist - Drumchapel	Glasgow	G15 7QR	Pharmacy
GCC NW	Boots the Chemist - Great Western Road	Glasgow	G12 8RA	Pharmacy
GCC NW	Boots the Chemist - Queen Margaret Drive	Glasgow	G20 8NZ	Pharmacy
GCC NW	Boots the Chemist - Sauchiehall Street	Glasgow	G2 3EN	Pharmacy
GCC NW	Boots the Chemist - St Enoch	Glasgow	G1 4LZ	Pharmacy
GCC NW	LG Pharmacy	Glasgow	G3 8XU	Pharmacy
GCC NW	Maryhill Dispensary Ltd	Glasgow	G20 9DR	Pharmacy
GCC NW	Milton Pharmacy	Glasgow	G22 7EU	Pharmacy
GCC NW	Sinclair Pharmacy - Scotstoun	Glasgow	G14 0YT	Pharmacy
GCC NW	Woodside Pharmacy	Glasgow	G20 7LR	Pharmacy
GCC NW	Andrew Hand Pharmacy - Whiteinch	Glasgow	G14 9UT	Pharmacy
GCC NW	Andrew Hand Pharmacy - Partick	Glasgow	G11 6SN	Pharmacy
GCC NW	Cadder Pharmacy	Glasgow	G23 5BA	Pharmacy
GCC NW	Possil Pharmacy	Glasgow	G22 5JL	Pharmacy
GCC NW	Boots the Chemist - Old Drumchapel	Glasgow	G15 6UH	Pharmacy
GCC NW	Lloyds Pharmacy - Drumchapel	Glasgow	G15 7TG	Pharmacy
GCC NW	Houlihan Pharmacy - Partick	Glasgow	G11 6TF	Pharmacy
GCC NW	John Gilbride Pharmacy - Partick	Glasgow	G11 5QF	Pharmacy
GCC NW	Houlihan Pharmacy - Milton	Glasgow	G22 7BT	Pharmacy
GCC NW	Free Condoms Service - Health Improvement Team	Glasgow	G12 0XH	Sandyford Services
GCC NW	Sandyford Central	Glasgow	G3 7NB	Sandyford Services
GCC NW	Sandyford Drumchapel - Satellite	Glasgow	G15 7TS	Sandyford Services
GCC NW	The Garage Nightclub	Glasgow	G2 3LW	Sport or Leisure Facility
GCC NW	Health, Safety & Environmental Section	Glasgow	G1 4BA	Vocational/Training
GCC NW	Move On	Glasgow	G1 4AA	Vocational/Training
GCC NW	Right Track	Glasgow	G15 8NS	Vocational/Training
GCC NW	The Prince's Trust (Fairbridge)	Glasgow	G20 9PX	Vocational/Training
GCC NW	DRC Youth Project	Glasgow	G14 0LL	Youth Services
GCC NW	G15 Youth Project	Glasgow	G15 7XN	Youth Services
GCC NW	Northern United Communities	Glasgow	G20 9NF	Youth Services
GCC NW	Temple Shafton Youth Project	Glasgow	G13 1AX	Youth Services

Glasgow South – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
GCC S	New Victoria Patient Information Centre	Glasgow	G42 9LF	Acute
GCC S	Southern General Hospital	Glasgow	G51 4TF	Acute
GCC S	Drug Court (DTTO, Glasgow)	Glasgow	G5 9EJ	Addiction Services
GCC S	Glasgow Drug Crisis Centre	Glasgow	G5 8BA	Addiction Services
GCC S	Greater Pollok CAT	Glasgow	G53 5DP	Addiction Services
GCC S	South CAT - Gorbals	Glasgow	G5 ORE	Addiction Services
GCC S	South CAT - Govan	Glasgow	G51 3RR	Addiction Services
GCC S	South East CAT	Glasgow	G45 9US	Addiction Services
GCC S	Cardonald College (Glasgow Clyde College)	Glasgow	G52 3AY	College/University
GCC S	Langside College (Glasgow Clyde College)	Glasgow	G42 9LB	College/University
GCC S	Adult Learning Disability Team	Glasgow	G5 9JJ	Community Health/Social Care
GCC S	Govan & Craigton Integration Network	Glasgow	G51 3UU	Community Health/Social Care
GCC S	Open Road Service	Glasgow	G5 8BA	Community Health/Social Care
GCC S	Ailsa Surgery	Glasgow	G41 1HU	Doctors/H.C.
GCC S	Cardonald Medical Centre	Glasgow	G52 3SS	Doctors/H.C.
GCC S	Castlemilk Health Centre	Glasgow	G45 9AW	Doctors/H.C.
GCC S	Gorbals Health Centre	Glasgow	G5 0BQ	Doctors/H.C.
GCC S	Govan Health Centre	Glasgow	G51 4BJ	Doctors/H.C.
GCC S	Pollokshaws Clinic	Glasgow	G43 1RR	Doctors/H.C.
GCC S	Regency Medical Practice	Glasgow	G42 2NP	Doctors/H.C.
GCC S	Pollok Health Centre Community Reception	Glasgow	G53 3EQ	Doctors/H.C.
GCC S	Wellgreen Group Practice	Glasgow	G43 1RR	Doctors/H.C.
GCC S	Aspire Housing - Ibrox	Glasgow	G51 2UB	Housing Services
GCC S	Aspire Housing - Paisley Road West	Glasgow	G52 3QN	Housing Services
GCC S	Clyde Place Assessment Centre	Glasgow	G5 8AQ	Housing Services
GCC S	De Paul House	Glasgow	G51 3RP	Housing Services
GCC S	James Shields Project (Quarriers)	Glasgow	G41 1PZ	Housing Services
GCC S	Quarriers Stopover Project	Glasgow	G41 1QB	Housing Services
GCC S	Govanhill Women's Project (Glasgow Simon Community)	Glasgow	G42 0PQ	Housing Services
GCC S	Youth Health Service @ Castlemilk	Glasgow	G45 9AW	NHS Youth Health Services
GCC S	Youth Health Service @ South West Pollock	Glasgow	G53 3EQ	NHS Youth Health Services
GCC S	Battlefield Pharmacy	Glasgow	G42 9JT	Pharmacy
GCC S	Boots the Chemist - Cardonald	Glasgow	G52 3JL	Pharmacy
GCC S	Boots the Chemist - Crown Street	Glasgow	G5 9XT	Pharmacy
GCC S	Boots the Chemist - Govanhill	Glasgow	G42 8AE	Pharmacy
GCC S	Boots the Chemist - Hillington Road South	Glasgow	G52 2AA	Pharmacy
GCC S	Boots the Chemist - Silverburn	Glasgow	G53 6AG	Pharmacy
GCC S	Carmunnock Pharmacy	Glasgow	G76 9BP	Pharmacy
GCC S	CHC Pharmacy Ltd	Glasgow	G45 9AW	Pharmacy
GCC S	Docherty Pharmacy (Central Pharmacies UK)	Glasgow	G43 1TY	Pharmacy
GCC S	Harmony Row Pharmacy	Glasgow	G51 3BA	Pharmacy
GCC S	Honey Pharmacy	Glasgow	G46 8PR	Pharmacy
GCC S	Hughes Chemist	Glasgow	G41 1HU	Pharmacy
GCC S	JP Mackie Pharmacy - Paisley Road West	Glasgow	G52 3SS	Pharmacy
GCC S	JP Mackie Pharmacy - Pollokshaws Road	Glasgow	G41 3YF	Pharmacy
GCC S	JP Mackie Pharmacy - Sinclair Drive	Glasgow	G42 9PR	Pharmacy
GCC S	Kellock Pharmacy Limited	Glasgow	G45 9AA	Pharmacy
GCC S	M & M Pharmacy	Glasgow	G41 2HN	Pharmacy
GCC S	Mosspark Pharmacy	Glasgow	G52 1JS	Pharmacy
GCC S	Ralph Leslie Pharmacy	Glasgow	G44 3BL	Pharmacy
GCC S	SH Mehta Pharmacy	Glasgow	G41 1HU	Pharmacy
GCC S	T McLean & Sons - Shawlands (Copland Chemist)	Glasgow	G41 3YN	Pharmacy

GCC S	Lloyds Pharmacy - 1604 Paisley Rd W	Glasgow	G52 3QN	Pharmacy
GCC S	Lloyds Pharmacy - 1851 Paisley Rd W	Glasgow	G52 3SX	Pharmacy
GCC S	Boots the Chemist - Crockston	Glasgow	G53 7FY	Pharmacy
GCC S	Morrisons Supermarket Pharmacy - Newlands	Glasgow	G43 1PU	Pharmacy
GCC S	Queens Park Pharmacy	Glasgow	G41 2QG	Pharmacy
GCC S	Lloyds Pharmacy - Kings Park	Glasgow	G44 5EH	Pharmacy
GCC S	David L.L. Robertson Chemist - Crosshill	Glasgow	G42 8YG	Pharmacy
GCC S	David L.L. Robertson Chemist - Pollok	Glasgow	G53 5EB	Pharmacy
GCC S	John Gilbride Pharmacy - Tradeston	Glasgow	G51 1LB	Pharmacy
GCC S	John Gilbride Pharmacy - Ibrox	Glasgow	G51 2UE	Pharmacy
GCC S	Boots the Chemist - Queen's Park	Glasgow	G42 8YU	Pharmacy
GCC S	Sandyford South East - HUB	Glasgow	G42 7DR	Sandyford Services
GCC S	Sandyford South West - HUB	Glasgow	G53 3EQ	Sandyford Services
GCC S	Sandyford Castlemilk - Satellite	Glasgow	G45 9AW	Sandyford Services
GCC S	Skills Academy	Glasgow	G5 9LQ	Vocational/Training
GCC S	Youthbuild (Action for Children) - Ibrox	Glasgow	G51 2JR	Vocational/Training
GCC S	British Red Cross - Hillington	Glasgow	G52 4PR	Workplace
GCC S	Duradiamond Healthcare	Glasgow	G51 4SX	Workplace
GCC S	Crown Office & Procurator Fiscal Service	Glasgow	G5 9DW	Workplace
GCC S	Aberlour Youthpoint Glasgow	Glasgow	G51 2JA	Youth Services
GCC S	Crossroads Youth & Community Association	Glasgow	G5 9QS	Youth Services
GCC S	Govan Youth Information Project	Glasgow	G51 3UW	Youth Services
GCC S	Govanhill Youth Project	Glasgow	G42 7AL	Youth Services
GCC S	Streetwise	Glasgow	G45 0EQ	Youth Services
GCC S	Way to Go Café	Glasgow	G5 0QA	Youth Services
GCC S	Plantation Productions	Glasgow	G51 3AJ	Youth Services

Inverclyde – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
INVER	Hepatitis C Nurse Specialists	Greenock	PA16 0XN	Acute
INVER	Integrated Drug Services	Greenock	PA15 1BQ	Addiction Services
INVER	Inverclyde Alcohol Services	Greenock	PA15 4NA	Addiction Services
INVER	James Watt College (West College Scotland)	Greenock	PA16 8HF	College/University
INVER	Barnardo's Nurture Services Inverclyde	Greenock	PA15 1DJ	Community Health/Social Care
INVER	HMP Greenock	Greenock	PA16 9AJ	Criminal Justice
INVER	Ardgowan Medical Practice	Greenock	PA16 8HW	Doctors/H.C.
INVER	Boglestone Clinic	Port Glasgow	PA14 5UD	Doctors/H.C.
INVER	Dr Hogan, Allan & Quinn	Greenock	PA15 4LY	Doctors/H.C.
INVER	Gourock Health Centre	Gourock	PA19 1AQ	Doctors/H.C.
INVER	Greenock Health Centre	Greenock	PA15 4LY	Doctors/H.C.
INVER	The Medical Centre - Port Glasgow	Port Glasgow	PA14 5UD	Doctors/H.C.
INVER	The New Surgery	Kilmacolm	PA13 4AP	Doctors/H.C.
INVER	Inverclyde Centre for the Homeless	Greenock	PA15 1BZ	Housing Services
INVER	Clyde Pharmacy	Greenock	PA15 4DA	Pharmacy
INVER	David Wyse Pharmacy - Fore St	Port Glasgow	PA14 5EE	Pharmacy
INVER	David Wyse Pharmacy - Port Glasgow	Port Glasgow	PA14 5HU	Pharmacy
INVER	Holmscroft HC Ltd	Greenock	PA15 4LY	Pharmacy
INVER	Still Pharmacy	Greenock	PA16 0UD	Pharmacy
INVER	Tesco Pharmacy	Greenock	PA5 1LE	Pharmacy
INVER	McAnerney Pharmacy	Greenock	PA16 9DP	Pharmacy
INVER	Sandyford Boglestone - Satellite	Port Glasgow	PA14 5UD	Sandyford Services
INVER	Sandyford Inverclyde - HUB	Greenock	PA16 0XN	Sandyford Services
INVER	Argyll Training Centre	Greenock	PA15 1QH	Vocational/Training
INVER	Larkfield Link Up	Greenock	PA16 0PM	Vocational/Training
INVER	LAAC Department - Greenock	Greenock	PA15 4LY	Youth Services
INVER	I Youth Zone - Community Learning & Development	Greenock	PA15 1UL	Youth Services

Renfrewshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
REN	APC, Dykebar Hospital	Paisley	PA2 7DE	Addiction Services
REN	Drug Testing & Treatment Order, Renfrewshire	Paisley	PA3 2HT	Addiction Services
REN	Integrated Alcohol Team	Paisley	PA2 7DE	Addiction Services
REN	Renfrewshire Drug Service	Paisley	PA3 2DJ	Addiction Services
REN	National Construction College	Renfrew	PA4 9RQ	College/University
REN	SAUWS (Student Association of West of Scotland)	Paisley	PA1 2HB	College/University
REN	Reid Kerr College (West College Scotland)	Paisley	PA3 4DR	College/University
REN	Barnardos Threads Project	Paisley	PA2 7RG	Community Health/Social Care
REN	Anchor Mill Medical Practice	Paisley	PA1 1UB	Doctors/H.C.
REN	Erskine Health Centre	Erskine	PA8 6BS	Doctors/H.C.
REN	Ferguslie Health Centre	Paisley	PA3 1NT	Doctors/H.C.
REN	Foxbar Clinic	Paisley	PA2 9QR	Doctors/H.C.
REN	Johnstone Health Centre	Johnstone	PA5 8EY	Doctors/H.C.
REN	Lochwinnoch Surgery	Lochwinnoch	PA12 4AH	Doctors/H.C.
REN	St James Medical Centre	Paisley	PA3 2HQ	Doctors/H.C.
REN	The Barony Practice	Paisley	PA3 4AD	Doctors/H.C.
REN	Blue Triangle Housing Association - Renfrew	Renfrew	PA4 5EZ	Housing Services
REN	Blue Triangle Housing Association - Gallowhill	Paisley	PA3 4NB	Housing Services
REN	Boots the Chemist - Braehead	Glasgow	G51 4BP	Pharmacy
REN	Boots the Chemist - Central Way Paisley	Paisley	PA1 1EH	Pharmacy
REN	Boots the Chemist - Linwood	Paisley	PA3 3PU	Pharmacy
REN	Co-Op Pharmacy - Erskine	Erskine	PA8 7JQ	Pharmacy
REN	Co-Op Pharmacy - Renfrew	Renfrew	PA4 8QR	Pharmacy
REN	Foxbar Pharmacy	Paisley	PA2 0JZ	Pharmacy
REN	Glenburn Pharmacy	Paisley	PA2 8EL	Pharmacy
REN	Hughes Chemist	Erskine	PA8 7AA	Pharmacy
REN	Lloyds Pharmacy - Erskine	Erskine	PA8 6BS	Pharmacy
REN	Lloyds Pharmacy - Paisley Causeyside St	Paisley	PA1 1TX	Pharmacy
REN	Lloyds Pharmacy - Paisley High St	Paisley	PA1 2BS	Pharmacy
REN	Lloyds Pharmacy - Paisley Love St	Paisley	PA3 2DY	Pharmacy
REN	Penmans Pharmacy	Johnstone	PA5 8DP	Pharmacy
REN	Rowlands Pharmacy - Renfrew	Renfrew	PA4 8QU	Pharmacy
REN	Lloyds Pharmacy - Blackstoun Rd	Paisley	PA3 1NT	Pharmacy
REN	Abbey Chemist - Paisley	Paisley	PA1 1ES	Pharmacy
REN	Boots the Chemist - Renfrew	Renfrew	PA4 8HE	Pharmacy
REN	Bishopton Pharmacy	Bishopton	PA7 5AX	Pharmacy
REN	Boots the Chemist - Johnstone High Street	Johnstone	PA5 8AN	Pharmacy
REN	Boots the Chemist - Neilston Road	Paisley	PA2 6LN	Pharmacy
REN	Boots the Chemist - Houston Court	Johnstone	PA5 8DT	Pharmacy
REN	Co-Op Pharmacy - Paisley Neilston Rd	Paisley	PA2 6LZ	Pharmacy
REN	Co-Op Pharmacy - Paisley Paisley Rd	Paisley	PA1 3QH	Pharmacy
REN	Lloyds Pharmacy - Paisley Neilston Rd	Paisley	PA2 6LL	Pharmacy
REN	Kibble Education and Care Centre	Paisley	PA3 2LG	Residential/Secure Unit
REN	Roneil Children's Unit	Paisley	PA2 6HA	Residential/Secure Unit
REN	Longcroft Children's Unit	Renfrew	PA4 8NF	Residential/Secure Unit
REN	Beech Children's Unit	Paisley	PA2 6XN	Residential/Secure Unit
REN	Arkleston Children's Home (previously Chapel House)	Paisley	PA3 4TH	Residential/Secure Unit
REN	Barochan House (previously Rowanlea)	Johnstone	PA5 8TF	Residential/Secure Unit
REN	Sandyford Johnstone - Satellite	Johnstone	PA5 8EY	Sandyford Services
REN	Sandyford Renfrew - Satellite	Renfrew	PA4 8RU	Sandyford Services
REN	Sandyford Renfrewshire - HUB	Paisley	PA3 2AD	Sandyford Services

REN	Get Ready for Work	Paisley	PA3 4DB	Vocational/Training
REN	Moving On Renfrewshire & Inverclyde Project	Paisley	PA1 1EX	Vocational/Training
REN	LAAC Department - Renfrew	Renfrew	PA4 8LH	Youth Services

West Dunbartonshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
WDUN	Alternatives - Clydebank	Clydebank	G81 1UG	Addiction Services
WDUN	Alternatives - Dumbarton	Dumbarton	G82 1LG	Addiction Services
WDUN	Clydebank CAT	Clydebank	G81 1UG	Addiction Services
WDUN	Lennox Harm Reduction Service	Dumbarton	G82 5JA	Addiction Services
WDUN	Clydebank College (West College Scotland)	Clydebank	G81 1BF	College/University
WDUN	Clydebank LGBT Group	Clydebank	G81 2HB	Community Health/Social Care
WDUN	Dr Miller & Partners (Blue Wing)	Clydebank	G81 2TQ	Doctors/H.C.
WDUN	Oakview Medical Centre	Alexandria	G83 0LS	Doctors/H.C.
WDUN	Dr Moffat & Partners (Orange Wing)	Clydebank	G81 2TQ	Doctors/H.C.
WDUN	Dr Bell & Partners (Red Wing)	Clydebank	G81 2TQ	Doctors/H.C.
WDUN	Dr Chalmers & Partners (Yellow Wing)	Clydebank	G81 2TQ	Doctors/H.C.
WDUN	Blue Triangle Housing Association - Clydebank	Clydebank	G81 1SQ	Housing Services
WDUN	Blue Triangle Housing Association - Bonhill	Alexandria	G83 9NA	Housing Services
WDUN	Bonhill Pharmacy	Dumbarton	G83 9DZ	Pharmacy
WDUN	Boots the Chemist - Alexandria	Alexandria	G83 0LW	Pharmacy
WDUN	Brucehill Pharmacy	Dumbarton	G82 4EW	Pharmacy
WDUN	Clan Chemist	Clydebank	G81 5NZ	Pharmacy
WDUN	Co-Op Pharmacy - Balloch	Balloch	G83 8LA	Pharmacy
WDUN	Greenhead Pharmacy	Dumbarton	G82 1EL	Pharmacy
WDUN	High Street Pharmacy (Kemp Pharmacy)	Dumbarton	G82 1LL	Pharmacy
WDUN	Lloyds Pharmacy - Clydebank	Clydebank	G81 2TU	Pharmacy
WDUN	Lloyds Pharmacy - Dalmuir	Clydebank	G81 4BY	Pharmacy
WDUN	Lloyds Pharmacy - Dumbarton High St	Dumbarton	G82 1PQ	Pharmacy
WDUN	Lloyds Pharmacy - Dumbarton St Rd	Dumbarton	G82 1NR	Pharmacy
WDUN	Marchbanks Pharmacy	Alexandria	G82 4PE	Pharmacy
WDUN	Sinclair Pharmacy - Clydebank	Clydebank	G81 3NQ	Pharmacy
WDUN	TLC Pharmacy (Duntocher Pharmacy)	Clydebank	G81 6HD	Pharmacy
WDUN	Boots the Chemist - Dumbarton	Dumbarton	G82 1LS	Pharmacy
WDUN	Clarke's Chemist	Dumbarton	G82 3EB	Pharmacy
WDUN	Boots the Chemist - Clydebank North Elgin	Clydebank	G81 1BZ	Pharmacy
WDUN	Boots the Chemist - Clyde Shopping Centre	Clydebank	G81 2TL	Pharmacy
WDUN	Sandyford Clydebank - Satellite	Clydebank	G81 2TQ	Sandyford Services
WDUN	Sandyford West Dunbartonshire - HUB	Alexandria	G83 0UA	Sandyford Services
WDUN	All4Youth (Alternatives)	Alexandria	G83 0DY	Youth Services
WDUN	Y Sort It / Y Sort It BUS	Clydebank	G81 1TH	Youth Services
WDUN	Child Health Department	Alexandria	G83 0UA	Youth Services

North & South Lanarkshire – List of Distribution Venues

CHP AREA	COMPANY NAME	TOWN	POSTCODE	BUSINESS TYPE
SLAN	Craigallan Avenue Medical Centre	Cambuslang	G72 8RW	Doctors/H.C.
SLAN	The DEN	Rutherglen	G73 1DL	NHS Youth Health Services
SLAN	Kyle Square Pharmacy	Rutherglen	G73 4QG	Pharmacy
SLAN	Superdrug - Rutherglen	Rutherglen	G73 2LS	Pharmacy
SLAN	Boots the Chemist - Cambuslang	Glasgow	G72 7HB	Pharmacy
SLAN	Boots the Chemist - Rutherglen	Glasgow	G73 2HP	Pharmacy
SLAN	Sandyford Camglen - Satellite	Cambuslang	G72 8JR	Sandyford Services
NLAN	Muirhead Clinic	Muirhead	G69 9NB	Doctors/H.C.
NLAN	JP Mackie Pharmacy - Blackwoods Crescent	Moodiesburn	G69 0EN	Pharmacy
NLAN	JP Mackie Pharmacy - Glenmanor Av	Moodiesburn	G69 0LB	Pharmacy
NLAN	Stepps Pharmacy, A & E Ceresa Ltd	Stepps	G33 6HA	Pharmacy
NLAN	T McLean & Sons - Muirhead (Copland Chemist)	Muirhead	G69 9DX	Pharmacy

Condom Distribution Service

Online Public Survey

December 2013-January 2014

Sarah Graham, Free Condoms Manager

Alison Crossan, Free Condoms Administrator

Health Improvement Team – Sexual Health

January 2014

1. Survey Design

A web based survey was published on the Free Condoms web-site throughout December 2013 and January 2014. The purpose of the survey was to find out more about public perceptions and levels of customer satisfaction. In particular, the survey queried the usability of the service, suitability of the product range, proximity of locations/venues and navigational ease of the web-site.

The survey was made available via the Survey Monkey platform and links were placed in prominent positions on the Free Condoms web-site including picture links on the 'slide shows'. A £50 I-Tunes voucher was offered as incentive. The survey was deliberately short and included 7 questions. Each question also gave the opportunity to provide additional comments.

Table 1 – Survey Questions

Q1	Have you used the Free Condoms service before?
Q2	If you have used the service before did you find it easy to collect Free Condoms?
Q3	What do you think of our product range?
Q4	Using the Free Condoms Service makes it easier to collect condoms
Q5	Are you able to collect Free Condoms from somewhere near your home/work/place of study?
Q6	Is our website easy to navigate?
Q7	What can we do to make collecting Free Condoms easier/better?

2. Survey Response and Results

31 people responded to the survey which is disappointing considering the web-site received 2529 visits (from 2049 unique visitors) during the survey period. 83 people clicked on the survey link.

2a. - Previous Service Use

Table 2 – Question 1

Q1	Have you used the Free Condoms service before?	
Answer Choices	Responses No.	Responses %
Yes	14	45.16%
No	16	51.61%
Not Sure	1	3.23%
Total	31	100.00%

Web analytics suggest that most visits to the Free Condoms site are short with visitors viewing between 4 and 10 pages per visits with an average time of around 2 minutes per page. It appears that most visitors look at the home page and the venue search facility with products and 'how does the service work' information also features high on viewing numbers. Question 1 demonstrates that just over half of respondents were new to the service. Although 16 survey respondents have not used the service, it is possible that they have found information on products and venues and thereby have some background knowledge on the service.

2b. - Ease of Use

Table 3 – Question 2

Q2	If you have used the service before did you find it easy to collect Free Condoms?	
Answer Choices	Responses No.	Responses %
Yes	13	41.94%
No	2	6.45%
Not used service	16	51.61%
Total	31	100.00%

16 hadn't used the service before. At question 1, 14 people stated they had used the service before and of these it appears that 13 found the service easy to use. 2 didn't find the service easy to use but did not leave further comment.

2c. – Product Range

Table 4 – Question 3

Q3	What do you think of our product range?	
Answer Choices	Responses No.	Responses %
Lots of Choice	17	54.84%
It's ok	8	25.81%
Couldn't find right product	6	19.35%
Total	31	100.00%

Encouragingly 17 respondents were positive about the range of products available. 6 couldn't find a suitable product choice. With a further 8 respondents suggested that product choice is 'ok' it is reasonable to suggest that around 80% of respondents are satisfied with product choice.

2d. - Ease of Use

Table 5 – Question 4

Q4	Using the Free Condoms Service makes it easier to collect condoms	
Answer Choices	Responses No.	Responses %
Agree	23	74.19%
Disagree	2	6.45%
Not Sure	6	19.35%
Total	31	99.99%

Almost three quarters of respondents agreed that the service makes condom collection easier. 15 respondents chose to leave further comment at this point.

2 comments were negative with 1 respondent describing a negative experience at a venue. 1 respondent remarked on the lack of signage at other venues.

- *Was told I was only allowed one thing either condoms or lubricant not both. Staff member was very rude and cheeky.*
- *Whenever I take my child to polyclinics I collect them from there. The only reasons I feel awkward as I have never seen any posters or advertisements in other venues.*

2 comments were around venue locations with 1 respondent looking for postal service. 1 further respondent appears to be from a rural area outwith our board area.

- *I wish to get them by post but I couldn't find website where can I get them*
- *Could it be made available to rural places as well? I live on an island in the west coast and although our local health centre has free condoms, they leave them in a basket to take in the hall but no one ever seems to fill it up! And it can be embarrassing going to the reception desk in front of all patients in the waiting area to ask for them*

Positively, 5 respondents stated that the Free Condoms service reduced embarrassment.

- *It's very embarrassing getting them from shops but going somewhere that deals with sexual health matters is a lot more comforting.*

- *Makes getting condoms much more affordable and greatly reduces any embarrassment. Very good for promoting condom use.*
- *It can be fairly embarrassing but it's helpful the service is so discrete.*
- *Generally I feel embarrassed to know the range or to go buy condoms, the service provides a discreet way of selecting condoms and building up my confidence in going to eventually buy the products myself.*
- *Not embarrassing.*

4 respondents mentioned accessibility and ease of use.

- *It's a great service whereby you can order condoms and lube at any quantity and is easy and accessible to collect them or be delivered.*
- *It saves money due to being a student and being local it means I can get it quickly and without any travel.*
- *It's a fantastic service and it was so easy to find and pick them up from a local Boots.*
- *The printable card makes it easier for teenagers to use the service*

2e. – Venue Proximity

Table 6 – Question 5

Q5	Are you able to collect Free Condoms from somewhere near your home/work/place of study?	
Answer Choices	Responses No.	Responses %
Yes	23	74.19%
No	3	9.68%
Unsure	5	16.13%
Total	31	100.00%

Again, three quarters of respondents gave a positive response with only 3 suggesting that there are no suitable venue locations for them. Only one comment was received and this was a respondent asking for a postal service.

2f. – Web Navigation

Table 7 – Question 6

Q6	Is our website easy to navigate?	
Answer Choices	Responses No.	Responses %
Easy	20	64.52%
Okay	8	25.81%
Difficult	1	3.23%
Not used it before	2	6.45%
Total	31	100.01%

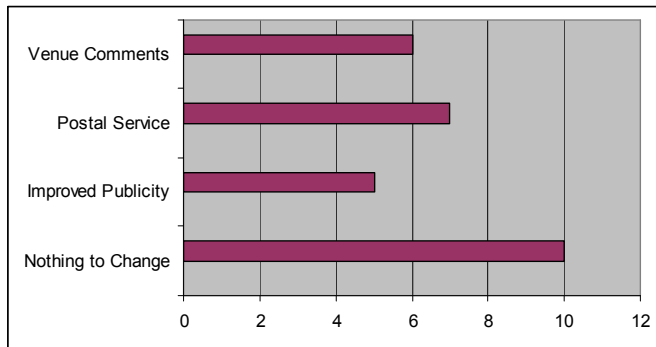
90% of respondents thought the website was either Easy or Okay to use.

Additionally, 5 comments were received, all of which were positive.

- *I find it really easy to navigate the website.*
- *The web site is user-friendly, easy to navigate, designed in a friendly manner and does not confuse the user on how navigate the web page.*
- *It is easy to get to the areas that needed, and to make the correct choice.*
- *The site is lovely.*
- *The website is clear and easy to access the relevant information you need*

2g. – Further Comments and Suggestions

Table 8 – Question 7



28 comments were received and all can be collated into 4 categories; comments about venues, request for a postal/home delivery service, improvements to publicity or no changes required.

It is encouraging that 10 respondents suggested that no changes need to be made to the service:

- *Nothing, its perfectly simple as it is*
- *Everything is easier and better – don't change anything*
- *Think its spot*
- *Not sure, it's easy as it is. The card system is good so stick to using that*

5 respondents felt that more could be done to increase publicity:

- *Possibly design an application for a smart phone*
- *More publicity – I noticed in a sign in a pharmacy otherwise I wouldn't have known*
- *Promote more. Hardly any of my friends know about this. Put adverts up at each venue so people know more about it.*
- *Choice cards on display*
- *Increase advertising as many people aren't aware of it*

7 respondents asked for a postal service:

- *Offer a postal service*
- *Using direct delivery*
- *You'd have to deliver them but that would be ridiculous*

6 respondents made varying comments about venues:

- *If they were in more locations and you could pick up a bag yourself but I understand the logistical difficulties this would present.*
- *Allow the choice card to be a form online so you can place an order online and go to pharmacy with a unique code to pick them up.*
- *Nicer staff, being able to collect more than one thing.*

Summary

Although comments are largely positive there are clearly some actions around encouraging venues to promote the service using signage, posters and choice cards. General publicity could also be greater. There are perhaps some developments around the website to make it more smart-phone

friendly and also to look at how technology could be used, for example to print a choice card or incorporate it in a smart-phone app. Postal services are mentioned frequently but this is not a viable option for the service.

Condom Distribution Service

Online Venue Survey

November 2013

Sarah Graham, Free Condoms Manager

Alison Crossan, Free Condoms Administrator

Health Improvement Team – Sexual Health

January 2014

1. Survey Design

An e-newsletter was sent to all condom distribution venues in November 2013 requesting that they complete a web based survey, hosted by Survey Monkey. The purpose of the survey was to find out more about how the service is operating and if any improvements are required. In particular, the survey queried aspects of the product range, ordering and delivery of products, perceived levels of service user satisfaction, the usability of the service, guidance around delivery to young people under the age of 16 and training requirements.

Table 1 – Survey Questions

Q1	Do you think your service users are satisfied with the product range (condoms and lubricant) and packaging?
Q2	Are you happy with the ordering and delivery system?
Q3	Do you stock the full range of products - even if only in small numbers?
Q4	Do you advertise the service on your premises?
Q5	Do you think you are able to offer a discreet and confidential service?
Q6	Do you think the service users are happy with the service?
Q7	Our main target groups are men who have sex with men, people from African communities and young adults (age 16-24). Do you think these groups collect condoms from your service (approximately)?
Q8	Are all staff aware of the protocol and guidance for distributing condoms to under 16's?
Q9	Do you have someone available to have a conversation with anyone under the age of 16?
Q10	Do you or your staff have any additional training needs?

2. Survey Response and Results

The survey link was sent to over 400 distribution points via an e-newsletters (or in print by post to a small number of pharmacies that do not have an e-mail address). 30 responses were received.

2a. – Product Range

Table 2 – Question 1

Q1	Do you think your service users are satisfied with the product range (condoms and lubricant) and packaging?	
Answer Choices	Responses No.	Responses %
Yes	27	90.00%
No	1	3.33%
Unsure	2	6.67%
Total	31	100.00%

It would appear that most venues believe that the service users are happy with the products available. 7 comments were received.

- *Packaging is very discreet and compact so is easier to hide what is being given to avoid any embarrassment. Pack sizes are good for patients.*
- *Halo are popular. People seem to like the pictures on the packs. We tend to notice that packaging gets opened despite posters describing what they contain which would suggest to us that people are seeing the packaging but not sure what's inside and therefore are opening them to have a peek. As a suggestion perhaps having condoms worded on the packaging.*
- *People are still surprised such a service is available.*
- *I did get some feedback saying that they wished it was a 'finer' 'thinner' condom?*
- *We often get requests for textured condoms.*
- *There is a massive request for flavoured condoms, as the young people are not using the plain ones for oral sex and worse still just getting carried away after it and not using any condom at all.*
- *Only problem is some people have asked for packs of three which we don't stock.*

2b. – Ordering and Delivery

Table 3 – Question 2

Q2	Are you happy with the ordering and delivery system?	
Answer Choices	Responses No.	Responses %
Yes	28	93.33%
No	0	0.00%

Unsure	2	6.67%
Total	30	100.00%

93% of venues are satisfied with the ordering and delivery system in place. 6 comments were also received. 3 were positive statements describing the ordering and delivery system and excellent and efficient. 1 individual commented that they only require small numbers (in this case the CDS team can post a small supply of stock from resources held until the venue is ready to order the minimum amount.). 2 venues made comment regarding back orders (there have been a few issues with stock problems with our contracted provider).

- *Very straight forward and efficient service*
- *Our ordering and delivering system has been excellent*
- *The service is excellent.*
- *We don't have a high demand so not too familiar with the system. I do remember that the least we can order is 70. For us, this is quite excessive and potentially leads to waste.*
- *If full order is not received then they are held on back log which saves time our end having to reorder, happy with this.*
- *It has been quite frantic, ordering some items which we did not receive therefore we've never had the full product range.*

2c. – Product Supply

Table 4 – Question 3

Q3	Do you stock the full range of products - even if only in small numbers	
Answer Choices	Responses No.	Responses %
Yes	25	83.33%
No	2	6.67%
Unsure	3	10.00%
Total	30	100.00%

The service has encouraged all venues to carry the full range of stock and the majority of respondents to this survey appear to do so. Some agencies carry only stock relevant to their client group e.g. some support services offer loose condoms to the clients. It is apparent that certain products are more popular (such as Standard and Variety packs) and there is the possibility that agencies may only re-order these and disregard the rest of the range. Communication to all venues is required to re-iterate that the full range should be stocked and a small amount of missing items can be ordered from the CDS team.

- *There has been no movement of any other stock with the exception of 'standard' for some fourteen months.*
- *We try but it was out of stock and the minimum order line is not beneficial for us as we have no space to stock large amounts of packages.*
- *Whilst we try to stock the full range and have the majority at present we have no variety packs. Appreciate the cost implication of delivery for small amounts. Suggest that maybe a small amount could be held at a central location if you need to order outwith a main order? Hope that makes sense*

- We usually put out a range of products especially during workshops, trainings, seminars and conferences so people know what is out there to enable them make choices
- We do stock full range of products, however we tend to know what is more popular and find that we run out of the ones that are more popular and have to re-order those more often.
- We only stock standard and variety, though we still have some of our original stock of other types
- Would like an up to date list of products available but happy with what we have at present.

2d. – Service Publicity

Table 5 – Question 4

Q4	Do you advertise the service on your premises by the following means:					
Sub Question	Yes Number	Yes %	No Number	No %	Unsure Number	Unsure %
Door/Window Sticker	22	81.48%	5	18.52%	0	0%
Posters	26	89.66%	3	10.34%	0	0%
Choice Cards	26	89.66%	3	10.34%	0	0%

Most respondents agreed that they promote the service within their venue. 3 respondents made comments around promotion and 2 pharmacies commented that it would be beneficial if the service could be advertised within GP surgeries.

- I think we could advertise at doctor surgeries that we provide this service
- Promoting via surgeries etc. or wider media campaign. A lot of patients/customers coming in to the pharmacy are unaware the service exists
- They are displayed in the waiting room.

2e. – Discretion and Confidentiality

Table 6 – Question 5

Q5	Do you think you are able to offer a discreet and confidential service?	
Answer Choices	Responses No.	Responses %
Yes	26	86.67%
No	2	6.67%
Unsure	2	6.67%
Total	30	100.01%

Nearly 87% agreed that they were able to offer a discreet service. This is of great importance to service users due to levels of ‘embarrassment’ when collecting condoms. Location of the service can be an issue and several respondents mentioned lack of discretion when offered from a reception area or an open plan area. Some respondents identified that they have made small changes to accommodate the service in order to provide a more confidential method. Choice cards were also mentioned as a possible way to reduce embarrassment.

- Condoms are given out from the reception area where other clinics are being conducted. I.e. baby clinic, dental app. Community doctors clinic and any other clinics booked at the centre
- We are fortunate with the location of our advice centre which is near the entrance to the building and our two advisers can provide a discreet service from two individual rooms.
- We put condoms out in reception areas and in toilets with a free condoms poster and identifiable posters so that people can help themselves. We also have condoms in clinical areas and interview rooms so that if there is discussion around sexual health issues condoms are accessed easily
- Condoms are in the waiting room and clients help themselves. We also ask when seeing clients in the clinic if they need a supply and we can get them for them.
- The pharmacy is very open plan, apart from the consultation room, so it can make patients somewhat cautious of their surrounding when asking staff members for the condom service.
- Consultation room
- Whilst we endeavour to offer a discreet service, it can be challenging to do so as we are detached street workers and do little one to one work, the young people tend to come to us in groups and it is a particular peer group who ask for the condoms. As such there are young people in this group receiving condoms, some who are engaging in sexual behaviour and some who aren't.
- In as much as we offer general advice during our workshops and training, it is still very helpful to offer discreet and confidential advice to individuals. Some people do not want anyone to know they pick up condoms but it helps to offer advice on how to use them and what to do if a condom splits as well as information about the choice cards
- People tend to take the card and hand you it through, saves them having to ask out loud.
- Do encourage use of cards as think they are the most discreet way of doing things

2f. – Customer Satisfaction

Table 7 – Question 6

Q6	Do you think the service users are happy with the service?	
Answer Choices	Responses No.	Responses %
Yes	28	93.33%
No	0	0.00%
Unsure	2	6.67%
Total	30	100.00%

Feedback is generally positive. 5 comments were received and again these indicate positive levels of customer satisfaction.

- We try to ensure we give the best product, correct size and additional products if necessary like lubricants, and to be discreet as possible
- From feedback clients seem quite satisfied about the static venues for free condoms and the fact that they could use the choice card to get more free condoms.
- We are able to offer a service to our students 5 days per week (Mon-Friday, 9-5).
- No complaints so far
- Nobody has ever said happy or not

2g. – Target Groups

Table 8 – Question 7

Q7	Our main target groups are men who have sex with men, people from African communities and young adults (age 16-24). Do you think these groups collect condoms from your service (approximately)?	
Answer Choices	Responses No.	Responses %
Yes	17	56.67%
No	8	26.67%
Unsure	5	16.67%
Total	30	100.01%

This question sought to determine if the service was being used by its target groups. Naturally, it is difficult to determine exactly who is using the service and by no means do we expect venues to ask questions around sexual orientation, age or nationality. 17 respondents felt that our target groups were in some way accessing the service and from 16 comments young adults were mentioned on 10 occasions. Different nationalities were mentioned on 4 occasions.

- *No, we have a large range but I would not feel it would be mostly these groups.*
- *Mainly young adults group*
- *Young adults (16-24)*
- *Young adults*
- *Young adults*
- *Mostly all young adults*
- *The first two target groups not using service in this area*
- *Young Adults mostly, but some from the other two target groups too.*
- *Mainly young adults although we do have a reasonable amount of people from African communities that use the service. We also leave a small amount of condoms in the toilets on our premises for people who feel they cannot ask outright.*
- *Young male adults and International students from African communities.*
- *We have many young men who use this service from many nationalities*
- *Men who have sex with men*
- *It is a waiting room for clients that are attending hepatitis clinics and the day ward which covers respiratory/rheumatology and gastroenterology. We have a wide range of people using the service.*
- *We are a drug service, the majority of people taking condoms would be Adults aged between 19 and 35. People accessing condoms from our service will predominantly using them for the purpose of protection from pregnancy and STIs*
- *We obviously can't tell whether each gentleman that comes in is homosexual or not so therefore could not answer this accurately. I find the question slightly absurd. The service encourages confidentiality and professionalism, assuming that someone may be gay allows for neither. However, I would comment that the posters do target these groups accordingly and agree that this is appropriate. With that said, we actually find that mostly under 16's access the service, although we mostly feel that these requests are 'dares'*
- *Feedback for what they say during our outreach chats*

2h. – Under 16s

Table 9 – Question 8

Q8	Are all staff aware of the protocol and guidance for distributing condoms to under 16's?	
Answer Choices	Responses No.	Responses %
Yes	23	76.67%
No	1	3.33%
Unsure	6	20.00%
Total	30	100.00%

6 people were unsure if staff are knowledgeable on the guidance for under 16s. 7 comments were received reflecting that pharmacy staff refer to the pharmacist, that staff refer to the guidance within the manual and that some agencies do not deal with young people specifically. Training is offered to all venues but a specific 'under 16' refresher could be offered in light of these findings.

- *Staff would just refer to pharmacist.*
- *Yes, all staff read through the folder when we started providing the service, and refer to pharmacist when any customers seem young*
- *Staff in our team for the specific community are update to date as we refreshed ourselves recently. Our admin worker is preparing information to refresh our colleagues in other teams.*
- *All staff are advised regularly to read the condom instruction manual.*
- *I have staff on holiday, I will have to review this with them, but will do so within the next week.*
- *We roughly know the policy but under 16s can't access our service so it isn't an essential one for us to know.*
- *We tend not to have under 16's at the clinics as it is an adult hospital.*

2i. – Under 16s Conversation

Table 10 – Question 9

Q9	Do you have someone available to have a conversation with anyone under the age of 16?	
Answer Choices	Responses No.	Responses %
Yes	21	70.00%
No	5	16.67%
Unsure	4	13.33%
Total	30	100.00%

Although 70% of respondents agreed that someone was available to chat with a young person there were several who either unsure or did not have anyone to do this task. However, some respondents may be from services that do not operate as an 'open access' service and, as 2 respondents indicated in their comments, may distribute only to their own adult client group. Pharmacies appear to ask the pharmacist, as recommended by CDS training and handbook, and therefore are well placed to offer this service to young people. Health centres may have issues as indicated in 1 respondents comment as the service is usually offered via reception/administration staff but young people ideally should be seen by a health professional.

- *We do have two Student Advisers who would be available to speak to someone but as we are a Students Association we do not have any students who are under 16.*
- *Again this isn't applicable to our service as under 16s can't access our building.*
- *We would ask the pharmacist if they would be comfortable dealing with this situation*
- *Pharmacist always on premises*
- *Pharmacist*
- *Pharmacist*
- *We have young people workers who discuss any concerns on a regular basis.*
- *Service at health centre is provided by admin staff*
- *Appointment system available if needed*
- *We have a counselling team and sexual health adviser at another service within the grounds of the hospital that we could call on*

2j. – Under 16s Conversation

Table 11 – Question 10

Q10	Do you or your staff have any additional training needs?	
Answer Choices	Responses No.	Responses %
Yes	2	6.67%
No	21	70.00%
Unsure	7	23.33%
Total	30	100.00%

Only 2 recognised that they had specific training needs. 7, however, were unsure. Training is offered to all new venues and is repeatedly offered via e-newsletters. Interestingly, 2 respondents commented on their need for specific training around sexual health and young people.

- *I think the staff would benefit from specific training in how to approach service users under the age of 16 without appearing judgemental or over inquisitive. We haven't come across the situation yet, but in our discussions about what they should do they are not confident in their ability to deal with these cases.*
- *Sexual health training and ways to deliver sexual health workshops in a street work session. At present, with a particular group of young people I don't have a venue to invite partners in to deliver sessions. (the group are very challenging and are presently barred from their local centre) as such it would be useful to have resources to use in a street work setting.*

Summary

In general, most respondents report that service users are satisfied with the service and the products supplied. Respondents also noted that they are happy with the ordering and supply of products although there are clearly some issues for some distributors with ordering our 'minimum order value' (in place to avoid carriage costs associated with smaller orders). The CDS team will communicate to all venues the necessity to stock all products and that small supplies can be provided from the team when required.

Publicity for the service does seem to be an issue. It is difficult to perform mass market advertising approaches with a limited budget. There may be a role for venues to offer a better 'point-of-sale' promotion of the service and some consideration will be given to this.

Most respondents felt their venues could offer a discreet service but there remain some logistics around receptions/waiting areas for some.

It is difficult to determine if target groups are accessing the wider Free Condoms service. Many respondents mentioned that their venues attract young adults and this would likely be the appropriate target group for Free Condoms venues.

Some training may be required within some venues for new staff or as a refresher for existing staff with particular reference to providing the service to young people under the age of 16.