

Department of Genitourinary Medicine

Patient Information

HIV Service

Welcome to the Dorset County Hospital HIV service. This leaflet aims to tell you about our service, and give you the information you need to manage your health.

Our aim is to provide you with excellent care, and enable you to lead a healthy life. Our teams have extensive experience in managing complex health and social needs. We will keep you informed at every stage of your treatment, and enable you to make the best decisions about your health care.

The HIV clinic

Although the service is provided by Dorset County Hospital, the HIV clinic is based in Weymouth at:

The Park Centre for Sexual Health
Weymouth Community Hospital
Melcombe Avenue
Weymouth
Dorset
DT4 7TB

The clinic provides HIV outpatient treatment and care. Inpatient care, specialist support and 24 hour advice is provided by the HIV consultants at the Department of Sexual Health and HIV at The Royal Bournemouth Hospital.

HIV clinics operate by appointment only. They are held once a week on a Monday morning (appointments from 9.30 – 11.30pm). If you need to make or change an appointment, please call reception ☎ (01305) 762 682. If you miss an appointment, the team will try to contact you to re-arrange.

The clinic is overseen by the consultants, working with health advisers and nurse specialists. If you are stable, you will usually be seen alternately by a consultant or health adviser. If you have other complex medical problems you will always be seen by a consultant, who will consult with other experts if needed.

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Information

If you need this information in large print, easy read, on audiotape or in another language please call 0800 7838058 or e-mail pals@dchft.nhs.uk

If you wish to obtain a list of the sources used to develop this information leaflet please call 0800 7838058 or e-mail patient.info@dchft.nhs.uk

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How to contact the clinic

- You can book an appointment directly with reception staff in the clinic or by telephone.
- You can contact a health adviser for advice any time during clinic opening hours (Monday to Friday: see website for times)
<http://www.dchft.nhs.uk/patients/departments-G-O/GUM/Pages/default.aspx>
- You can also contact the clinical staff for advice via e-mail (see overleaf for contact details). If e-mailing, please copy in Dr Priestley, Dr Scofield and Kate Armitage as a minimum, in case one is on leave.

Contact details:

Main reception

☎ (01305) 762 682
GUMReception@dchft.nhs.uk

Health Advisers

Kate Armitage
Kevin Turner *
Billy Clarke *
Sue Hyett

☎ (01305) 762 710
Kate.Armitage@dchft.nhs.uk
Kevin.Turner@dchft.nhs.uk
Billy.Clarke@dchft.nhs.uk
Sue.Hyett@dchft.nhs.uk

* At Weymouth on Mondays only; based at Over The Rainbow in Bournemouth the rest of the week

Consultants

Dr Cecilia Priestley
Dr Sara Scofield

Cecilia.Priestley@dchft.nhs.uk
Sara.Scofield@dchft.nhs.uk

Secretary

Hilary Loxton
Hilary.Loxton@dchft.nhs.uk

NB: if you request a repeat prescription or urgent advice by e-mail, please copy it to more than one member of staff, to avoid a treatment interruption or delay if someone is on leave. You are advised to telephone the clinic if you have any urgent requests.

Services provided

We provide diagnosis, treatment and care of adults with HIV infection and its associated conditions.

- Support for those newly diagnosed with HIV and their partners
- Advice around transmission and risk reduction
- Free condoms
- Partner notification service and support around disclosure of HIV status to partners
- Screening and treatment for sexually transmitted infections
- All outpatient HIV care and treatment including monitoring, free prescription of HIV medications, and adherence support
- Management of side effects due to HIV medications
- Hepatitis screening and vaccination where possible.
- Annual cervical smear tests for HIV positive women aged 25-64
- Contraception advice and provision
- Preconception advice, and management of HIV during pregnancy (in partnership with other services)
- Mental health support or referral
- Alcohol and drug misuse advice or referral

HIV treatment home delivery service

Our HIV drugs are dispensed and delivered by Healthcare at Home (HaH) Ltd, an external pharmacy service. It has the advantages of being VAT exempt, which results in considerable cost savings for the clinic. It also gives you a choice of delivery locations, allowing you to collect your medicines from a convenient location at a time that suits you.

You may have your medicines posted to:

- your home address
- an alternative address (usually your workplace or a relative or friend)
- a local post office for you to collect
- The Park Centre for Sexual Health, for you to collect
- The service provides a safe, secure, and confidential means of getting your medicines to you.

Once you are registered with Healthcare at Home, you should contact the clinic to request a supply of medicines. **It is important that you don't run out of your drugs, as they may stop working if you miss doses.** Because there have been delays in Healthcare at Home processing prescriptions, we would like you to call us to request a repeat prescription **4 weeks** before your drug supplies run out. We will usually send a text message to remind you to call us if you need a new prescription, 4 weeks before we estimate your next prescription is due.

To request a prescription, contact The Park Centre for Sexual Health, either by telephone (01305) 762 682, or e-mail GUMReception@dchft.nhs.uk. This e-mail account is regularly checked and any requests will be forwarded to one of the consultants or health advisers to action. It is safer than e-mailing an individual member of staff, who may not be able to action your request if they are on leave.

If you are concerned about a drug delivery, the first point of contact for any enquiries is Healthcare at Home. If the problem is not resolved, you should contact the pharmacy homecare team at DCH. They will liaise with you and HaH.

Contacts:

The Park Centre main reception ☎ (01305) 76 2682 GUMReception@dchft.nhs.uk

Healthcare at Home ☎ 0870 2400 518 hahenquiries@hah.co.uk

Pharmacy homecare team:

Lin Hardman ☎ (01305) 25 4390 Linda.Hardman@dchft.nhs.uk

Neil Hanna ☎ (01305) 25 4390 Neil.Hanna@dchft.nhs.uk

Barbara Ronaldson ☎ (01305) 25 5243 Barbara.Ronaldson@dchft.nhs.uk

Stocks of the HIV drugs Truvada (tenofovir with lamivudine), darunavir/ritonavir, and raltegravir, are kept at The Park Centre and in the pharmacy at Dorset County Hospital. These drugs are used for post-exposure prophylaxis (PEP) and are generally well tolerated, safe, and powerful. This means that they can be safely used for a short time even in patients with drug resistance. If, despite all the above, you have or are likely to experience a treatment interruption, please contact The Park Centre and we will arrange for a temporary supply of medication for you to pick up from either The Park Centre in Weymouth or pharmacy at Dorset County Hospital.

Communicating with your GP

We strongly believe that your GP should be informed about your HIV diagnosis and any medication we are prescribing for you. This ensures your GP does not prescribe any medicines that may interact with your HIV drugs. Also, should you become unwell, your GP will know that they need to consider some less common causes of illness.

If you have been prescribed a new medication by your GP, or bought an over-the-counter (OTC) medicine, please ensure it is safe to take with your HIV medications. We ask GPs to record the HIV drugs on their computer system as “non-issue” records, to ensure that any potential drug interactions are flagged up. We also recommend an excellent website: <http://www.hiv-druginteractions.org>. If you are unsure, please contact the clinic for advice.

Your GP will be able to ensure that you receive vaccinations that are recommended for everyone living with HIV, such as the annual seasonal influenza (flu) vaccine, and the pneumococcal vaccine.

Your GP is the best person to see for any non-HIV related health needs, such as asthma, high blood pressure etc. We may pick up other health conditions in clinic which we will ask your GP to investigate and treat.

Providing we have your permission, we will keep your GP up to date with your condition and the medications we prescribe, and, unless you ask us not to, will send you a copy of any letters sent to your GP.

Obtaining medical advice

Most illnesses can be adequately managed by your GP. However if you think the symptoms are related to HIV or your medications we are happy to advise. Contact the clinic during working hours.

If you become unwell outside working hours, but it is not an emergency, you could

- Telephone NHS 111
- See your GP out-of-hours service
- Attend a walk-in centre

If you are acutely unwell you should attend the emergency department. If your condition is thought to be related to the HIV, the doctor seeing you will be able to obtain advice from one of the on-call HIV consultants from Bournemouth.

Support, advice, and information

The staff at The Park Centre are happy to provide information and support as detailed above in “services provided”.

- in person at the clinic
- by telephone
- by e-mail (NB non-NHS e-mail accounts may not be completely secure)

We have a list of persons living with HIV who are willing to offer “one to one” support, and will do our best to match your “buddy” with any preferences you have regarding gender and sexuality.

Over The Rainbow <http://www.rainbowbournemouth.co.uk> is an NHS funded service that offers support, advice and information for the gay, lesbian, bisexual and transgender community. It is based in Bournemouth. The health advisers are usually at The Park Centre in Weymouth on Mondays, but can be contacted by telephone ☎ (01202) 257 478 the rest of the week.

We collaborate with peer-led organisations that provide support in the community. These agencies can provide one-to-one support, and advise practical support around social issues such as housing, welfare, employment and training.

- **Body Positive Dorset** is an organisation set up to offer advice, practical support, counselling and information for people whose lives have been affected by HIV. It is based in Bournemouth. It can be contacted by telephone ☎ (01202) 279386 or <http://www.bodypositivedorset.org>

Regular information about medical updates is provided by several charitable organisations.

- **NAM** provides information resources such as “HIV treatment update” free of charge to people living with HIV. It has an excellent website, www.aidsmap.com, and also sends regular updates via e-mail if requested.

Additional resources are available via the clinic portal (accessed from the NAM home page):

User name: **Parkcentre** Password: **NAM**

- **Terence Higgins Trust (THT)** provides information and advice about HIV and sexual health. It has a telephone helpline ☎ 0845 1221 200 and a website <http://www.tht.org.uk>
- **HIV i-Base** publishes a monthly “HIV Treatment Bulletin”, which is free to people living with HIV and available either in print or electronically. It is more technical than the NAM “HIV treatment update”. It can be requested from the website <http://www.i-Base.info> or by sending an e-mail to subscriptions@i-Base.org.uk. It also has a treatment phonenumber, where patients can discuss issues with treatment advocates ☎ 0808 8006 013

Travel /visa information: <http://www.hivrestrictions.org/>