

WELCOME!

You're in good hands. We are a free and confidential service and highly trained experts in sexual health. We offer check ups for sexually transmitted infections, contraception, condoms, emergency contraception, pregnancy testing, termination or ante-natal referral, relationship advice and someone to talk to.

REGISTRATION

If you are registering for our clinical service, we will need to take some information from you, such as your name and address. All of this information is completely confidential. If we need to contact you we will phone your mobile number. If we have to write to you then it will be in an unmarked envelope.

CONFIDENTIAL

We are not allowed to tell anyone we've seen you, even if you are under 16. However in rare circumstances we may have to tell someone if we need to keep you, or someone else, safe from serious risk of harm. We would always try to get your permission to do this.

WHAT HAPPENS WHEN YOU SEE US

We will always introduce ourselves and tell you what is happening. You will be asked about your sexual history, medical history, personal questions about what kind of sex you've had, whether you've used condoms, that kind of thing. We are here to listen if you want to chat about any emotional or relationship issues. We can also give you expert advice about how to stay sexually healthy and happy.

We might offer you a urine test, a swab test or a physical examination. You will never be forced to have tests you are not happy with. Boys: most of the time you will just have to pee in a pot (just don't pee 2 hours before your test) and girls we can offer you easy self swabs. Don't worry, we will explain everything clearly. If you don't understand anything please, please ask.

PILLS AND TREATMENT

We will tell you how and when to take any contraception, pills or treatment we give you. If you don't understand, just ask us! All pills and treatment are completely free of charge.

WAITING TIMES

We want to give you the best service that we possibly can, but in order to offer a high quality service we need to spend time with you. So sometimes if we are busy there may be a short wait, please speak to our staff if you have been waiting more than 15 minutes so they can give you an idea of when you will be seen. We are efficient, but we

WAITING AREA

We try to make the waiting area as comfortable as possible and will always have the radio on, water available and magazines. To make sure that everyone feels good about their visit, we have some rules. If you want to talk to us in private about them, please do.

SO HOW WAS IT?

If you have any suggestions, complaints, praise or anything then please fill out the form, which we will give you, and place it in the box at reception.

THANKS FOR COMING IN!