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Fourth Joint Conference *of the* British HIV Association *with the* British Association for Sexual Health and HIV
Edinburgh International Conference Centre ♦ 17–20 April 2018

A mystery shop of genito-urinary medicine clinics evaluating the quality of advice given following a diagnosis of genital herpes type 2

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Disclosures

None

Background

In 2014, BASHH released guidelines regarding the management of anogenital herpes, which included information on how to counsel patients who are diagnosed with this STI.

Previous studies regarding GUM counselling have shown that patients are not always satisfied with the level of care they are being provided (Patrick et al.).

2014 UK national guideline for the management of anogenital herpes

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Summary

These guidelines concern the management of anogenital herpes simplex virus infections in adults and give advice on diagnosis, management, and counselling of patients. This guideline replaces the 2007 BASHH herpes guidelines and includes new sections on herpes proctitis, key points to cover with patients regarding transmission and removal of advice on the management of HSV in pregnancy which now has a separate joint BASHH/RCOG guideline.

Keywords

Herpes simplex virus, guidelines, sexually transmitted infection, UK

Date received: 10 December 2014; accepted: 13 March 2015

Introduction and methodology

Objectives

The overall aim of the guideline is to prevent morbidity (physical and psychological) associated with genital herpes and ultimately to reduce transmission and prevalence. For some groups, particularly those at high risk of HIV, this may have the added benefit of limiting HIV cases.

where appropriate. Additionally the principals of the guideline would be relevant to patients of all ages presenting with sexually acquired genital herpes.

Search strategy

This review was updated by searching PubMed from 1999 to 2014 for publications in English using the search terms/Mesh headings:

<https://pdfs.semanticscholar.org/0bcf/481dad281cc1448792127565910004e6c9e9.pdf> accessed 09/01/2018

Methods

This mystery shopping study is a follow-up to a pilot study, which investigated three clinics in the West Midlands.

13 clinics in the south of England were contacted via selected sampling, with 11 out of 13 clinics agreeing to take part. Data was collected from 14 clinics in total, including last years data.

A letter was sent out to the lead clinician of each clinic, as well as a poster which informed the rest of the staff at the clinic that a mystery shopping study was taking place.

Methods

The mystery patients presented to the GUM clinics with a recent diagnosis of genital herpes. They were seen by either a nurse, a health advisor or a consultant.

After the consultation, the statements were transcribed from memory and divided into six areas by theme: pregnancy, treatment, transmission, natural history, disclosure and psychological support and resources.



<https://images-na.ssl-images-amazon.com/images/I/916tVCmk1yL. SL1500 .jpg> accessed 07/01/2018

Methods

The statements were then graded as either A (acceptable), C (cause for concern) or U (unacceptable) by five experts in the field of genital herpes.

A Delphi process was used to resolve areas of disagreement amongst the experts.

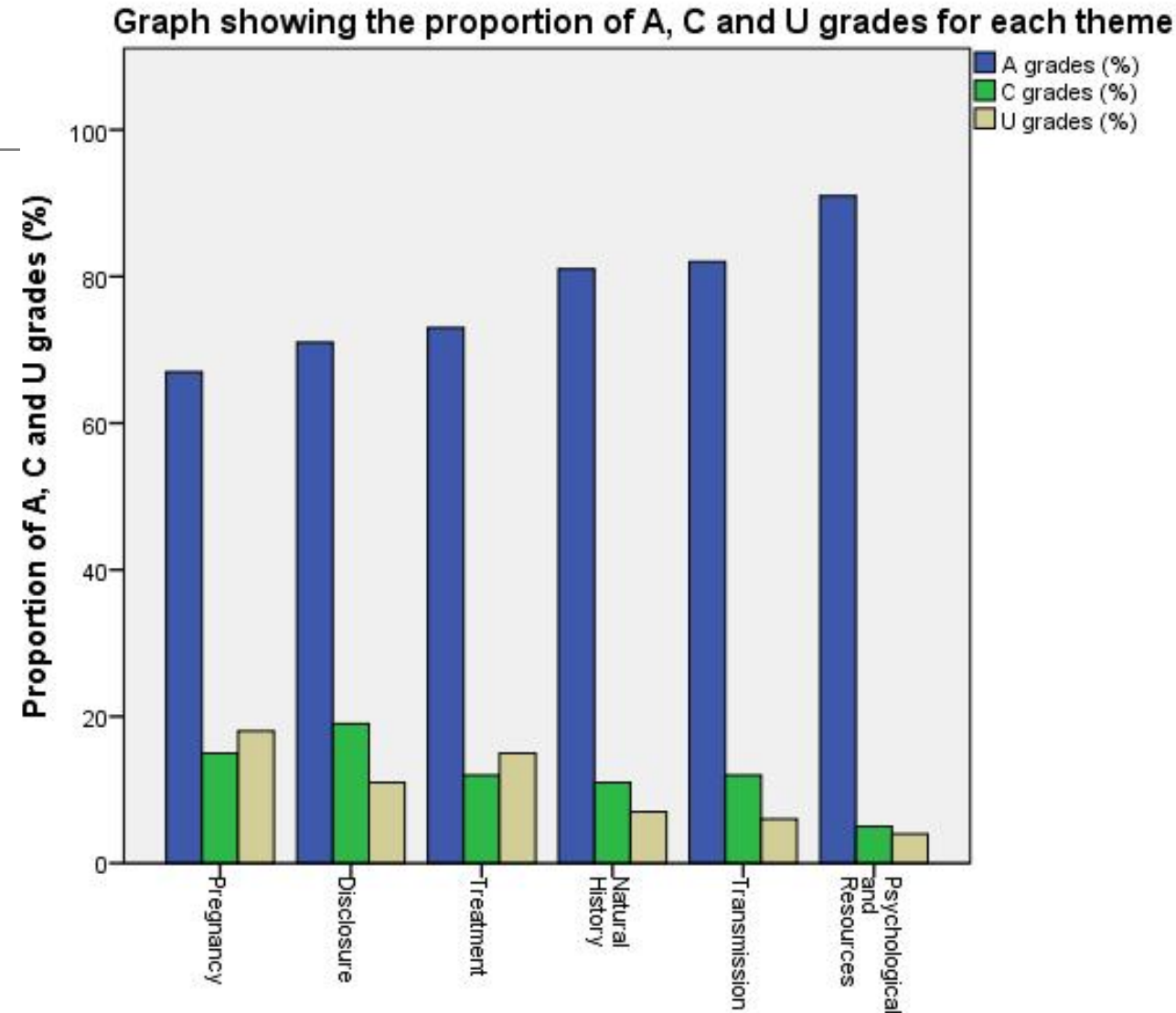
| | Reviewer 1 | Reviewer 2 | Reviewer 3 | Reviewer 4 | Reviewer 5 |
|--|------------|------------|------------|------------|------------|
| Because you've already been diagnosed with herpes if you get pregnant the pregnancy will be low risk | A | A | A | A | A |
| If it happens again get to a clinic as soon as possible. You'll be on anti-virals for a week that should clear it up | U | A | C | C | U |

Results

A total of 2702 grades were awarded to 519 statements.

Psychological support and resources achieved 91% A grades.

Pregnancy (67% A grades), disclosure (71% A grades) and treatment (73% A grades) all performed significantly worse ($p < 0.001$).

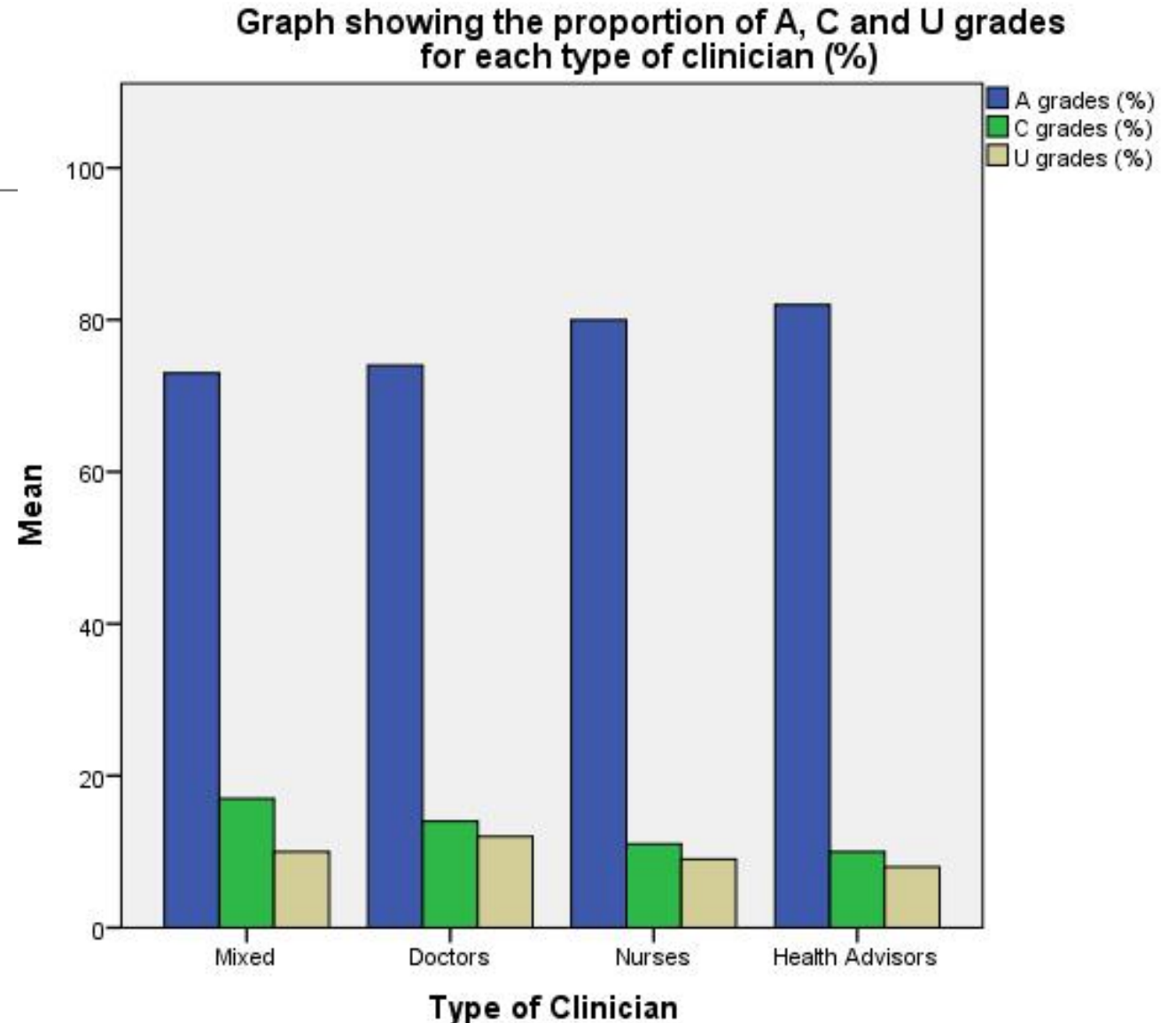


Results

Health advisors achieved 82% acceptable grades.

Nurses achieved 81% acceptable grades.

Both performed significantly better than doctors ($p = 0.000498$ and 0.002475 respectively).



Summary

Of the six themes analysed, pregnancy and disclosure performed the worst.

These areas require the most work for future practise.

Nurses and health advisors performed significantly better than doctors.

Work should be done to ensure all clinicians are able to give adequate and correct advice to patients.