

**Freedom of Information Request**

**Ref: 22-049**

15 February 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting
  
- **Approximately how many people live in the area covered by Unity Sexual Health.**  
Unity cover the Bristol, North Somerset and South Gloucestershire (BNSSG) area and there are nearly one million people living in this area.  
City of Bristol population of 465,866  
North Somerset population of 215,574  
South Gloucestershire population of 287,816
  
- **How many home STI test kits did Unity Sexual Health post last year? If you don't have last year's figure please provide for the year before.**  
35,829 STI postal test kits sent between February 2021 and January 2022
  
- **How many home STI test kits does Unity Sexual Health post per day on average?**  
Average 140 STI test kits per working day over the above period.
  
- **How many home STI test kits does Unity Sexual Health have capacity to post each day?**  
Up to 200 STI test kits
  
- **How many requests for STI test kits does Unity Sexual Health receive each day, on average?**  
The average is 100 per day (7 day week)
  
- **How long does it take, on average, for home STI test kits to get booked up on an average day on Unity Sexual Health's website?**  
There is no maximum cap of daily STI test kits
  
- **Were there any days over the past year when Unity Sexual Health didn't have any**

**home STI test kits available at all?**

No

**• How long does it take home STI test kits posted by Unity Sexual Health to arrive at the requester's address, on average?**

STI test kits are posted next working day from request.

**• Upon receiving an STI test kit, how long does it take Unity Sexual Health to process and inform requesters of the outcome of their test, on average?**

*For Chlamydia and Gonorrhoea tests (swabs and/or urine)*

If all results are negative and no further action is needed then the service user will get a text within 5 working days after the test has been received in the service.

If a result is positive or needs further action, we will call the service user within 10 working days after their test has been received in clinic. (This takes longer as some positive results need further testing to confirm the result.)

If the service user does not give us permission to text and does not hear from us within 3 weeks of the test then they can assume all tests are negative.

*For blood tests for HIV and/or Syphilis*

If all results are negative and no further action needed then the service user will get a text within 10 working days after the test has been received in clinic

If a result for HIV is reactive then we will contact the service user between 3 and 10 working days after the test has been received in clinic – the length of time depends on what the result is and what action needs taking.

If a result for Syphilis is reactive then we will contact the service user within 15 working days after the test has been received in clinic.

If a service user is concerned about a HIV risk or had Syphilis before then they are asked to contact the clinic directly for an appointment and not use the test kit service.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team  
University Hospitals Bristol and Weston NHS Foundation Trust**