

From 08 December 2025

Important Update for Patients - Sexual Health & HIV Services Telephone Line

The HIOW Healthcare NHS Foundation Trust are committed to providing the best possible care and support for everyone who uses their services. To enhance user experience, an important change has happened to the **patient** telephone line to access Sexual Health & HIV Services.

Patients  0300 300 2016

From **Monday, 8 December 2025**, the **Sexual Health & HIV Services patient phone line will be available from 8:15am to 3:00pm, Monday to Friday** (excluding bank holidays).

Callers will speak directly with specialist Sexual Health clinicians and trained staff who can advise on the most appropriate care for their needs. This approach allows us to dedicate the time needed to support each individual thoroughly. This change is in response to feedback and having completed a review of our call demand, which shows the demand is much higher in the morning.

What's new?

- Callers will now be informed of their position in the queue.
- During all busy periods, the service offers a convenient call-back service, so callers don't need to wait on the line.

Patients can also manage their sexual health through the secure online portal:

Personal Health Record (PHR).

With a PHR account (www.letstalkaboutit.nhs.uk/phr), users can:

- request free STI test kits and condoms through the post
- check and book available appointments online
- access Chlamydia treatment without an appointment (for eligible patients).