Experiences of people attending their HIV specialist and GP services in England and Wales in 2017
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BACKGROUND
- Ensuring that people have a good experience with their HIV care is an important health outcome to drive improvements in the quality of care.
- Positive Voices is a cross-sectional, probability survey of people with HIV, conducted between January and September 2017.
- A representative sample of people attending 73 HIV clinics in England & Wales was invited to take part, and 4,416 people responded (51% response rate).

RESULTS

Demographics of Respondents
- 71% Men, 28% Women (including 14 transgender)
- 29% Age <35 years, 35% 35-44 years, 25% 45-54 years, 13% 55+ years
- 51% Outside London
- Ethnicity: White British 49%, Black African 27%, Black Caribbean 22%, Other 13%

HIV Services
- Average agreement to all statements was >95%. Small differences were seen between groups, but overall satisfaction with HIV services is excellent.

GP Services
- Average agreement to all statements was 60-65%, with disparity by age, gender, and ethnicity. However, the GP rating was similar to the general population.

DISCUSSION
- Patients report a high level of satisfaction with HIV specialist services, with little variation observed between demographic groups, indicating a highly equitable HIV service.
- Ratings and patient experience with GP were lower in comparison to HIV services, with younger age groups consistently reporting lower levels of satisfaction with care.

METHODS
- Participants were asked to rate their HIV clinic and GP out of 10, and agree or disagree (5-item Likert scale) with the following statements about their HIV and GP services:
  - “I have enough information about my HIV”
  - “I feel supported to self-manage my HIV”
  - “I am involved in decisions about my HIV care”
  - “At appointments, I have enough time to cover everything I want to discuss”
  - “The staff listen carefully to what I have to say”

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