Studiee have shown that there are many myths and misconceptions regarding intrauterine contraception (IUC). Unreliable and inaccurate sources of information are partly to blame.1

It has been shown that advanced provision of information, primarily in the form of animated media, is an effective and well received method of improving women’s understanding of procedures.2-4

The primary aim of this evaluation was to:

- Identify current IUC clinic activity
- Establish if providing a link via SMS to information and a video on the Sandyford website prior to attendance their appointment improves clinical and patients outcomes.

A mixed method service evaluation was undertaken during a 5-day period in March 2017 of the IUC clinic at Sandyford sexual health services in Glasgow.

Clinical activity was measured using our electronic sexual health records (NaSH), by assessing DNA rates and completion status of procedure.

Women were invited to complete an anonymised questionnaire, enquiring about prior IUC knowledge, appointment information and acceptability of directing them to online information via a SMS message.

Although clients are accessing the website, many aren’t looking at the specific information about IUC available, which could help them to feel better prepared.

10.6% of clients did not get the IUC fitted in their appointment because they were unsure that it was the right method for them. These appointments could potentially have been saved if these clients had had more information about IUC before attending.

The majority of clients thought that a link to online information would be useful.

The reasons for such a high DNA rate (31.9%) were not explored in this study; however it could partly be due to clients feeling unprepared for the consultation.

This study demonstrates many women were ill prepared prior to attending the IUC clinic. This can lead to waste of appointments, increasing waiting times and dissatisfaction for women and healthcare professionals.

Linking women to reliable online information is acceptable, resourceful and should increase our website traffic.

We have since developed a webpage and are directing women to this via SMS on booking. We aim to evaluate these changes in 3 months.