

# HIV Treatment Information and advocacy 2014–15: continued demand for community support services



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[www.i-Base.info](http://www.i-Base.info)

# Disclosures

- The i-Base information services are supported by educational grants from Gilead Sciences, ViiV, AbbVie, WHO
- Core funding for i-Base comes from the Monument Trust.

# Background

- Since 2002 i-Base have provided individual treatment information and advocacy.
- As an activist service we provide up-to-date information in various formats.
- The aim is to enable HIV positive people to take an active role in their health
- We do not provide advice or counselling.

# Treatment information

- Information is based on latest research and guidelines.
- We use non-technical language.
- Information links to more detailed online info.
- The service support other community organisations and the NHS.
- Demand increased by 30% from 2014 -15.

# Ways to ask questions

- Phonenumber 0808 800 6013: Free to call number for any treatment-related issues. Call length is usually around 20 minutes and these cover multiple topics.
- Email: questions are answered individually, with link to further reading.
- Online Q&A: questions from the i-Base website with permission to answer online. More than 2600 currently online, organised by subject.
- Comments to online questions are answered individually.

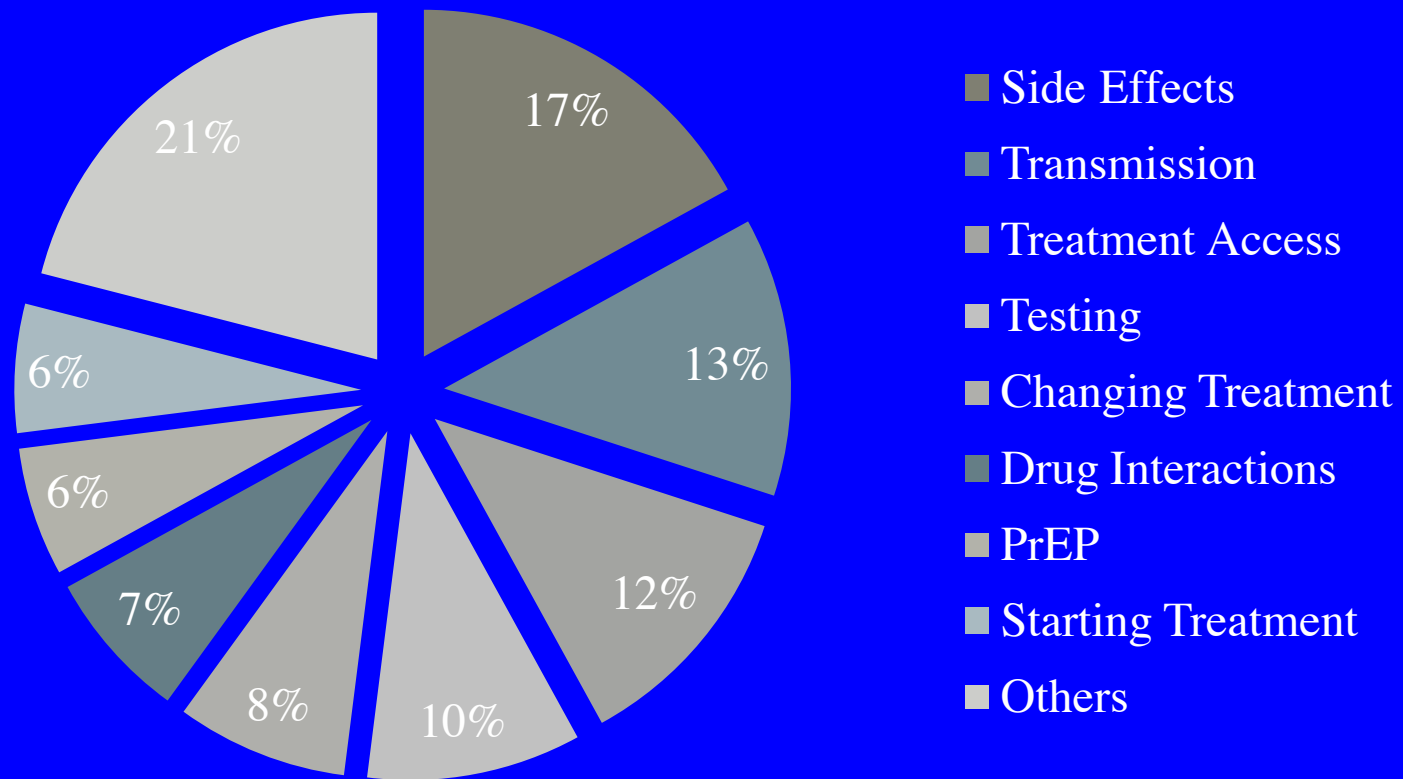
# Growth in demand 2014-15

	<b>2014</b>	<b>2015</b>	<b>% change</b>
Phone calls	174	212	+22%
Emails	1146	1744	+52%
Online Q's	134	136	+1%
Comments	397	313	-21%
<b>Total</b>	<b>1851</b>	<b>2405</b>	<b>+30%</b>

# Demographics

- Women 12%, men 87%
- Outside London 40%, London 60%
- HIV positive people calling for themselves 98%
- Majority of callers were between the ages of 30 and 60, evenly distributed throughout this range.
- Median call time was 18 minutes (range 5-120).
- All data is anonymised.

# Primary reasons to call





# Secondary topics of enquiry on phonenumber

- Greater depth to phone calls than demonstrated by only primary topics of calls.
- Average (median) of 4 secondary topics per call, range 0-7.
- Inc. primary topics we discuss a median of 5 topics on each call.
- Discussed a total of 850 topics.

# Case 1 (Phoneline)

- 50s, Male, diagnosed 1990
- Anxiety over changing medication.
- CD4 of 350, vI <50
- Treatment experienced – multiple drug resistances.
- On DRV/r, MVC and RAL
- Kidney problems, active bladder, sleep problems and mood changes

# Case 2 (Email)

- Early 30s, HIV positive woman
- Diagnosed 2014 in Zimbabwe, now living in the UK.
- On TRV, RAL, CD4 is 480, vl <50
- Wanted information about HIV and pregnancy.
- Was she able to get pregnant without her partner getting HIV?
- Would any child be HIV negative?

# Case 3

- Gay man, HIV negative
- Emailed asking about PrEP.
- Has problems with condoms.
- Asked at his clinic and was told it was not available.
- A friend suggested buying meds online .
- Wanted to know if it works.

# New topics and responsiveness

- We are responsive to current issues and debates.
- In 2015 this was demonstrated by the number of calls about PrEP.
- Covered various topics from simply what it is, to how to access it, despite unavailability on the NHS.
- i-Base is able to link to excellent community resources despite it's unavailability on the NHS.

# Conclusion

- Demand for the service has increased 30%.
- Diverse the content and topics of enquiry.
- Adaptability and responsiveness of the service to react to new topics (PrEP).
- Focus on treatment and unique positioning between community and other services.
- Demonstrates the continued need for community treatment support services.

# Thank you

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Simon Collins

i-Base staff

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The HIV positive community

