

Introducing  
**yuno**

The new sexual health service in Bristol, North Somerset and South Gloucestershire (BNSSG)

**Signposting information for professionals  
supporting adults and young people in BNSSG**

# Keep up to date with Yuno Sexual Health



Scan the QR code to visit the Yuno Sexual Health website [www.yunosexualhealth.co.uk](http://www.yunosexualhealth.co.uk)

Professionals can [sign up to the Yuno mailing list](#) to receive updates about the new service.

Follow Yuno on [X \(Twitter\)](#), [Facebook](#) and [Instagram](#) @yunosexualhealth

# yuno

## BNSSG Integrated Sexual Health Service

### Yuno digital SH:24

#### *Clinically supported website for self-service*

- Advice and information
- STI/HIV testing (no symptoms or mild)
- STI treatment
- Partner notification
- Condoms
- Emergency hormonal contraception
- PrEP (for HIV prevention)
- Photodiagnosis: herpes, warts and other lumps
- Signposting and clinic appointment booking.
- Bacterial vaginosis and thrush treatment

### Yuno clinical UHBW & Brook

#### *Face-to-face, telephone and walk-in clinic appointments across BNSSG*

- Symptomatic STI testing and treatment
- HIV testing
- Vaccinations (Hep A & B, HPV, Mpox, gonorrhoea)
- Contraception including post birth contraception
- PrEP (for HIV prevention)
- Domestic/sexual violence & safeguarding screening
- Clinical advice
- Clinical outreach supporting health promotion service
- Training
- Lead for Yuno clinical governance

### Yuno health promotion & outreach Brook & Brigstowe

#### *Health promotion, prevention and outreach with at risk populations*

- Digital comms, PR and marketing – campaigns and healthy sex messaging
- Co-developed community engagement
- Outreach to vulnerable groups
- Condom distribution scheme
- Supporting schools with RSE
- Lead for Yuno patient & public engagement
- Training for professionals
- HIV prevention and support for people living with HIV, including addressing stigma



Working with African and Caribbean heritage communities to address HIV & sexual health

### Yuno works closely with:

#### Primary care sexual health services GPs & Pharmacies

- Contraception (GPs/some Pharmacies) including coil and implant fits (GPs only)
- Emergency hormonal contraception
- Some STI and HIV testing and treatment

#### Abortion care services UHBW/NBT/MSI

- Advice and support
- Medical abortions
- Surgical abortions
- STI/HIV testing
- Post abortion contraception provision

#### HIV treatment service NBT

#### Other hospital departments NBT/UHBW

- Maternity
- Gynaecology
- Urology
- Dermatology

#### Other services

VCSE & LA  
Drug & alcohol  
Homeless health  
Migrant health  
Sex worker support  
Sexual assault (SARC)  
Domestic and sexual abuse  
Child sexual exploitation (CSE)

Welfare support  
Social care  
Housing  
Mental health  
Safeguarding

# Testing for Sexually Transmitted Infections (STIs)

## No STI symptoms and over age 16?

- **Order a home test kit online** from the [Yuno Sexual Health website](#)

*Previous Vending Machine option is currently unavailable – update to follow.*

*Please note, an online option for under 16s to order home test kits is being explored.*

## STI Symptoms? OR under age 16?

- **Arrange an appointment for STI testing at a Yuno sexual health clinic** [Find a clinic using the Yuno website](#) and phone the clinic to book

## Age 24 and under, Yuno at Brook Bristol

- The Yuno at Brook Bristol clinic offers walk-in provision for young people aged 24 and under. For opening hours [check the Yuno at Brook webpage](#). *Please note: Arrive as soon as possible during walk-in hours or at least 20 minutes before closing for best chance of being seen.*

***People can ask their GP practice if STI test kits are available***

# Sexual Health Clinics in BNSSG

Find a clinic using the [Yuno website](#).

**People of all ages, genders and sexualities are welcome at [Yuno sexual health clinics](#)**

**For young people: under 25s [Yuno at Brook Bristol clinic](#)**

- The Yuno at Brook Bristol clinic offers walk-in provision for young people aged 24 and under.
- For opening hours [check the Yuno at Brook webpage](#). *Please note: Arrive as soon as possible during walk-in hours or at least 20 minutes before closing for best chance of being seen.*

# Emergency PEP for HIV exposure

If a person thinks they've been exposed to HIV, PEP (post-exposure prophylaxis) is an emergency medication that can prevent the infection if taken **within 72 hours** of unprotected sex.

Get PEP as soon as possible after unprotected sex from a Yuno sexual health clinic or HIV clinic. If these are closed, people can go to their nearest A&E department.

**Yuno provides support and guidance here:**

[I think I've been exposed to HIV](#)

# PrEP HIV Prevention

PrEP is a pill taken regularly to prevent HIV infection. Find out more on the [Yuno website](#).

## PrEP is a free NHS treatment

- **In BNSSG, PrEP is available for people to order through the Yuno website and in Yuno clinics**
- **Yuno online PrEP service:** Service users will need to complete an [online consultation](#) to determine if they can receive PrEP online, which will be reviewed by the Yuno clinical team.
- **Yuno clinic:** To be prescribed PrEP, service users will need to make an appointment with their nearest sexual health clinic. [Find Yuno Sexual health clinics](#).

Yuno provide advice on using PrEP safely and service users may be able to receive regular PrEP monitoring, including STI screens, HIV and kidney function tests through the website.

*It is possible for people to buy generic PrEP online but it is important they get support to use treatment safely which Yuno can provide. This webpage lists current sources of PrEP online: <https://www.iwantprepnov.co.uk>*

# Free Condoms

## Yuno Sexual Health website: for under 25s

- Young people aged 16 – 24 in BNSSG can order free condoms online using the [Yuno website](#) and the condoms are delivered by post.
- When ordering an STI test kit, service users aged 24 and under will be offered the option to add free condoms to their order.

## Condom Distribution Scheme: for age 13–24

- Young people aged 13 – 24 can pick up free condoms in the community across BNSSG at participating organisations who are outlets for the BNSSG Condom Distribution Scheme. This includes in all secondary schools (ask school health nurse) and places such as youth clubs.
- If you have questions about the Condom Distribution Scheme or want to sign up as an outlet, email: [yuno@brook.org.uk](mailto:yuno@brook.org.uk)

## Yuno Sexual Health Clinics

- Young people and adults can pick up free condoms at a Yuno sexual health clinic.
- [Find a clinic](#) using the Yuno website.

Get free condoms delivered discreetly with

**yuno**

If you're aged 16 - 24 you can order free condoms online.

Scan the code to order. Or for more information visit:

[yunosexualhealth.co.uk](https://yunosexualhealth.co.uk)



# Emergency Contraception

If a woman has had unprotected sex (no condom or a contraceptive failure) and wants to try to stop pregnancy they will need to use emergency contraception. There are 2 types:

- 1) **Emergency Hormonal Contraception – a pill** (EHC) and
- 2) The non-hormonal **copper intrauterine device** (Cu-IUD), also known as a **copper coil**.

The copper coil (Cu-IUD) is the most effective method of emergency contraception.

- **Emergency hormonal contraception** (EHC) should be taken **as soon as possible after unprotected sex but can be taken up to 5 days after**.
- For an **emergency coil** – It can be fitted up to 5 days after unprotected sex OR up to 5 days after the earliest time they produce an egg (ovulation during menstrual cycle).

If more than 5 days have passed since unprotected sex, it is advisable they still immediately seek advice by contacting a [Yuno sexual health clinic](#) or contact their GP.

# Emergency Contraceptive Pill – available for free

## Pharmacies: free for under 25s

- To find the nearest pharmacies that provide the EHC pill use the [NHS website here](#).
- Check the pharmacist is available who can provide the free EHC service.

## Yuno Sexual Health website: free for under 25s

- Under 25s can have an [online consultation](#) to be prescribed the emergency hormonal contraceptive pill. Before the pill is prescribed, the team will check processing and delivery timings to make sure the pill reaches the service user on time.

## Yuno Sexual Health Clinics

- [Find a clinic](#) using the Yuno website.

## GP Practices (for registered patients)

## Bristol Urgent Treatment Centre

# Emergency Coil – how to get one fitted

**It needs to be fitted by a doctor or a nurse practitioner with specialist training.**

If it is fitted within 5 days after unprotected sex, or within 5 days of a person's earliest predicted date of ovulation, then it's over 99% effective at preventing pregnancy and the [most effective emergency contraception](#).

It can be left in place to provide ongoing non-hormonal contraception.

## **Yuno Sexual Health Clinics**

- It is important to make an urgent appointment at a Yuno clinic.
- [Find a clinic](#) using the Yuno website.

## **GP Practices** (for registered patients)

- Contact GP to ask for an appointment for an emergency coil.

Please note: In BNSSG pharmacies, during consultations for the emergency hormonal contraceptive pill a pharmacist may refer service users to a Yuno clinic for an emergency coil.

# Emergency Contraception

## **Transgender and non-binary people**

This statement from the CoSRH (The College of Sexual & Reproductive Healthcare) provides information on emergency contraception and contraceptive choices for transgender and non-binary people and their partners, who are engaging in vaginal sex where there is a possibility of pregnancy:

Weblink: [FSRH statement: Contraceptive Choices and Sexual Health for Transgender and Non-Binary People \(2017\) | FSRH](#)

# Contraception (including coils and implants)

## Pharmacies

- Some local pharmacies provide a free oral contraception service. To find a pharmacy offering the service, use the [NHS website](#).

## GP Practices (for registered patients)

- GP surgeries can prescribe contraception and give advice on contraceptive methods.
- Most GPs offer fitting of long-acting reversible contraception (LARC) like the coil or implant.

## Yuno Sexual Health Clinics

- Yuno offers all forms of contraception, including coils and implants (LARC)
- People can choose to have their LARC fitted at a Yuno clinic
- Make an appointment at [a Yuno clinic](#).
- More information is available about different types of [contraception methods](#) on the Yuno website

# Genital lumps, bumps and ulcers

If a person has concerns about any genital lumps, bumps and ulcers – it is important they seek clinical advice as this could be symptoms of genital warts or herpes which require treatment.

## Yuno Sexual Health website: 18+ only

- **[Online photo-diagnosis](#)**: People age 18+ can confidentially upload 3-4 photos of their symptoms for the Yuno clinical team to review, who can then diagnose and advise on the right treatment. If treatment at home is not suitable, they will refer a service user to a local clinic and give advice on managing symptoms.

## Yuno Sexual Health Clinics

- [Find a clinic](#) using the Yuno website to make an appointment to be seen in person.

## GP Practices (for registered patients)

- People can contact their GP to ask for an appointment to discuss symptoms.

# Unusual vaginal discharge

If a person has concerns about vaginal discharge – it is important they seek clinical advice.

## Yuno Sexual Health website: 18+ only

- **Online consultation and treatment**: Service users are taken through an online consultation which aims to determine whether they have bacterial vaginosis or thrush. Service users are offered treatment, and if the symptoms do not stop they will be directed to book an appointment at a local clinic.

## Yuno Sexual Health Clinics

- [Find a clinic](#) using the Yuno website.

## Pharmacy

- Unusual discharge may mean the patient has thrush. Service users can get treatment from a pharmacy for this.

## GP Practices (for registered patients)

- People can contact their GP to ask for an appointment to discuss symptoms.

# Post-birth contraception in BNSSG

- **North Bristol NHS Trust** and **St Michael's Hospital (UHBW)** are now offering post-birth contraception.
- This service offers those who are pregnant the opportunity to create a plan for receiving contraception after they give birth whilst they are still in hospital.
- To help people create a personalised post-birth contraceptive plan, the service offers advice sessions with specialist contraception nurses, midwives, and other healthcare professionals, as well as educational resources.
- Visit the [North Bristol NHS Trust](#) and [University Hospitals Bristol and Weston NHS Foundation Trust](#) websites to find out more.



**North Bristol**  
NHS Trust



**University Hospitals  
Bristol and Weston**  
NHS Foundation Trust

**yuno**

# Yuno phonelines for professionals and service users

**For professionals only** For urgent clinical advice including new or acute episodes of syphilis (this is not a patient advice line) phone Yuno on the professional helpline: [0117 342 6913](tel:01173426913)

For service users

- **Yuno sexual health central phone number:** [0117 342 6900](tel:01173426900)
- **Yuno at WISH, Weston (all age clinic in North Somerset)** phone number: [01934 881 234](tel:01934881234)
- **Yuno Brook Bristol Clinic (under 25s clinic) phone number is:** [01179 290 090](tel:01179290090)

# Yuno health promotion, engagement and outreach

The Yuno service has an enhanced focus on prevention of poor sexual health through a health promotion and engagement service which is also responsible for delivering outreach to those at greatest risk of poor sexual and reproductive health outcomes.

- [Brook](#) are working with local charity [Brigstowe](#) to lead on health promotion and delivering a range of targeted, community-based interventions to support those who face greater health inequalities, including a condom distribution scheme for young people via community settings.
- Brook are providing free education and outreach support to schools/education settings across BNSSG to support young people with healthy relationships and sexual health. [Book a Brook assembly or refer a young person for support.](#)
- Free online professional training is available on relationships and sex education, condom distribution and raising HIV awareness. [Register here.](#)

**Professionals with any questions about Yuno health promotion, engagement or outreach can email: [yuno@brook.org.uk](mailto:yuno@brook.org.uk)**

The [Yuno Professional Zone webpage](#) has helpful information for professionals. **This includes details about training available for professionals working in BNSSG.**

Here is the [Yuno comms toolkit](#) for your reference and use.

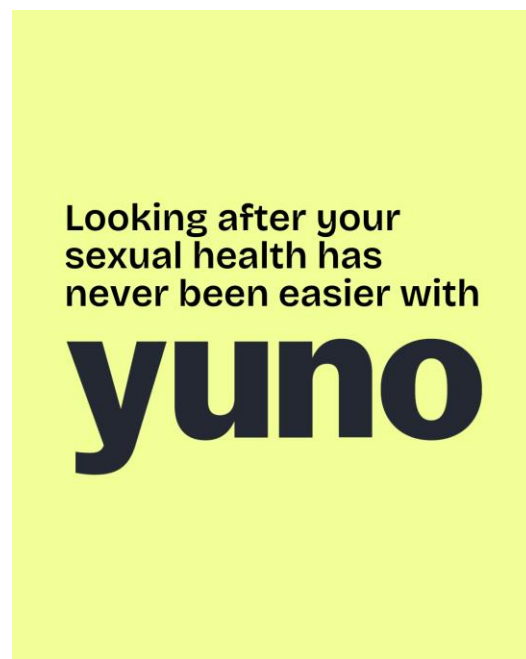
It is a Trello board featuring assets and wording you can use to help promote the new Yuno sexual health service across Bristol, North Somerset and South Gloucestershire.



**yuno**

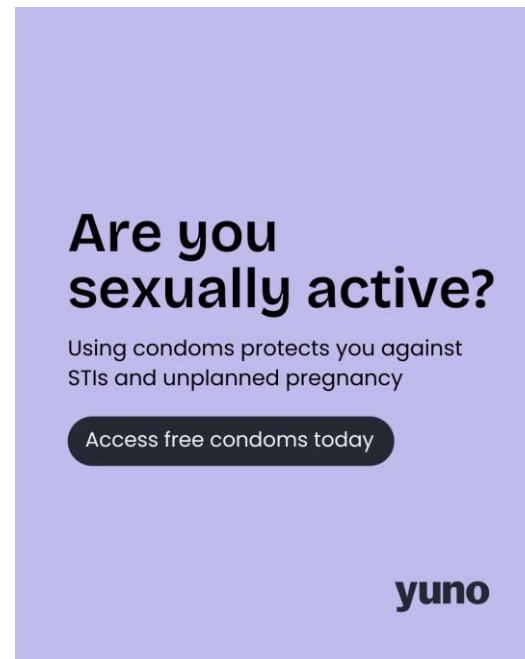
Confidential and non-judgemental in-person sexual health support for all ages

[Yunosexualhealth.co.uk](http://Yunosexualhealth.co.uk)



Looking after your sexual health has never been easier with

**yuno**



**Are you sexually active?**

Using condoms protects you against STIs and unplanned pregnancy

[Access free condoms today](#)

**yuno**



**Contraception**

Just a click away...

[Yunosexualhealth.co.uk](http://Yunosexualhealth.co.uk)

**yuno**

# Pregnancy Testing

For a reliable negative result - do a pregnancy test if the unprotected sex was more than 3 weeks ago or if period is more than 7 days late.

- People can buy pregnancy test kits online or from supermarkets and pharmacies.

## **If someone needs help to do a pregnancy test:**

- Contact a Yuno Sexual Health clinic: call 0117 342 6900 or find a clinic [Yuno Sexual health clinics](#)
- Under 25s can contact Brook: call 01179 290 090

A person might still be able to have an Emergency Copper Coil (also known as a copper intrauterine device, Cu-IUD) fitted to prevent pregnancy depending on their circumstances. They will need to immediately contact their GP or call the Yuno sexual health service to discuss.

The Yuno sexual health service website provides [Pregnancy Testing Information and Support](#)

# Pregnancy Advisory Service in BNSSG



*UHBW works in partnership with MSI UK Reproductive Choices to provide this service.*

If a person has a positive pregnancy test, information is available from the **local NHS free Pregnancy Advisory Service** about [pregnancy options](#) and support available. This includes information and advice about abortion.

## **For advice about pregnancy options – contact the Pregnancy Advisory Service:**

- Book a free, confidential conversation about pregnancy options with a health professional at the [Pregnancy Advisory Service](#) on **0345 872 5435** (7am-8pm daily). The consultation will usually be over the phone.
- Or a person can [book a telephone consultation online](#) (this will take them to MSI UK)

The Brook website provides advice and information about [pregnancy](#) and thinking about [pregnancy options](#).

# Assault and Sexual Violence – signposting information

If a person needs any support due to experiencing any kind of violence or abuse, the Yuno website provides signposting information to the range of services available.

## [Assault and Sexual Violence Information and Support | Yuno sexual health](#)

If a person has been raped or sexually assaulted, **The Survivor Pathway** South West Sexual Violence Support Services online guide provides information about the pathways to services for children, young people and adults in Bristol, North Somerset and South Gloucestershire (BNSSG).

## [The Survivor Pathway](#)



**The Bridge** is the local Sexual Assault Referral Centre (SARC) for BNSSG for help after rape and sexual assault.

**Available 24/7**, call the Bridge:  
0117 342 6999

Professionals can [make a referral](#)