



## Secret shopper HIV self-testing in pharmacies

Partner Organisation(s):  
Fondazione Lila Milano Onlus  
[www.lilamilano.it/en/](http://www.lilamilano.it/en/)

Arcigay Associazione  
[www.arcigay.it/](http://www.arcigay.it/)



### APPROACH



Participant **volunteers** were recruited through **community HIV testing** sites in Milan.



**109 volunteers** visited **167 pharmacies** across Italy between **June-August 2019** to determine **availability, location and cost of HIV self-testing**, as well as the information provided by the pharmacist and their feelings about the experience.



**Self-completed surveys** were analysed by Arcigay and Public Health England.

### OVERVIEW

The non-governmental organisations, LILA Milano and Arcigay, conducted a survey to understand availability of HIV self-testing kits in pharmacies based in Italy.

Survey volunteers were recruited at community testing sites.

Most reported a positive experience.

HIV self-tests were available in most pharmacies, but were often not available on shop shelves, or had to be ordered.



# Country Case Study: Italy



## HIGHLIGHTS

62%

volunteers reported a positive experience (32% negative & 15% neutral)

80%

of accessed pharmacies carried HIV self-tests (50% in stock & 30% rapid order)

11%

of accessed pharmacies displayed HIV self-tests on shop shelves

59%

said they were given good information by pharmacists; (22% - incorrect & 18% - neutral)



**COST DIFFERED BY PHARMACY RANGING FROM 18 TO 32€ (AVERAGE 22.5€)**



**CONCERNS ABOUT PRIVACY AND STIGMA IN SOME PHARMACIES**



**INCORRECT INFORMATION FROM PHARMACISTS INCLUDED NOT KNOWING ABOUT WINDOW PERIODS FOR TESTS OR NOT SUGGESTING PREP REFERRAL**

## LESSONS LEARNED



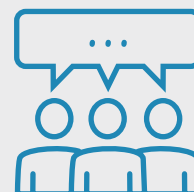
**HIV self-tests** should be easily **accessible**, immediately **available**, and **visible** in shops.



**Vending machines** would allow high level of privacy and 24/7 access.



**Training of pharmacists** would help them to provide appropriate information.



Arcigay and LILA Milano will **engage with Ministry of Health & Order of Pharmacists** to discuss the results.

