

i-Base

2018

Supplementary report

- **Q&A service**
- **Website update**
- **Translations**

Treatment Information Service

i-Base run a unique Q&A service.

Anyone can ask any HIV-related treatment question, from anywhere in the world.

These questions are individually answered within two working days.

The volume of demand for this service has steadily increased over the last ten years but has dramatically increased over the last four years.

The services have also moved to being largely digitally based: online, by email and SMS.

The online database now has more than 3,500 Q&A answers which have generated a further 11,100 comments, also all answered or acknowledged individually.

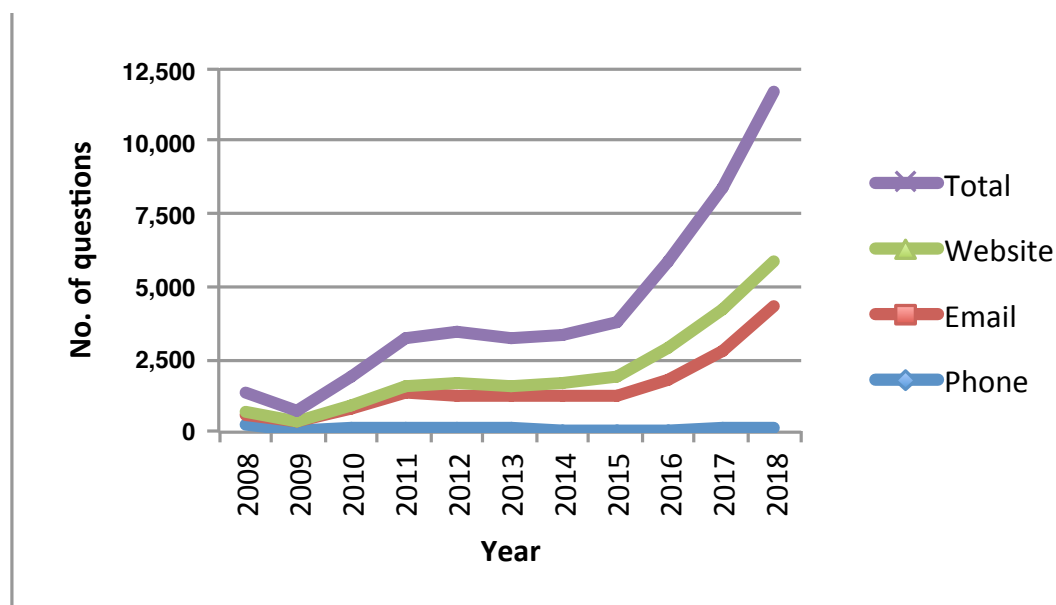
Over the last ten years, i-Base have answered more than 45,000 individual questions.

During 2018, we will receive more than 11,500 questions: 8500 by email - a 60% increase compared to 2017. We also answered 2,900 website comments and 229 phone calls. We respond to more than 200 enquiries every week.

Answers are often linked to further information and more detailed explanations.

i-base.info/qa

Questions to Q&A services 2008–2018



Summary of individual annual requests 2011-2018*

Year	Phone	Email	Web comment	Total
2018	226	8507	2956	11689
2017	229	5250	2914	8393
2016	175	3419	2300	5894
2015	112	2410	1263	3785
2014	174	2260	850	3284
2013	192	2237	800	3229
2012	231	2225	965	3421
2011	193	2448	577	3218
2010	307	1219	341	1877
2009	144	544	42	740
2008	534	665	156	1365
Total	2517	31,184	13,164	46865

Top 15 questions

We manage demand for the service by having answers to the 15 most common questions already online.

We include a two-sentence short answer for each questions, and link to a longer answer that has more details.

These top 15 questions are:

- 1: Why doesn't i-Base answer questions on HIV testing and transmission?
- 2: Can I increase my CD4 count without treatment?
- 3: What can make efavirenz (Atripla/Tribuss etc) easier – or should I change?
- 4: What happens if I am late or miss a dose of meds?
- 5: How can one partner test positive and the other negative?
- 6: Can HIV positive people have a baby?
- 7: What happens if I stop taking treatment?
- 8: What does the number mean on an HIV test result?
- 9: Can we stop using condoms if viral load is undetectable on treatment?
- 10: Questions about life expectancy...
- 11: How quickly will treatment start to work?
- 12: I have a rash... headache... diarrhoea... sleep problems...
13. Can I use herbs or supplements with my HIV meds?
14. Is U=U really true?
15. Will I always test HIV positive with undetectable viral load?

Although the Q&A services are largely anonymous, we get more than 300 emails each year with feedback on the service. These are consistently positive, with a few examples included below.

"I had a doubt about the side effects. Thanks so much for having this forum, it really is a good place where to double check information or get a second and third point of view on a subject regarding HIV or ARVs. I will use the information given here to talk to my doctor about the problems I having and I am sure it will help."

"I wanted to know about my treatment. Before I visited your website, I didn't know much about meds. I thought the doctor gave me wrong ART. I have learned a lot from your website- all about the treatment and living positive with HIV. I am from South Africa."

"I understand more about HIV treatment. I am so grateful for the answer kindly wish to hear more. Thanks so much."

"I was stressed and worrying about the well-being of my unborn baby. Thank you i-Base. I wish i could see more comments from mothers of the same nature as mine. I have no one profesional at the moment but im taking my meds. I hope my baby will be fine."

"The staff who answered my questions and alleviated my anxiety were so good and compassionate, that I have referred this site to friends and people who are unsure of matters related to sexual health. Thank you i-Base and keep up the good work!"

"I was depressed and did not know who to talk to. I appreciate your help at least i know what to do now concerning treatment, because i was never been in a counselling before but by talking to i-Base i feel better!"

"i-Base always have the best advices & puts one at ease and actually helps you look at being HIV positive as not being the end of the world."

"Your advice and guides really educate a lot of people about hiv and that you can actually live longer and as normal as an HIV negative person, as long as you keep taking your meds all the time and being positive about life and continuing to live your life as normal as any other individual."

"I wanted an opinion from outside my countries medical system. I was diagnosed HIV positive on 2006 and I'm successfully on treatment from 2010."

i-Base website

Every month, 500,000 people use the i-Base website, from more than 230 countries.

The site is designed to be fast to access and easy to navigate from mobile and desktop devices..

Annual increases in website use

2018	6,215,409
2017	5,155,081
2016	4,382,915
2015	2,785,757
2014	1,323,629
2013	700,993
2012	621,000

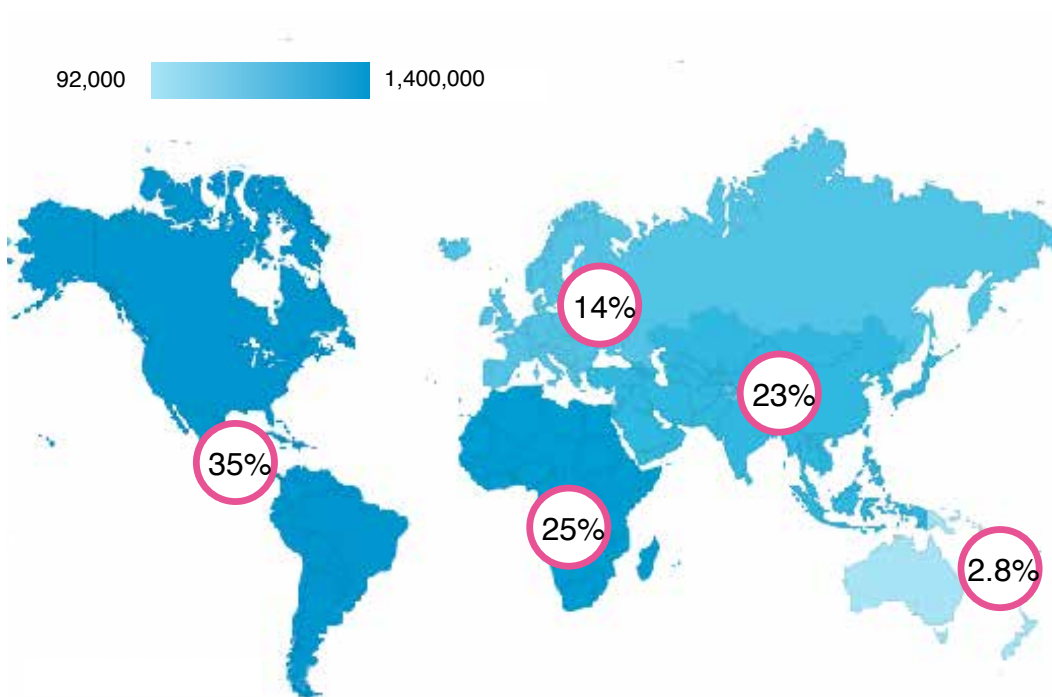
Website use by region

Region	2018	2017
Africa	25%	31%
Americas (North, South & Central, including the Caribbean)	35%	30%
South Asia and East Asia	23%	21%
UK, Europe and Central Asia	14%	13%
Australia/NZ	2.8%	2%
Location not set	0.2%	0.4%
Total	100%	100%

Top 15 using countries (2017/18)

Country	2018	2017
United States	26%	26%
South Africa	16%	20%
India	13%	11%
UK	8.5%	9%
Kenya	3.5%	3%
Nigeria	3%	3%
Canada	2.4%	2%
Philippines	2.5%	2%
Australia	1.8%	2%
Malaysia	1.2%	1%
Singapore	1%	1%
Zambia	2%	1%
UAE	1%	0.8%
Zimbabwe	1%	0.7%
Uganda	0.7%	0.6%
Total	84%	83%

i-Base website data 2018* *(Google analytics)*



- During 2018, more than 6 million people will access the i-Base website (from 10.5 million hits).
- This was a 20% increase compared to 2017.
- This is the fifth year of similar consistent growth.
- Approximately 80% of use is from mobile devices and 20% from desktop computers.
- Approximately 90% of use is from outside the UK. But the UK is the fourth highest user, showing we are both a national and international resource.
- Data from 2018 showed wide global use: 31% from Africa, 30% from the Americas, 21% from South and East Asia and 13% from Europe and Central Asia.
- The top 15 countries account for 83% of web traffic, with highest use from the US, South Africa, India and the UK.
- The site has been accessed by people from 233 of the world's 241 countries and territories.

Translations

Seven publications were translated or adapted over the last year - into Russian, Turkish and Portuguese.

These translations significantly changed the information that was available for HIV positive people in those countries.



Russian

ART in Pictures (August 2017)

АРТ в картинках: Доступно о лечении ВИЧ

This resource was translated into Russian by the inspirational HIV organisation ИТРСру.

<http://i-base.info/art-in-pictures-russian-арт-в-картинках>

Treatment passport (September 2017)

A translation of an i-Base booklet for your HIV medical history.

<http://i-base.info/паспорт-russian-treatment-passport>



Turkish

Pocket guide to ART (January 2018)

HIV Tedavisi: Cep kitapçığı (2018)

Produced with Red Ribbon Istanbul.

<http://i-base.info/pocket-art-turkish>



HIV Treatment Bulletin (August 2017, December 2017, April 2018, August 2018)

HIV Tedavi Bülteni Türkiye (HTB Turkey).

A Turkish publication produced by an independent group of Turkish doctors, activists and health care workers.

PDF files of all editions are available on the EGEHAUM website.

<http://www.egehaum.com/yayinlar>



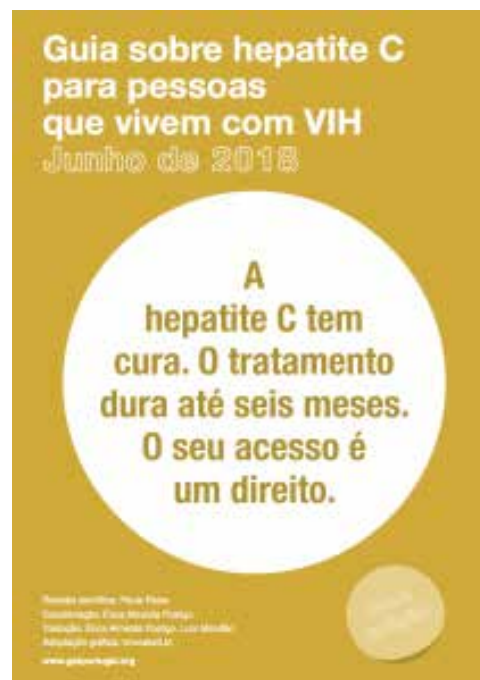
Portuguese

Guide to HIV and hepatitis C coinfection (May 2018)

Guia sobre hepatite C para as pessoas que vivem com o VIH 2018

<http://i-base.info/portuguese-hepatitis-c-guide>

Portuguese translation and adaption by GAT, Lisbon.
www.gatportugal.org



U=U: “the time for excuses is over...” *

i-Base was closely involved in the PARTNER studies that provided definitive results to show that ART prevents transmission.

We worked with the Kobler clinic at London’s Chelsea and Westminster to produce resources for NHS clinics.

These included leaflets, postcards and posters that were distributed free to clinics across the UK.

In the first three months of this project i-Base distributed 8,000 leaflet, 10,000 post-cards and 1500 A3 posters to NHS clinics across the UK.

We also offer to individualise posters for other hospitals - so the lead health-workers and advocates at each clinic are included on the posters used at that clinic.

i-base.info/u-equals-u/

* Dr Alison Rodger, after presenting results from the PARTNER 2 study at the IAS conference in Amsterdam, 2018
<http://i-base.info/htb/34604> (i-Base report)
<https://tinyurl.com/y6tweapv> (webcast)

