

# sh.uk

Sexual Health Online

The only fully integrated,  
customisable, e-sexual and  
reproductive health service.

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**Prevent<sup>x</sup>**  
Integrated Diagnostics

 **MADE IN  
SHEFFIELD**

 **CareQuality  
Commission**

# A letter from our CEO

As COVID-19 imposed restrictions are starting to lift and confidence is starting to grow amongst service users and providers alike, the opportunity presented for new service configuration has never been more pressing.

Relevant, place-based, person-centred services in the heart of communities need to be in place to ensure that timely access to relevant healthcare is attained and health outcomes are optimised.

By providing access to remote or virtual provision, the opportunity for service users to take responsibility for their own sexual health is achievable and, where appropriate, should be actively encouraged through detailed local service design.

At Preventx we've embraced this opportunity, developed systems that allow patients to flow seamlessly through the system and between terrestrial care and online and remote services. In designing our services for service users and the system we've concentrated our expertise on patient experience outcomes as well as driving for the best clinical outcomes.



We've brought together key experts in the field of self-sampling and remote diagnostics, scalable provision of safe online prescribing as well as world leading expertise in sexual and reproductive health, patient safety, governance and safeguarding.

Our ecosystem is scalable, resilient, flexible and adaptable to local needs and configurable to cater for health inequalities as well as broader system constraints. We look forward to working with you.

*Ruth Poole*

**Ruth Poole**  
Chief Executive Officer

**Preventx**

# ABOUT SH.UK

SH.UK is the only fully integrated, customisable, e-sexual and reproductive health service that works in partnership with the NHS and other healthcare providers.

## Our services include:

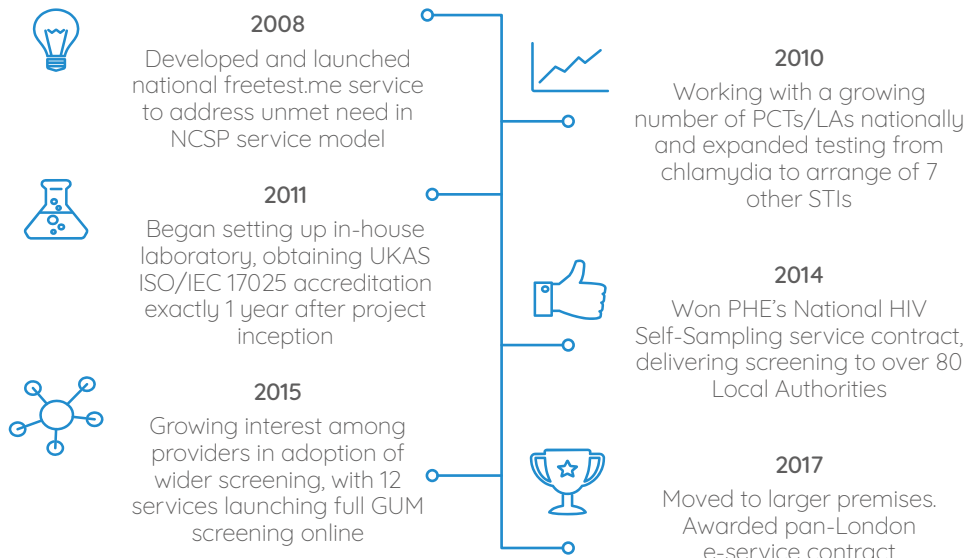
- Web-portal for user ordering
- Cloud-based secure clinical record system
- Integrated laboratory providing a wide range of STI screening services
- STI treatment for chlamydia, genital warts and genital herpes
- Contraception prescribing
- Unique SmartKit model for local clinic/venue kit collection

# SH.UK'S TEAM

## PREVENTX

SH.UK is led by Preventx, who provide the web-based ordering portal, screening via its in-house lab and cloud-based secure clinical records system. It has over 12 years experience delivering remote screening and has worked

with over 80 NHS trusts and local authorities across the UK. Preventx has built the SH.UK platform drawing on experience of running trusted remote sexual health services - SHL, Test.HIV and Freetest.me



## NHS CLINICAL SUPPORT

SH.UK can provide access to NHS sexual and reproductive health clinicians to deliver clinical support for any of our services.

Partners who prefer to retain the insight and expertise of their own local clinical teams can be upskilled by the SH.UK team to use our web-portal to manage clinical support.

## UK PHARMACY NETWORK

SH.UK has a network of UK pharmacy partners it works with to deliver safe, remote prescribing of contraceptives and STI treatments. All pharmacy partners are registered with the appropriate regulators and work within

SH.UK's service level agreements. Working within a network in this way gives SH.UK a wide geographic spread across the UK, making it quicker and easier for those service users who prefer to collect their own prescription.



# STI TESTING

SH.UK provides access to self-sampling for chlamydia, gonorrhoea, syphilis, HIV, Hep B and Hep C through either the SH.UK web-portal or via SH.UK's SmartKits.

## ONLINE TRIAGE AND TEST SELECTION

SH.UK's online triage and safeguarding questions have been developed in partnership with NHS clinicians and implemented in over 500,000 e-patient consultations. Partners can choose these 'off the shelf'

questions or develop their own, tailored to local need. SH.UK's clinically developed algorithms use answers from triage questions to select appropriate screening options.

## CLINICAL PATIENT MANAGEMENT

Safeguarding flags, reactive tests or other clinical issues which require clinical intervention can be managed remotely in partnership with NHS clinicians before being triaged into local clinics for treatment/confirmatory testing. Partners can also provide the

clinical patient management themselves, or they can select a terrestrial provider to carry out this for them. When this option is chosen, SH.UK upskill the clinical team to manage service users through the SH.UK platform and into clinics themselves.

## PARTNER NOTIFICATION

People with positive results will be asked to provide details of partners to speed up the partner notification process for local provider clinical teams.

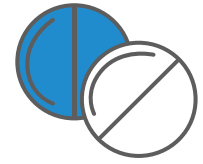
This element of the service is optional for the user but they must pass through the page prior to ordering treatment.



4 million  
self sampling  
tests processed\*



400k e-patient  
consultations  
across SHL.UK



10k chlamydia  
prescriptions  
issued\*\*

## TREATMENT

Through our CQC registered and MHRA approved pharmacy partner, SH.UK can provide chlamydia treatment. Service users with a positive result will be asked screening questions to establish their suitability for the service.

Once approved, service users can choose to have their treatment posted or they can collect it within one hour from one of our partners high street pharmacy stores.

## SMARTKITS

The SmartKit service enables immediate collection of STI Testing kits from venues selected by partners. Users register online at the venue completing the clinically robust consultation and safeguarding assessment to determine the suitability of the service, type of SmartKit and tests needed.

Once this is completed, they can immediately collect their SmartKit. These can be supplied to individual sites to provide screening across various different channels including prisons, pharmacies, GUM clinics, A&E, etc. All SmartKits include full lifecycle tracking using unique barcodes allowing return rate, positivity rate, and individual site performance to be reviewed live.

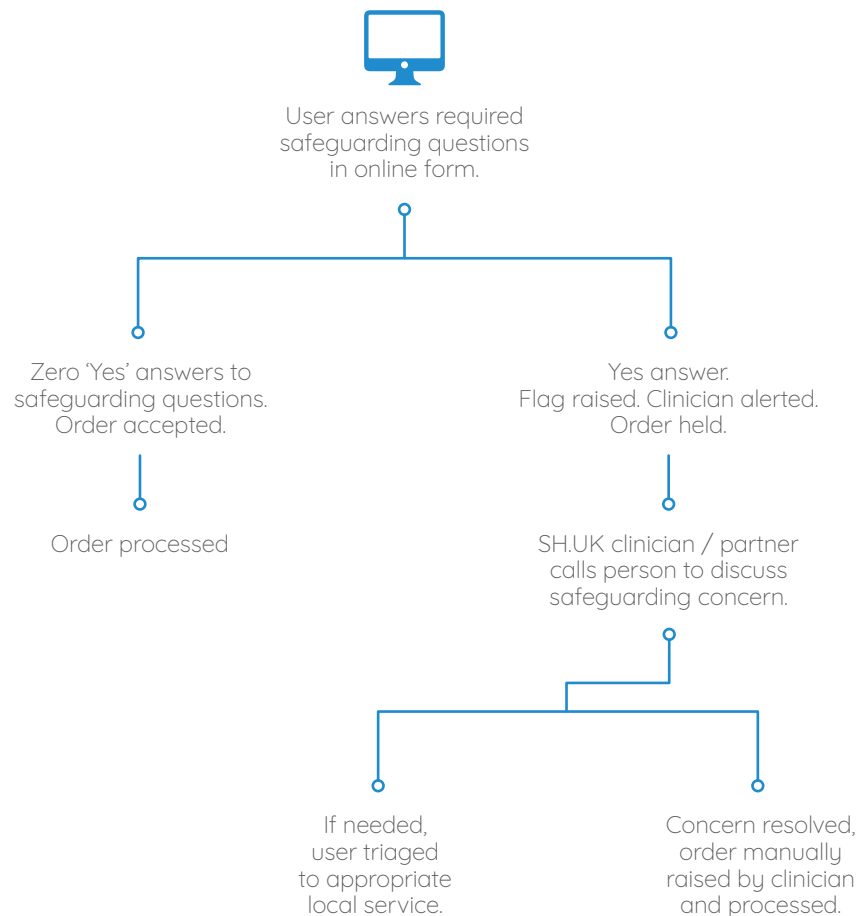
\*based on SHL.UK tests processed

\*\*chlamydia treatment prescribed through SHL.UK

# SAFEGUARDING

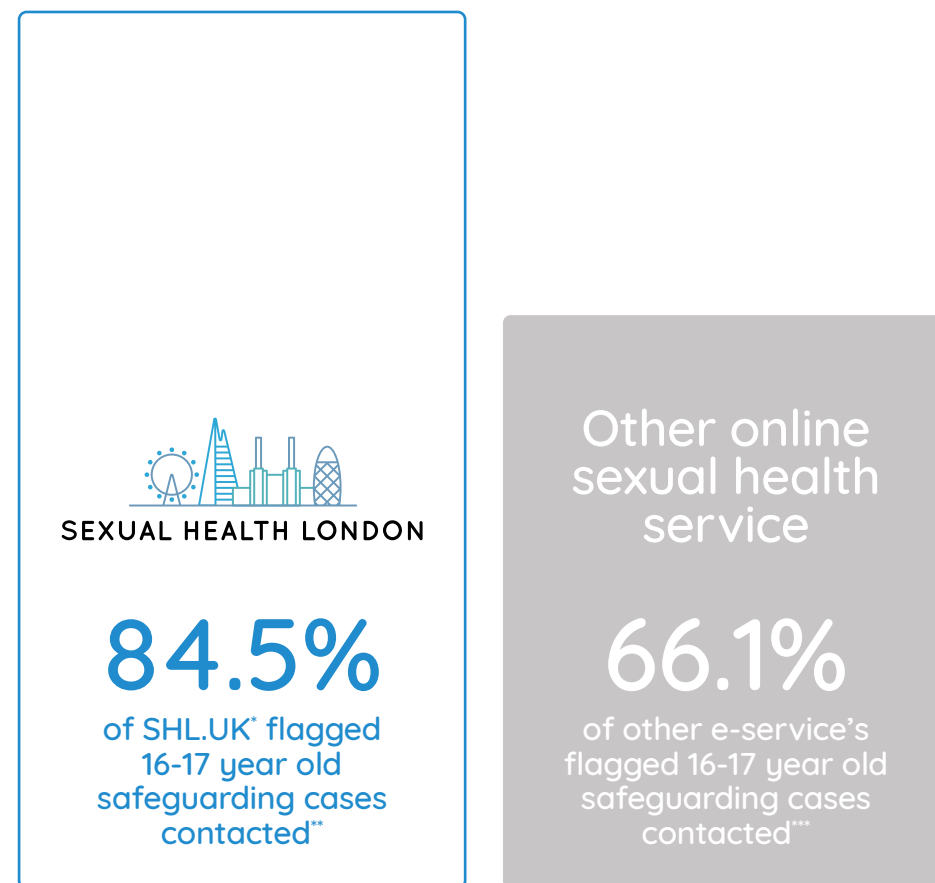
SH.UK has a robust safeguarding process which, when utilised in the Preventx SHL service, has the highest percentage of successfully contacted 16-17 years olds against comparable services. Safeguarding calls can be managed by SH.UK, or the partner's own designated clinical team.

## How it typically works



Safeguarding flows are customisable for partners' local needs as long as essential safeguarding criteria are met.

## Comparison of safeguarding follow up with 16-17 year olds



\*SH.UK safeguarding builds upon model proven by SHL.UK  
\*\*soon to be published in the International Journal of STI and Aids  
\*\*\*<https://www.bhiva.org/file/IJiAWrtpQvuON/AdamBlack.pdf>

# CONTRACEPTION

The SH.UK platform offers a clinically safe way to order contraception with an emphasis on choice and compatibility with a person's medical suitability and lifestyle. Clinical support can be delivered by SH.UK's NHS-led team or by the partner's own designated clinical team.

## CONTRACEPTION SELECTION

Users can use a clinical tool 'help me choose a treatment' to guide them to a range of suitable emergency and routine contraceptive methods, allowing them to compare options and make an informed choice. For the Progestogen Only Pill or Emergency Hormonal

Contraception they can request a consultation with the clinical team. With expert clinical input, SH.UK has designed a detailed online consultation, providing safe, comprehensive, high quality care and an optimal user experience.

## PRESCRIPTIONS

If contraception is safe to prescribe, SH.UK provide information about the medication which includes how to take it, side effects, drug interactions, additional contraceptive precautions.

Service users may choose to have their medication delivered by post (next day delivery) or to collect it from a local partner pharmacy as soon as one hour after the order is accepted.

## ONLINE TRIAGE QUESTIONS

Customers can choose these 'off the shelf' triage questions and implement these as part of their local provision. This detailed consultation provides high quality care, and optimal user experience covering contraception history, menstrual history, medical and family history including other risk factors. The consultation is bespoke to the contraceptive method and service user.

If further information is required from the user, they are contacted by a clinician.

Our agile development team can also work with local areas to add online triage and safeguarding questions that are specific to their areas. If further clarification is required from the user, they are contacted by a clinician.

## CLINICAL PATIENT MANAGEMENT

Safeguarding flags, or other clinical issues which require clinical intervention can be outsourced to the SH.UK clinical team who can manage all patients remotely.

Alternatively, partners can be upskilled to provide the clinical patient management themselves (or through a local clinical provider).

The image displays four screenshots of the online triage interface, arranged in a 2x2 grid. Each screenshot shows a question, input fields, and a 'Next' button.

- Top Left:** Question: "How old are you?". Input fields: "Under 35" and "35 or older". Button: "Next".
- Top Right:** Question: "What is your height and weight?". Input fields: "170" (height), "cm" (unit), "65" (weight), "kg" (unit). Buttons: "Next".
- Bottom Left:** Question: "Do you smoke?". Input fields: "Yes", "No, I quit in the last 12 months", "No, I haven't smoked in the past 12 months". Button: "Next".
- Bottom Right:** Question: "Do you get migraines with aura?". Subtext: "Specific warning signs just before the migraine begins, such as flashing lights." Input fields: "Yes", "No". Button: "Complete".

# GENITAL HERPES AND WARTS DIAGNOSIS

SH.UK provides secure, remote genital diagnosis for genital warts and herpes.

## DIAGNOSIS

Users are initially asked triage questions about their health and symptoms. Partners can opt to use their own triage questions if they prefer. Service users are then asked to upload a maximum of three photos of the affected area to our secure web platform. Either an SH.UK

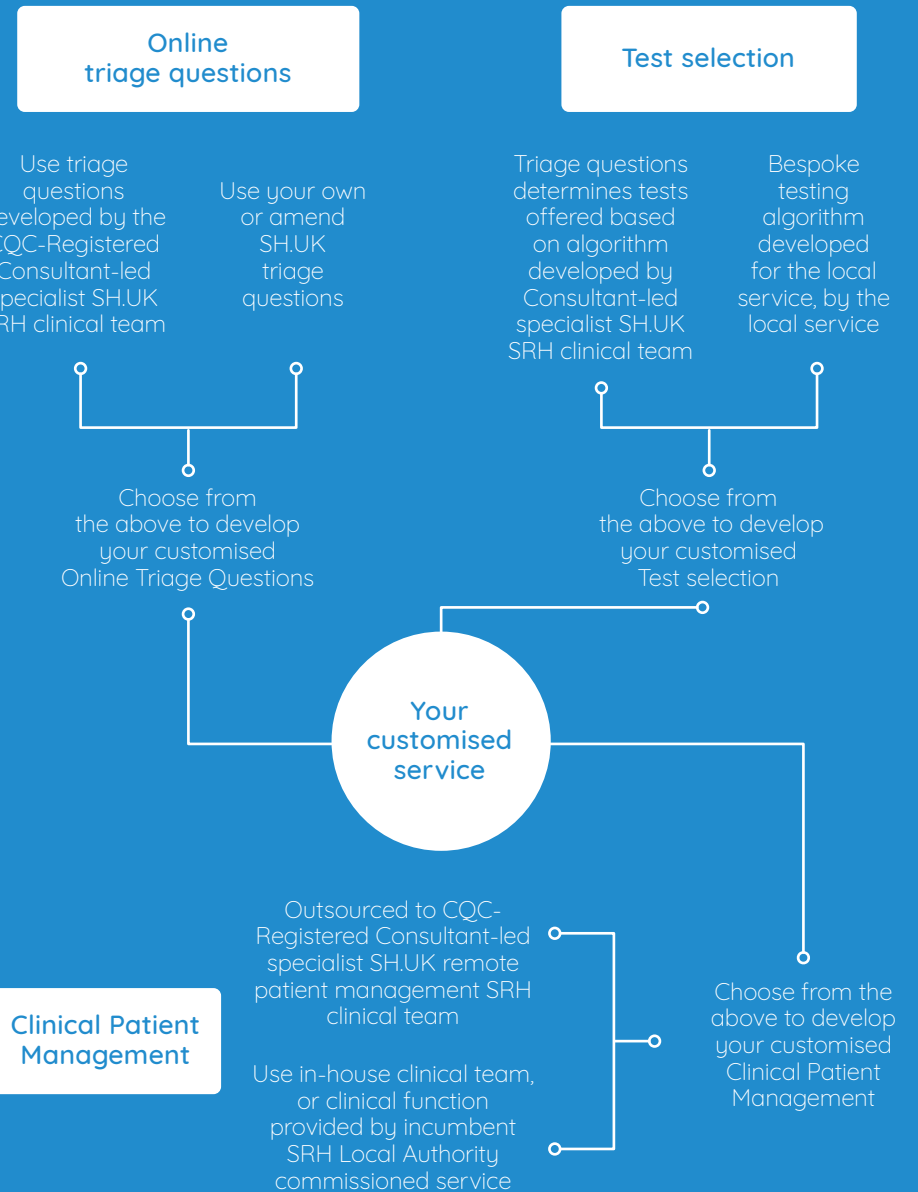
clinician or partner clinician will then receive a notification of a new case for diagnosis. Once the clinician has reviewed this, the service user will receive a diagnosis from the clinician or be triaged to a local service if the clinician is unable to make a clear diagnosis.

## TREATMENT

Through our pharmacy network, SH.UK can provide treatment for external genital warts and herpes. The service user can choose whether to have it

delivered discreetly through the post, or they can collect it, from as soon as one hour after the order is confirmed, from one of our partner pharmacies.

# OUR CUSTOMISABLE SERVICE OFFER



# SERVICE FEATURES

## LABORATORY SERVICES

Preventx are the only digital sexual health service with its own ISO 15189-accredited laboratory services in-house. This creates streamlined process flows, improved quality and reduced turnaround times.

The Preventx Laboratory is accredited by the United Kingdom Accreditation Service to international ISO standards and adheres to strict quality system requirements.

## CUSTOMISABLE SERVICE DESIGN

SH.UK is the only fully integrated e-sexual health service that enables partners to choose between using their own clinical support, or have it provided by SH.UK's CQC registered, consultant-led clinical team.

The service includes a web-portal for user ordering, cloud based clinical record system, treatment and contraception prescribing all supported by the SH.UK cloud-based service portal.

## DIAGNOSTICS-AS-A-SERVICE

To support the front-end service and allow robust integration with test kit dispatch and lab services, Preventx uses 'Diagnostics-as-a-Service' (DaaS). DaaS allows local providers access to a range of patient management tools via the cloud-based EPR system.

Clinicians can view patient records and results, add custom comments to records, record treatment details and filter patient records by outcomes.

## REPORTING TOOLS

The data rich nature of the SH.UK service enables generation of a wide range of reporting tools. These include reports on overall testing data, geographic breakdowns,

demographic breakdowns, financials, repeat patient data, and the flexibility to develop custom reports. Commissioners can also access a range of aggregate reporting tools.

## MULTI-SERVICE MANAGEMENT

A single team can manage users for multiple local services (e.g. in-area testing and contraception services) as well as remote services (e.g.

neighbouring region services) where permission is granted. It is also shown where users access unmanaged services.





# KEY BENEFITS

## For providers

- Tried-and-tested triage questions developed in partnership with NHS clinicians
- Option to tailor triage questions at no extra cost
- Cloud-based patient records integrate with cloud-based clinical record systems (e.g. Idox Lillie)
- Responsive user signposting can be adapted to emerging public health risks at no extra cost
- Service can carry local branding for greater integration
- No mobilisation costs

## For service users

- Personal account where available SH.UK services may be accessed seamlessly
- Tailored signposting to appropriate health interventions on the basis of their profile
- Online sexual and reproductive information to help build self-efficacy
- Easy-to-use 'find a clinic' feature which signposts to non-SH.UK services where appropriate
- Iteratively designed kit
- Video instructions for each type of swab or sample

# RESULTS

"I have managed other e-service providers in other roles and I would have no hesitation in recommending Preventx to another authority for the provision of these services"

Adrian Kelly  
SHL Commissioner

"Post Covid-19 we're going to see the implementation of more digital services across healthcare and there's a risk that these are outsourced to an almost 'call centre' model away from the local providers who have the knowledge and experience of delivering to local patients. That's why I'm really happy that SH.UK train the local service, upskilling them to provide the e-sexual health service themselves, making sure the team are ready for the world post Covid-19"

Local Authority Commissioner

Super impressed by @SHLdotUK @Preventx self-sampling instructions. Simple, comprehensive, personalised. They even provide info on your local postbox. If you can self sample I highly recommend them.

#sexualhealth #shllondon #nhs

Service user on Twitter



# CONTACT US

Whether you're a Local Authority commissioner or an NHS organisation providing services we would like to hear from you.

Preventx's services have been implemented in over 80 areas, providing a service that upskills clinical teams to provide the digital service themselves, or to be outsourced to our award-winning team.

As the only customisable online sexual health service, we're able to concentrate on your needs, and configure the service to meet them.

## **Mark Clune**

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Development - South

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