



Specialist sexual health remote clinical support

- Available 8 - 6pm, 7 days. CQC Registered for treatment of disease, disorder or injury; transport services, triage and medical advice provided remotely.
- Experienced consultants, sexual health specialist nurses and health advisors
- Effective triage, referral and safeguarding for different levels of need



Service user support throughout order journey

- Via webchat, text, email and telephone
- Reminder prompts and order tracking
- Results communication delivered by SH:24's specialist clinical team



Web-based tools to support user self-management

- Comprehensive sexual health and contraception information pages
- Clinically moderated contraception user forum "The pill or what?"
- Contraception eligibility chatbot and comparator tool



User-centred and agile service / test-kit design

- Highest return rate of any online testing service (> 80%)
- 4.9 out of 5 overall user satisfaction
- Ongoing clinically-led service improvement and innovation



Improved visibility and access

- Kick-start digital and print promotional materials provided (posters, cards etc.)
- Comprehensive Search Engine Optimisation (SEO)
- Strong branding and social media promotion



Detailed performance reporting and intelligence

- Access to real-time reporting portal with detailed visual analyses
- Detailed monthly performance, financial and safeguarding reports
- Support with one-off and ongoing data requests



CQC Registered and Accredited Laboratory to ISO 15189

- 80% of results communicated to users within 24 hours, 99% in 72 hours
- Real-time monitoring of laboratory performance
- Accreditation to ISO 15189 required to provide testing on clinical/human samples (RCPath)



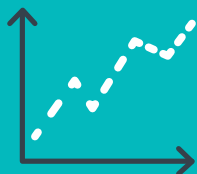
Assurance of service-user safety

- Clinically-led and user informed designed safeguarding assessment
- Compliant with FSRH/BASHH National Standards for Online and Remote Providers of Sexual and Reproductive Healthcare Services
- Verification of user ID and phone number



Access to admin CRS with seamless clinical interface

- Intuitive web-based portal to manage users and view service data
- Permissions and access restricted by level and role, with 2-factor authentication
- Hosted securely within HSCN NHS Network



Academic evaluation programme measuring impact

- Leading Public Health and Sexual Health Consultants inform evaluation and delivery
- Transparent publication of service data in peer reviewed journals with regular presentation at BASHH Conferences
- Leading the transformation of digital services through robust evaluation



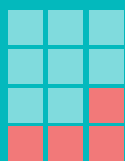
In-house distribution centre

- Rigorous batch control for each test kit, operating a just in time (JIT) process for builds.
- Unique online stock management system informed by service demand
- Offline kits for outreach and digitally excluded populations also available for bulk purchase
- 100% of test kits delivered to users within 48 hours



Online algorithm designed to identify high risk users

- Algorithm compliant with BASHH, BHIVA, NICE, DoH and PHE guidelines
- High risk and vulnerable users are identified and flagged for review by our clinical team
- Algorithm customised to local population



Track-record onboarding clinics to online services

- Bespoke workflow and user-pathway co-designed with customers
- Digital development built to scale
- Full range of training sessions provided to partner clinics to onboard and achieve integration



Online prescribing, partner notification and pharmacy

- Pharmacy partner licensed and regulated by the GPhc
- Online algorithms flag potential contraindications for clinical review
- Prescriptions issued by 2pm are dispensed for next working day delivery

Kit orders

<https://sh24.org.uk/orders/new>

Kit Description	SHHAPT Code/s	Cost
Urine / swab	T2	£4.25
2 x Urine / swab	T2/DT	£5.44
3 x Urine / swab	T2/TT	£5.85
Urine / swab + blood	T3, T4, T5, T6	£5.52
2 x Urine / swab + blood	T3/DT, T4/DT, T5/DT, T6/DT	£6.54
3 x Urine / swab + blood	T3/TT, T4/TT, T5/TT, T6/TT	£7.60
Blood only	P1z, T7, Hep B, Hep C	£4.94

* First Class freepost envelope included within each kit

Kit returns & results management

SHHAPT Code	Kit Description	Test Type	Cost
T2	Urine / swab	CT/GT (single site)	£18.06
T2/DT*	2 x urine / swab	CT/GT (dual site)	£36.12*
T2/TT*	3 x urine / swab + blood	CT/GT (triple site)	£54.18*
T4	urine / swab + blood	HIV, Syphilis, + CT/GT (single site)	£37.38
T4/DT*	2 x urine / swab + blood	HIV, Syphilis, + CT/GT (dual site)	£65.60*
T4/TT*	3 x urine / swab + blood	HIV, Syphilis, + CT/GT (triple site)	£71.72*
T4	urine / swab + blood	HIV + CT/GT (single site)	£32.75
T4/DT*	2 x urine / swab + blood	HIV + CT/GT (dual site)	£53.09*
T4/TT*	3 x urine / swab + blood	HIV + CT/GT (triple site)	£60.31
P1a	blood	HIV	£15.52
T7	blood	HIV + Syphilis	£21.72
T7	blood	Syphilis	£12.42
T3	urine / swab + blood	Syphilis, + CT/GT (single site)	£32.75
T3/DT*	2 x urine / swab + blood	Syphilis, + CT/GT (dual site)	£53.09*
T3/TT*	3 x urine / swab + blood	Syphilis, + CT/GT (triple site)	£60.31*

* Site-specific CT/GC result provided to service user and accessible on Admin CRS for local clinicians

Chlamydia treatment with partner notification

- Service users with simple genital chlamydia are offered to elect to receive treatment via post
- Users complete an online risk assessment and an online partner notification tool via SXT
- Orders approved by an SH:24 prescriber are transferred to our Pharmacy partner for fulfilment and dispatch by post

£21.11 per prescription

Oral contraception

<https://sh24.org.uk/contraception/order>

- Service users learn about their contraception options online.
- An online algorithm calculates eligibility and assesses for contraindications.
- High risk users receive a call from an SH:24 clinician to discuss their options in more depth.
- Prescriptions are generated, dispensed and dispatched to arrive the next day if ordered before 2pm.

Pill type	Description	Prescription length	Cost
COC	Levonorgestrel/Ethinylestradiol (150 micrograms)	3 months	£18.59
POP	Desogestrel (75 micrograms)	3 months	£20.21
COC	Levonorgestrel/Ethinylestradiol (150 micrograms)	6 months	£21.90
POP	Desogestrel (75 micrograms)	6 months	£25.14
COC	Levonorgestrel/Ethinylestradiol (150 micrograms)	12 months	£28.52
POP	Desogestrel (75 micrograms)	12 months	£35.00

Emergency hormonal contraception

- Service users learn about their emergency contraception options online.
- An online algorithm calculates eligibility and pregnancy risk and recommends suitable emergency contraception; pill and/or IUD. High risk service users receive a call from an SH:24 clinician to discuss both their situation and options in more depth.
- Emergency contraceptive pill prescriptions are generated, dispensed and dispatched to arrive the next day if ordered before 2pm. For IUD insertions, the SH:24 clinician makes an appointment on the service user's behalf at a local clinic.

£28.50 per prescription

Genital diagnosis & treatment

https://sh24.org.uk/genital_diagnosis

Online photo-diagnosis of genital herpes and external genital warts and subsequent postal treatment with aciclovir for genital herpes and podophyllotoxin or imiquimod for genital warts.

Activity	Description	Cost
Consultation	Online risk-assessment and images reviewed by SH:24 prescriber	£10.50
Genital warts		
Prescription	Podophyllin single course prescription (1st line) + follow up	£45.88
Prescription	Imiquimod single course prescription (2nd Line) + Follow-up	£76.65
Genital herpes		
Prescription	Aciclovir (single course or suppressive therapy) + Follow-up	£22.35

Mobilisation

New regions (launched alone or together) attract a one-off mobilisation fee, which includes staff time, online development, training, and marketing resources. The fee will be costed based on the particular needs of the service and will ensure it remains proportionate to the levels of activity.