A partnership approach

We are:
• 27 authorities working together to commission an e-service
• A small programme team, hosted by the City of London Corporation, managing the e-service contract on behalf of all the authorities
• A provider consortium led by Preventx who are working with Chelsea and Westminster NHS Foundation Trust, Zesty and Lloyds online pharmacy
• Working to a clinical service specification developed by our own Clinical Advisory Group
• Intended for asymptomatic service users, assessed for eligibility through triage
• A network of care, across 12 NHS providers and embedded into 30+ clinic locations

We aim:
• To meet demand, improve outcomes, increase convenience and provide better value for money
Period of rapid changes in sexual health

Sustained changes in sexual lifestyles and behaviours

Some STIs, including syphilis and gonorrhoea, have seen almost continuous increases over the last 10 – 15 years

Others are falling

Unprecedented falls in new diagnoses of HIV linked to combination approaches of prevention, testing and early treatment

Teenage pregnancy rates at their lowest recorded levels
8.4 million people are resident in London. Culturally and ethnically diverse; wide variations in social and economic indicators.

Over 400,000 students study in London each year

Over 1 million SH attendances and 600,000+ STI screens per year

Variable access to LARC

Over 1.1 million people commute into London each day

There were 15.4 million visits from overseas visitors in 2012 who spent on average 6 nights in London

Highest level of new STI and HIV diagnoses of any region in the country.

Annual spend of c. £135m on sexual health services by London commissioners

Why digital?

Technology:
• Testing technologies
• Effective

Engaging with how people live their lives today
• Predominantly younger, digital users
• Convenient

Changes in guidelines and how people use services
• More regular testing
• Significant growth in asymptomatic testing

Sustainability
• Londoners’ sexual health attendances (+155%) and screens (+180%) are much higher than the rest of the country
• Between 2012 and 2017, the overall number of STI screens provided in London rose by 32%, and by 116% for men who have sex with men
• Public Health Grant cuts by central government mean less resources at time of rapidly increasing demand
Behavioural insight – would digital be acceptable? Would it work?

Focus on channel shift (move from clinics to online) and behavioural insight:

5,000 service users / clinicians were surveyed as part of an extensive specification development programme.

Findings:

Generally, wide acceptability of online based services as an option, across age/ gender/ ethnicity / sexuality groups

Those reluctant often stated lack of confidence in a new system and/or wanted to interact with a professional

Confidentiality was a key concern in any new system
Research indicates that there are significant benefits of including online based offers as part of sexual health services.
Access to the e-service

- The e-service is a digital front door for sexual health
- It is accessible online at shl.uk and in participating clinics
- Users register using their own device and complete a triage
- Health advisors contact users if flags are triggered
- A verification code, sent by SMS, confirms the contact details
- Test kits are posted to the user or picked up from a clinic
- Samples are returned in the post and results are provided the same day they arrive at the laboratory
- Simple chlamydia treatment can be posted to user’s home or collected from a community pharmacy
- Follow up appointments at clinic are arranged if needed
After launching in January, the service has:

- Issued c20k kits as part of a phased roll out across London, achieving a kit return rate of 76%
- Diagnosed c500 cases of chlamydia and c140 cases of gonorrhoea
- Treated c200 people for simple chlamydia without the need to attend clinic, and engaged 0.9 contacts per index case in care
- Directed c300 people to clinics for confirmatory tests, including c50 for HIV
- Achieved high levels of user satisfaction, 99% would recommend it to their friends and family
This is a game changer for the regular 3 month check ups

THIS IS MAJOR. Great option too for those who are “scared” to go to clinics.

Just sent off my Sexual Health London home test kit. So much easier to do at home- no excuses not to test regular!

I need to rave about one of the most genius inventions: @Preventx’s #STI home testing kit, now available to London residents for free. Arrives in 2 days, takes 10 minutes & results arrive in 3 days. No more excuses. #GetTested Order your at shl.uk
Next steps

• Continuous review of the online service
• Embedding online services and new clinic models across the capital
• Move towards more online use, although clinics will continue to provide the majority of sexual health testing and care
• Academic evaluation proposal