

Sexual Health London

Dr Sara Day, 27 Mar 2019

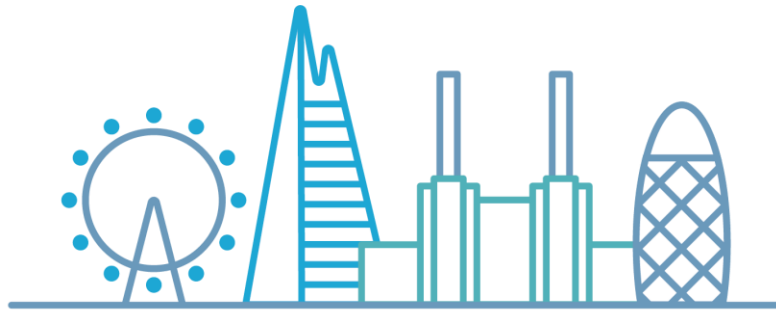
Prevent^x
Integrated Diagnostics

Chelsea and Westminster Hospital **NHS**
NHS Foundation Trust

LloydsPharmacy
Online Doctor

 **zesty**[®]





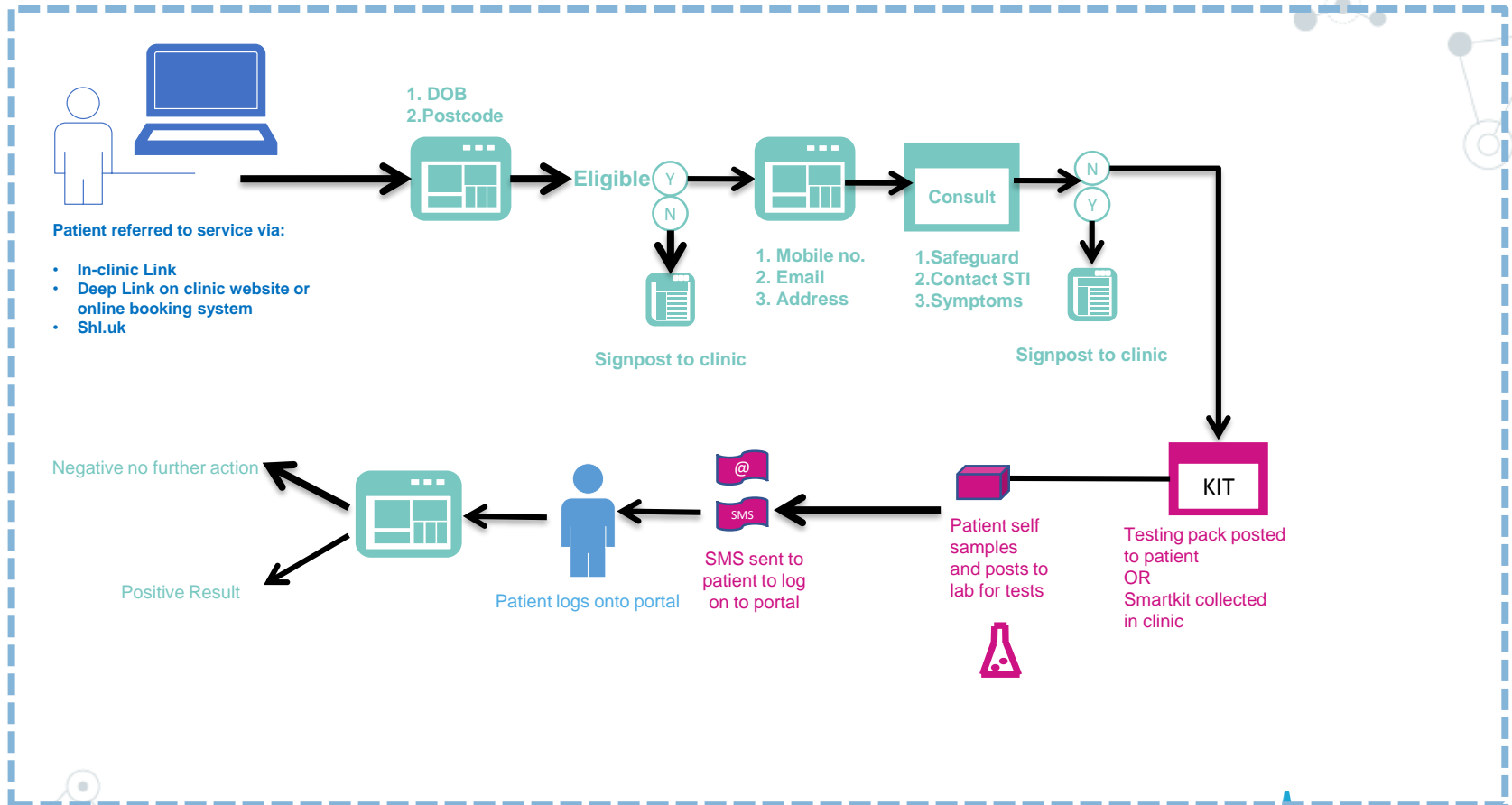
- **Service Overview**
- Governance framework
- Activity post launch
- User demographics
- Infections identified, Results and PN
- Safeguarding and under 18s
- User experience
- Asks and Wishlist

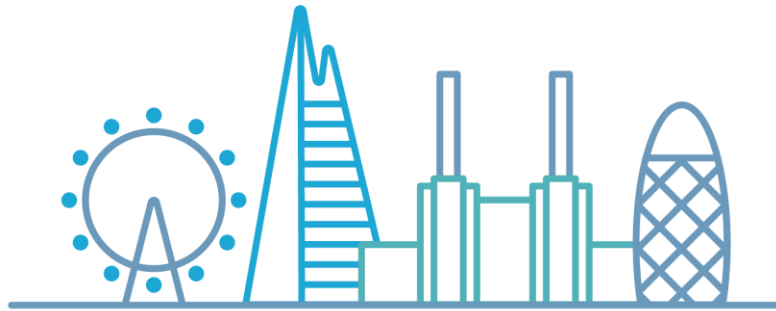
Service Overview

- ⊙ Launched 8.1.18
- ⊙ Eligible if 16+yrs and from participating borough
- ⊙ Register online, Consultation, place Kit order
- ⊙ <18 triggering safeguarding triage get callback
- ⊙ Postal kit or Smartkit (from clinic)
- ⊙ HIV/STS/GC/CT plus HBV/HCV if at risk
- ⊙ Notification by SMS to access portal for results
- ⊙ Remote treatment via LODr for genital CT positive
- ⊙ Positive / reactive results advised to attend clinic
- ⊙ Clinicians portal - transfer care and access SHL notes.



Patient Pathway



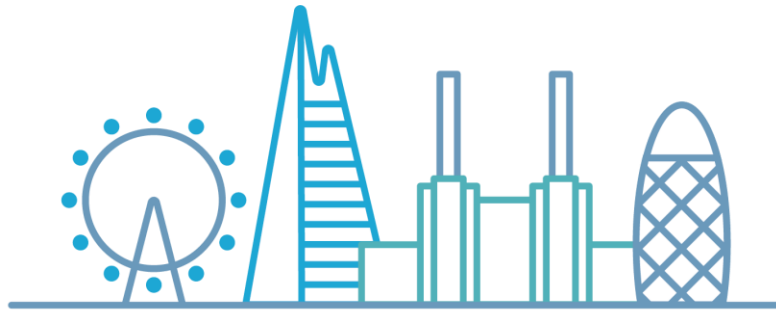


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Governance

- ◎ Commissioned via London boroughs, led by City of London
- ◎ Consortium Clinical Governance meeting
- ◎ Monthly CWFT Trust meetings
- ◎ Trust safeguarding links/meetings
- ◎ Freshdesk ticketing
- ◎ Datix for complaints, risks and incidents
- ◎ CQC 2018 / Gold accreditation





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Mobilisation efforts

◎ Phased roll out for deep/in-clinic URLs from Jan 2018 (by Trust)

◎ Phased roll out for Smartkits from May to August

◎ Training and access : Michael Post, cascaded to superuser

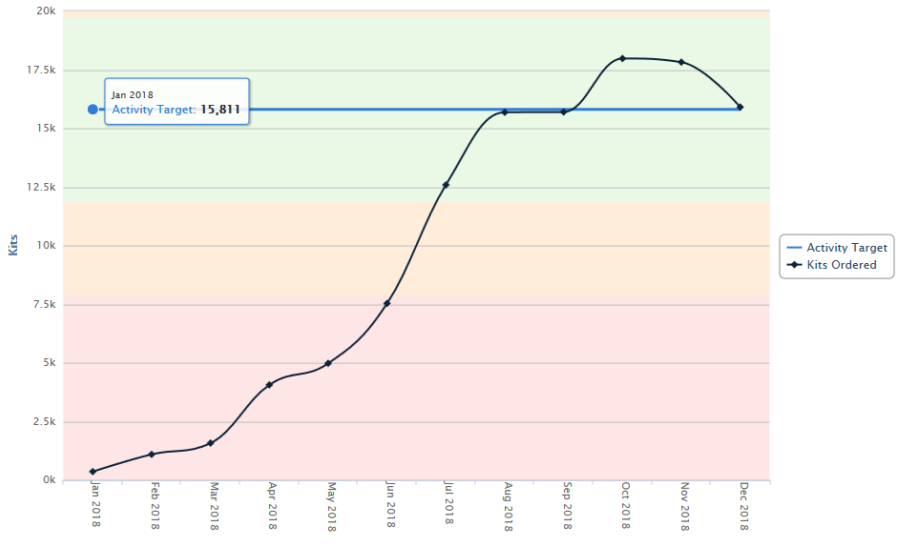
◎ Promotional support: Banners, Visual step by step guides



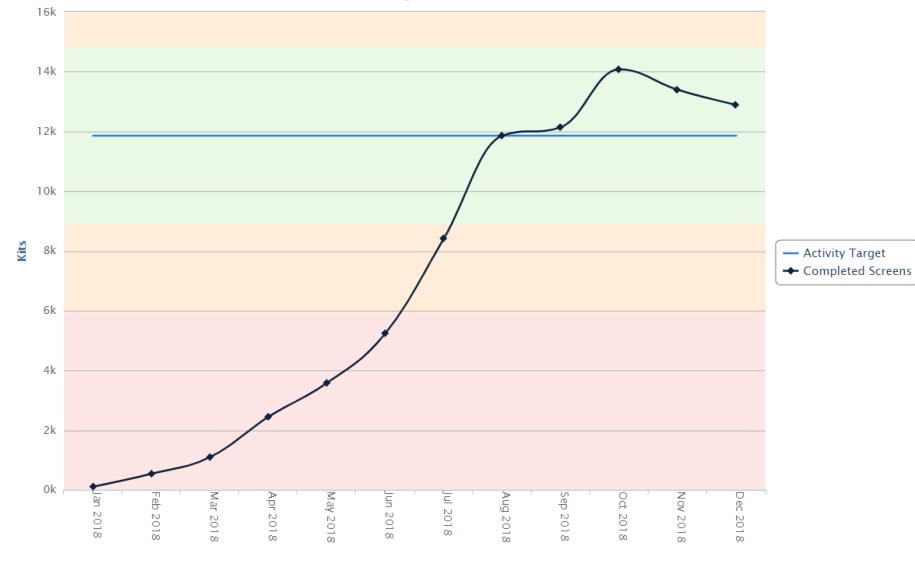
Target activity SHL 2018

To date: 140K kit orders, 100K returns

Traffic Light Chart for SHL Service

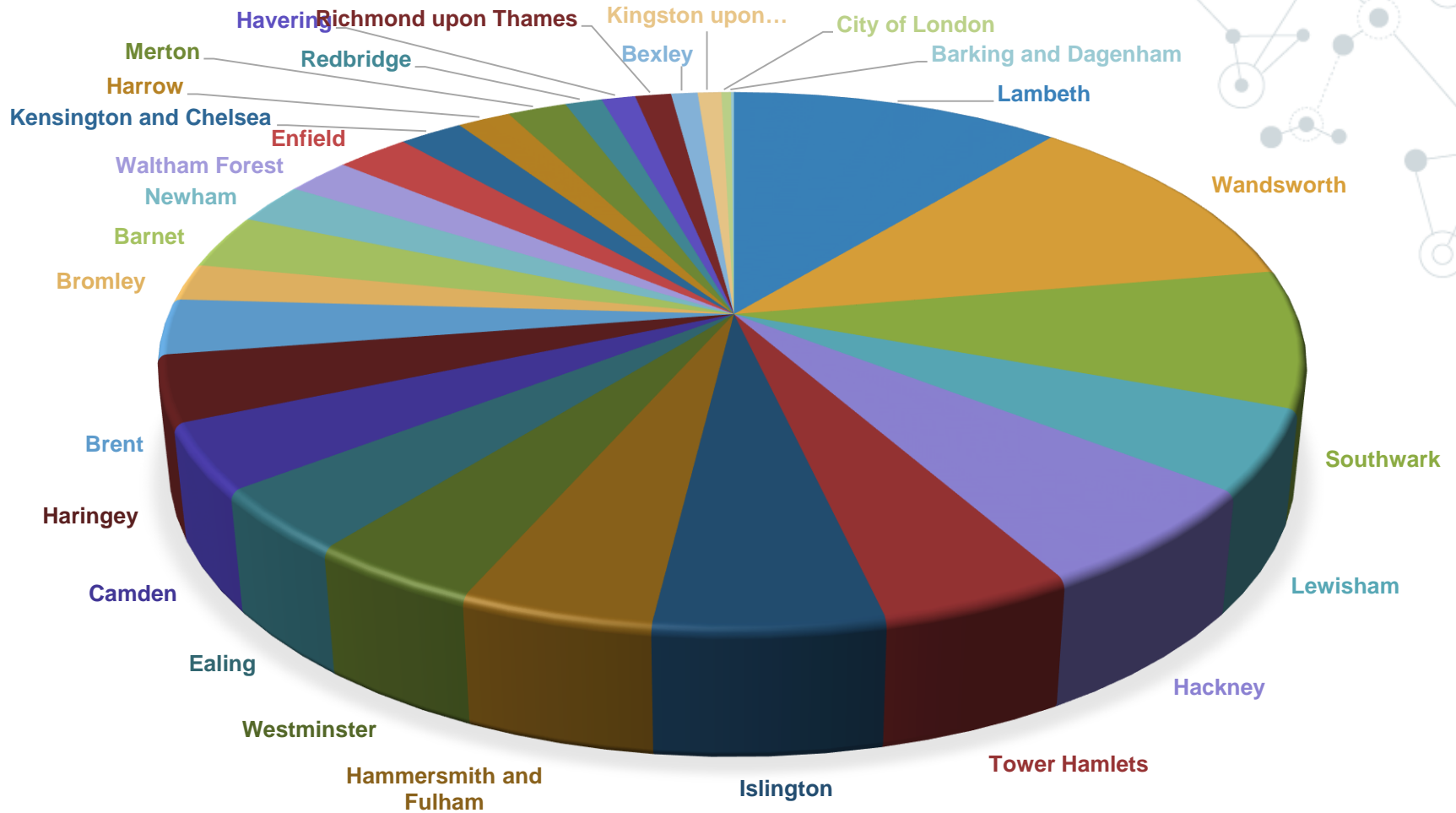


Traffic Light Chart for SHL Service



SEXUAL HEALTH LONDON

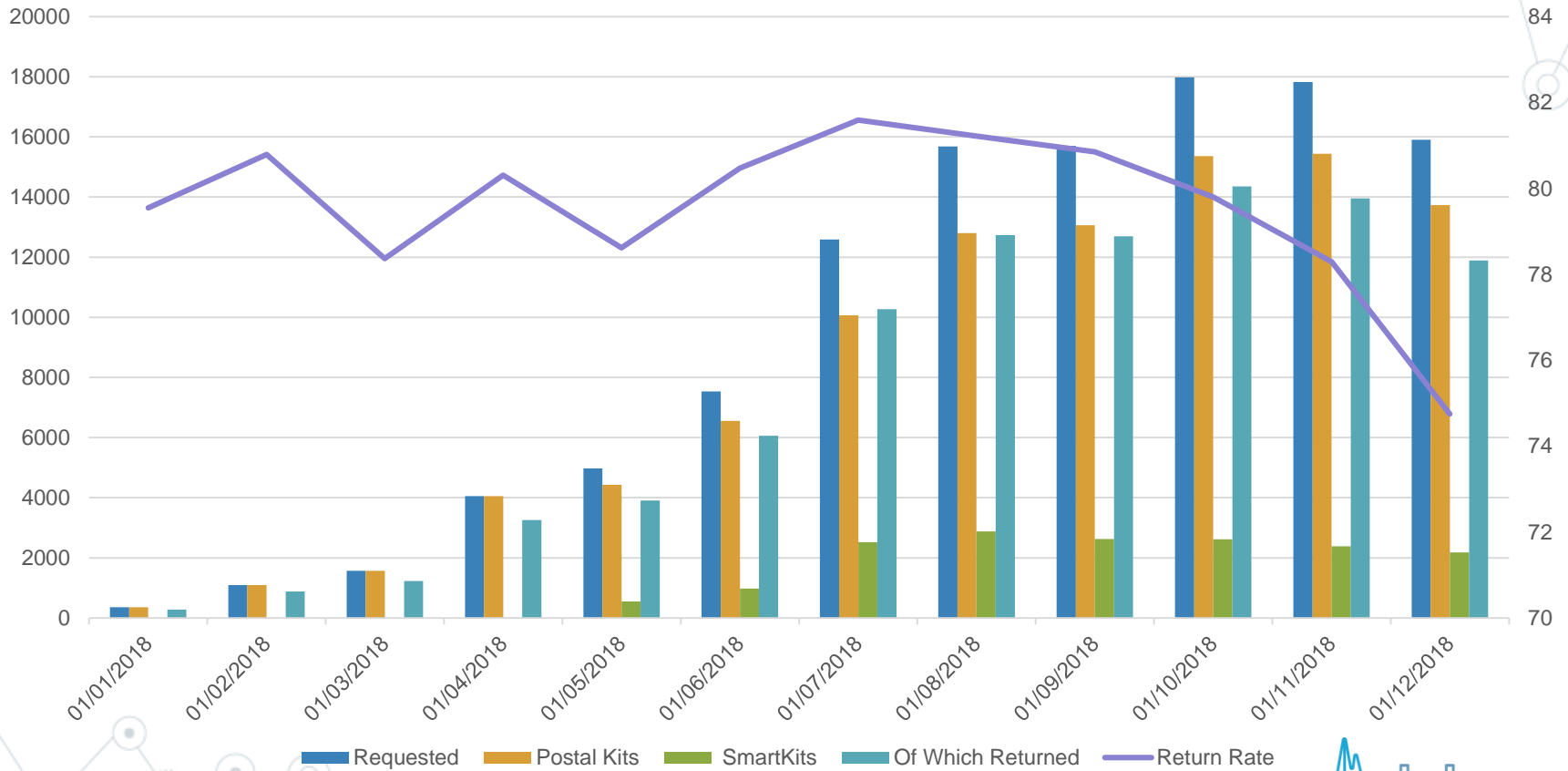
Screens by borough



SEXUAL HEALTH LONDON

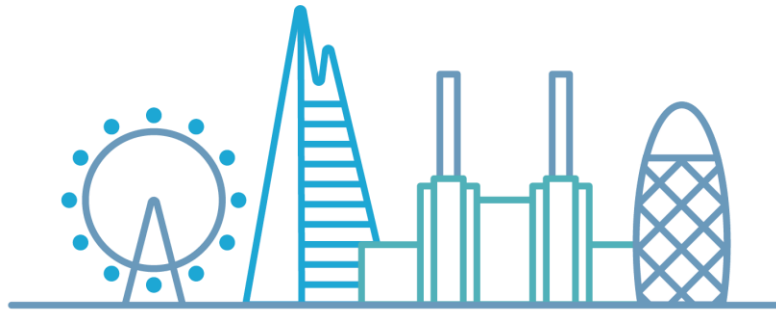
Request and return 2018

Request and return rate

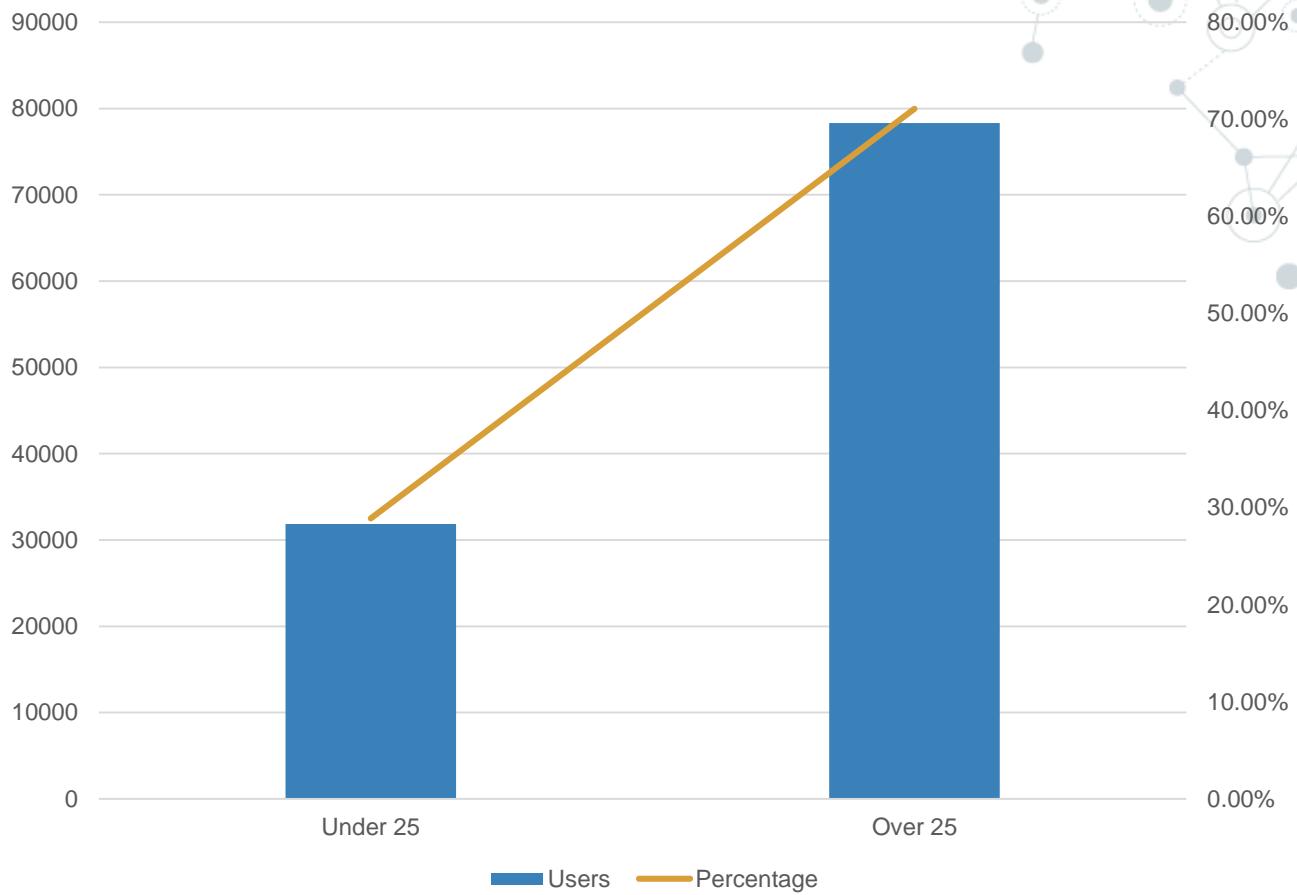


Requested Postal Kits SmartKits Of Which Returned Return Rate

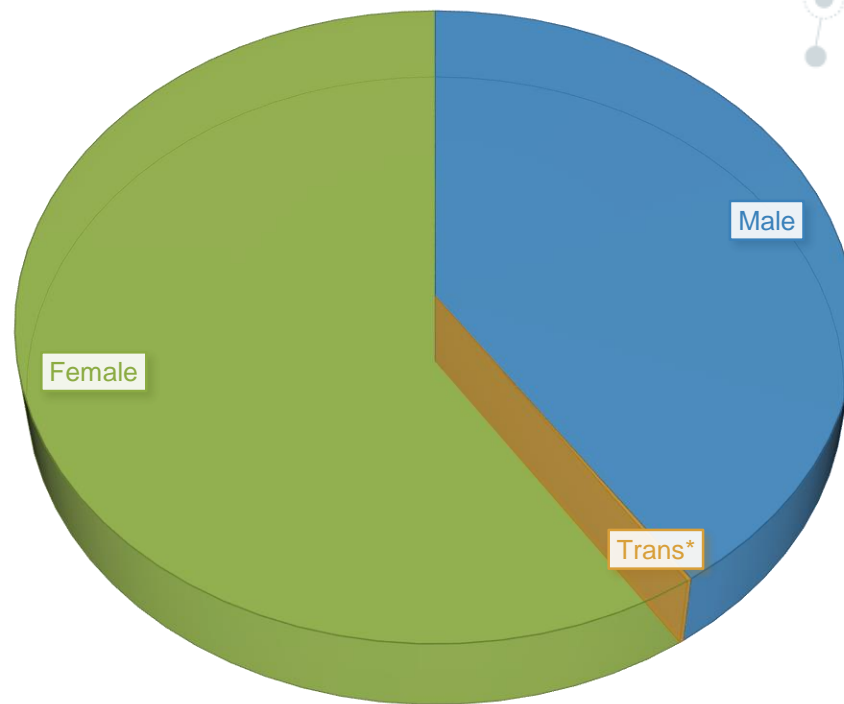




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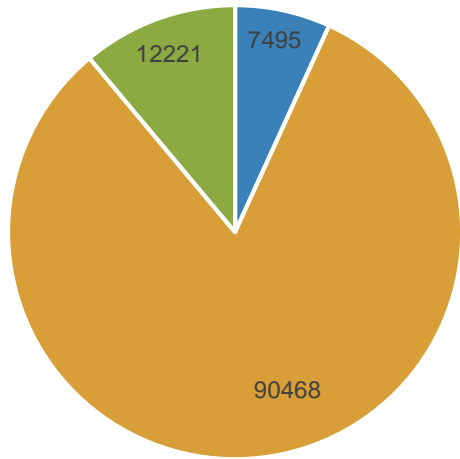
Age (median 27yrs)	Users	Percentage
Under 25	31858	28.9%
Over 24	78326	71.1%
Total	110184	100.0%



Sex	Users	Percentage
Male	44631	40.5%
Trans*	183	0.2%
Female	65370	59.3%
Total	110184	100.0%

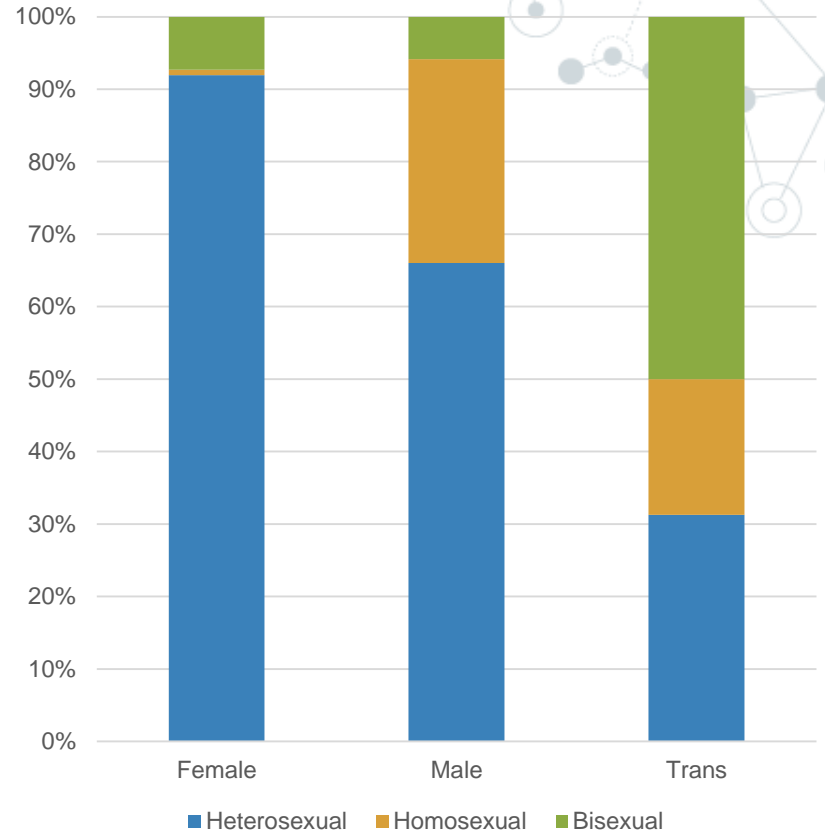


Sexuality



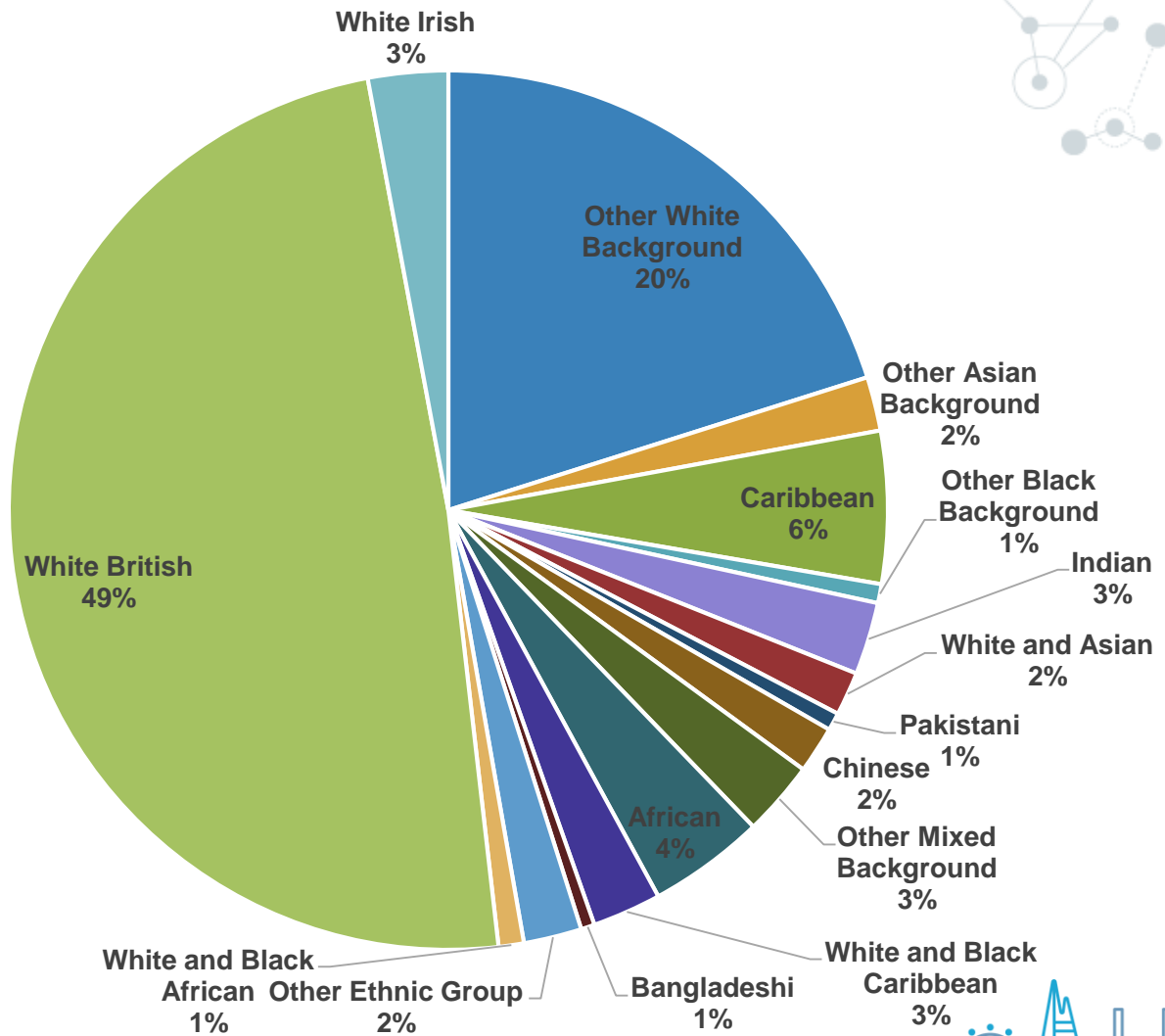
Heterosexual 82%
Bisexual 7%
MSM/WSW 11%

- Bisexual
- Heterosexual
- MSM or WSW

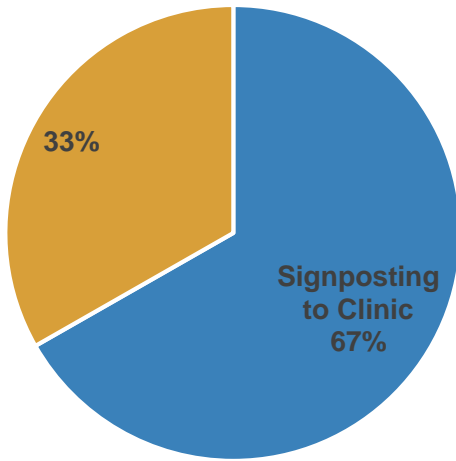


Sexuality	Female	Male	Trans
Heterosexual	54%	27.13%	0.05%
Homosexual	0.45%	11.56%	0.03%
Bisexual	4.29%	2.41%	0.08%

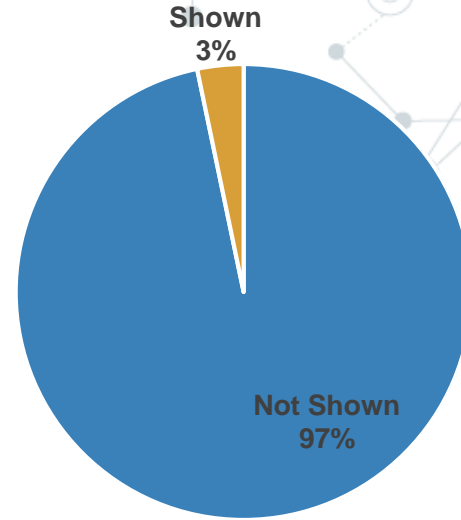
Ethnicity of Registered Users



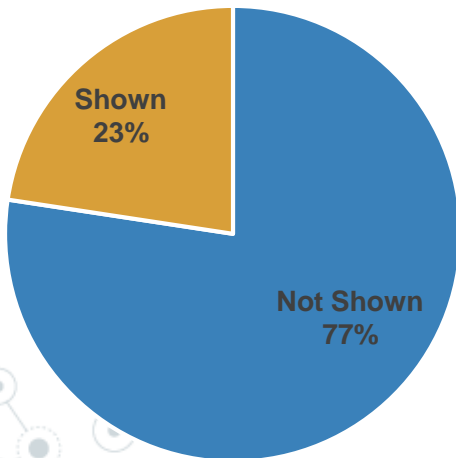
Signposting to Clinic



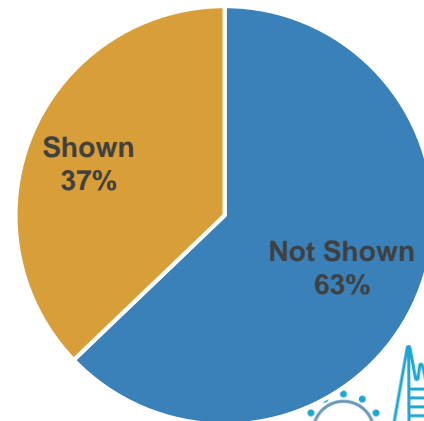
Signposting for PEP



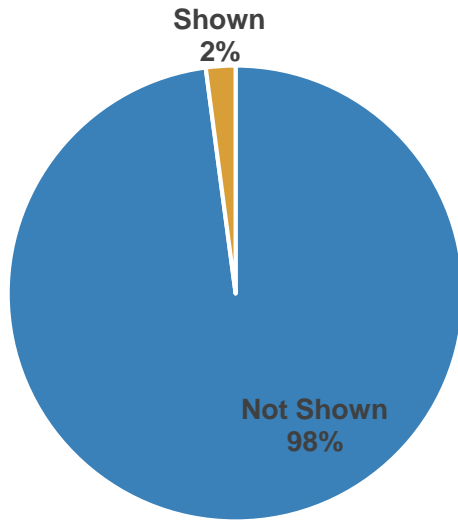
Signposting for EHC



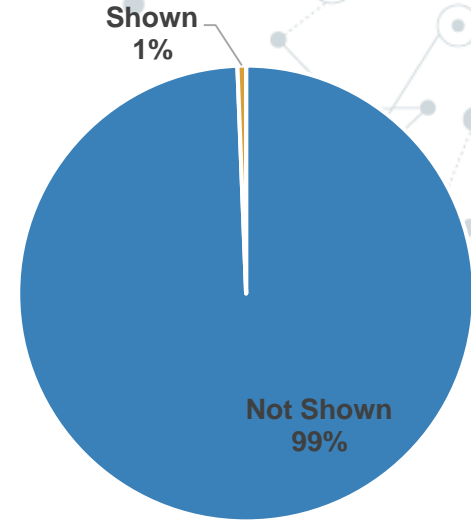
Signposting for Drugs & Alcohol among men and women >18 y/o



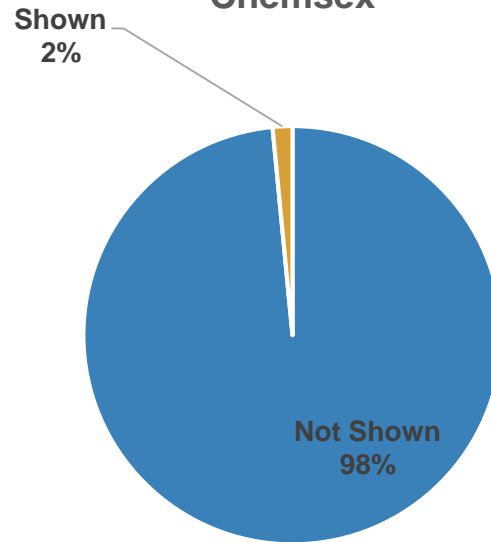
HBV Vaccination among men and women

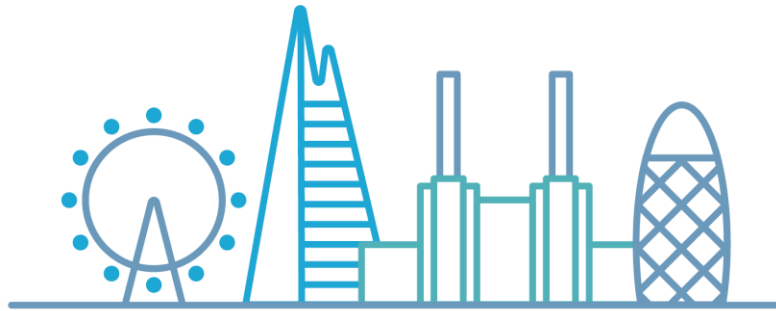


Sex Assault among men and women



Chemsex





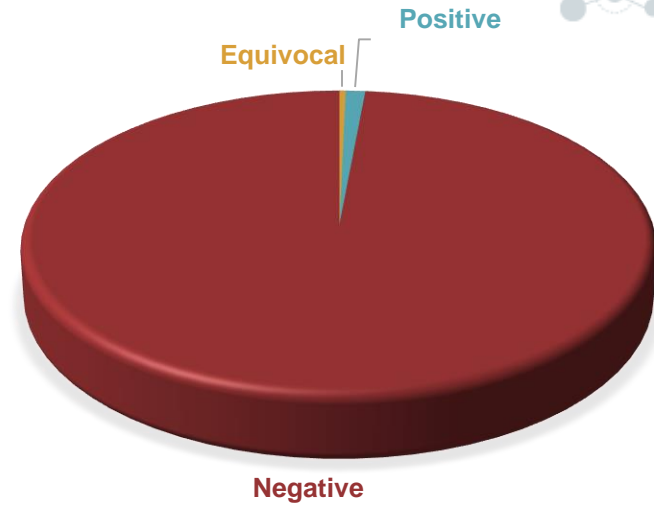
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CHLAMYDIA



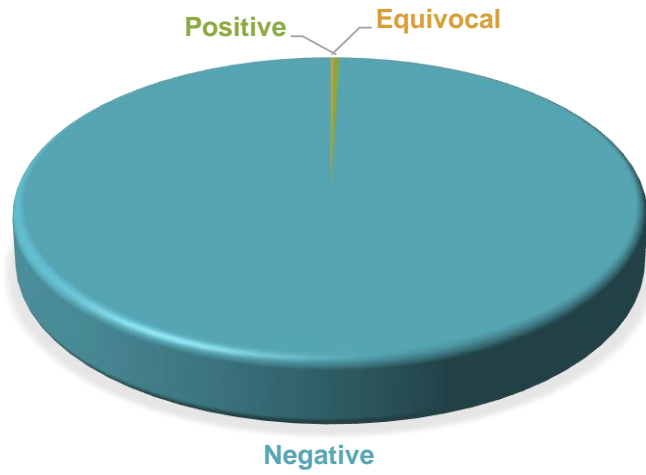
Chlamydia	Users	
Positive	4511	4.40%
Negative	98961	95.60%

GONORRHOEA



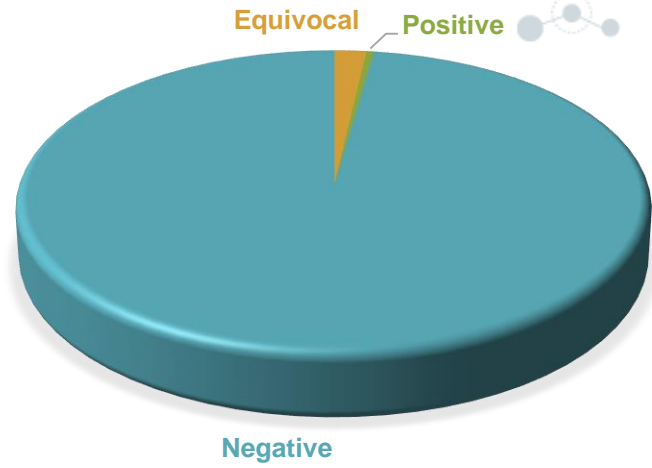
Gonorrhoea	Users	
Equivocal	366	0.40%
Positive	1159	1.10%
Negative	101943	98.50%

HIV



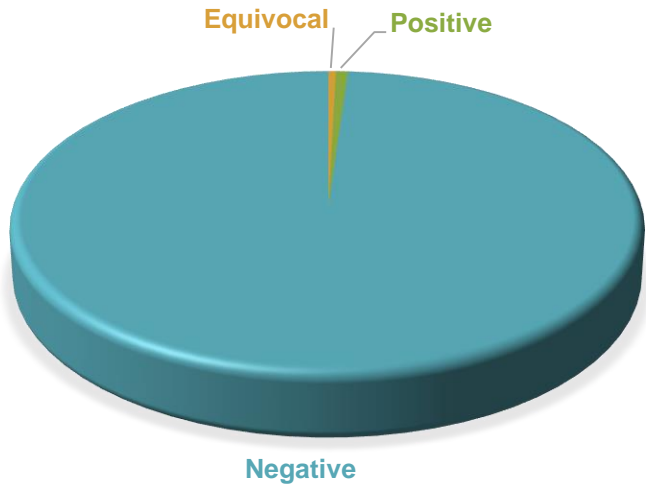
HIV	Users	
Equivocal	119	0.10%
Positive	278	0.30%
Negative	79112	99.50%

SYPHILIS



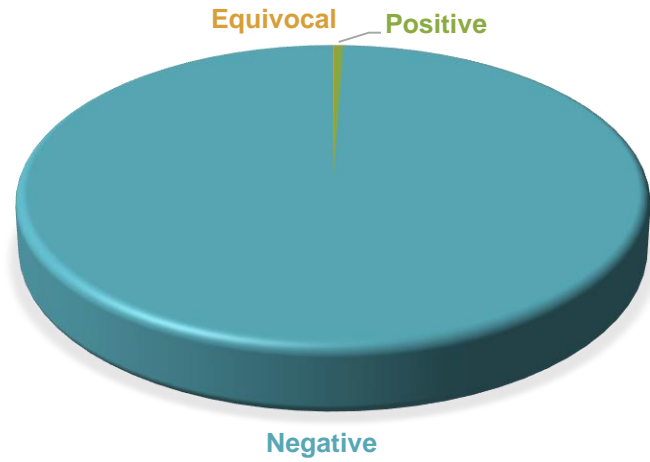
Syphilis	Users	
Equivocal	1441	1.80%
Positive	341	0.40%
Negative	77121	97.70%

HEP BSAG



Hepatitis B sAg	Users	
Equivocal	63	0.40%
Positive	104	0.70%
Negative	14770	98.90%

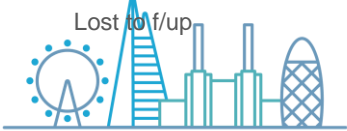
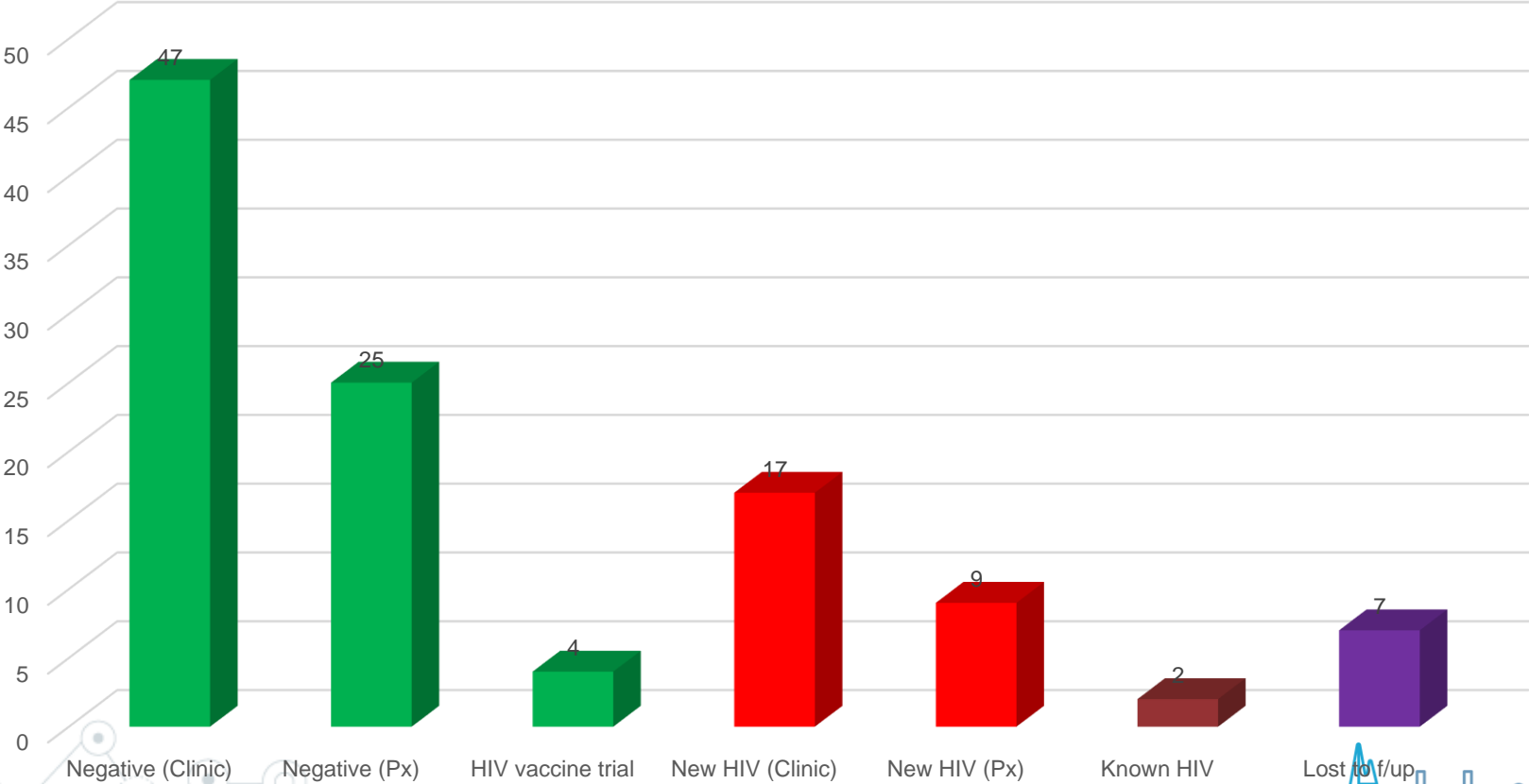
HEP C



Hepatitis C	Users	
Equivocal	9	0.10%
Positive	80	0.50%
Negative	15067	99.40%

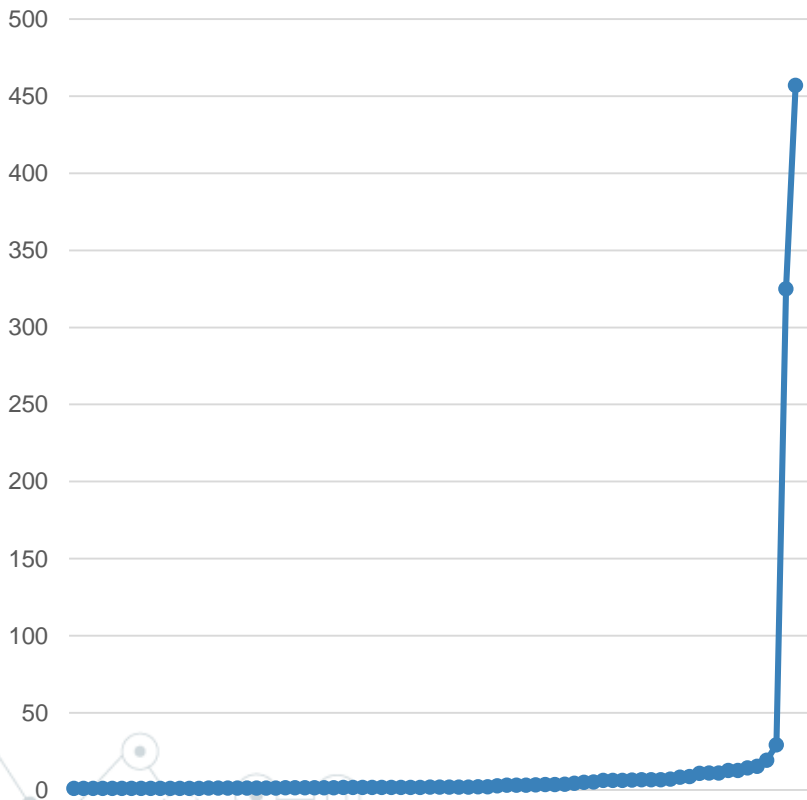
HIV outcomes

HIV outcomes n=111

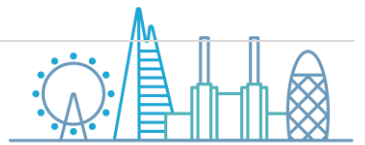
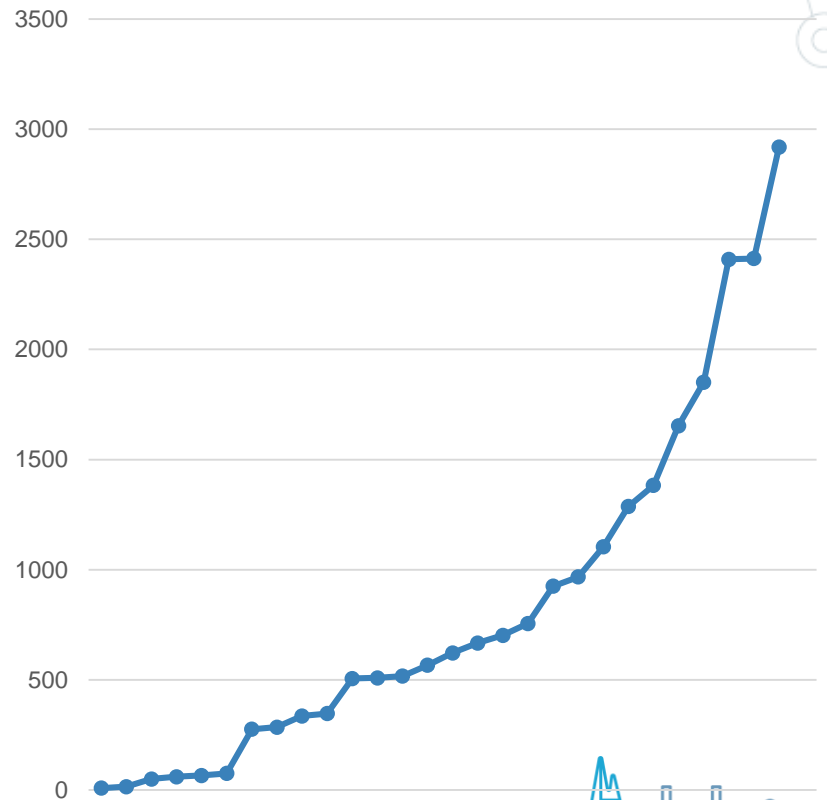


Level reactivity for initially reactive HIV

HIV negative



HIV positive

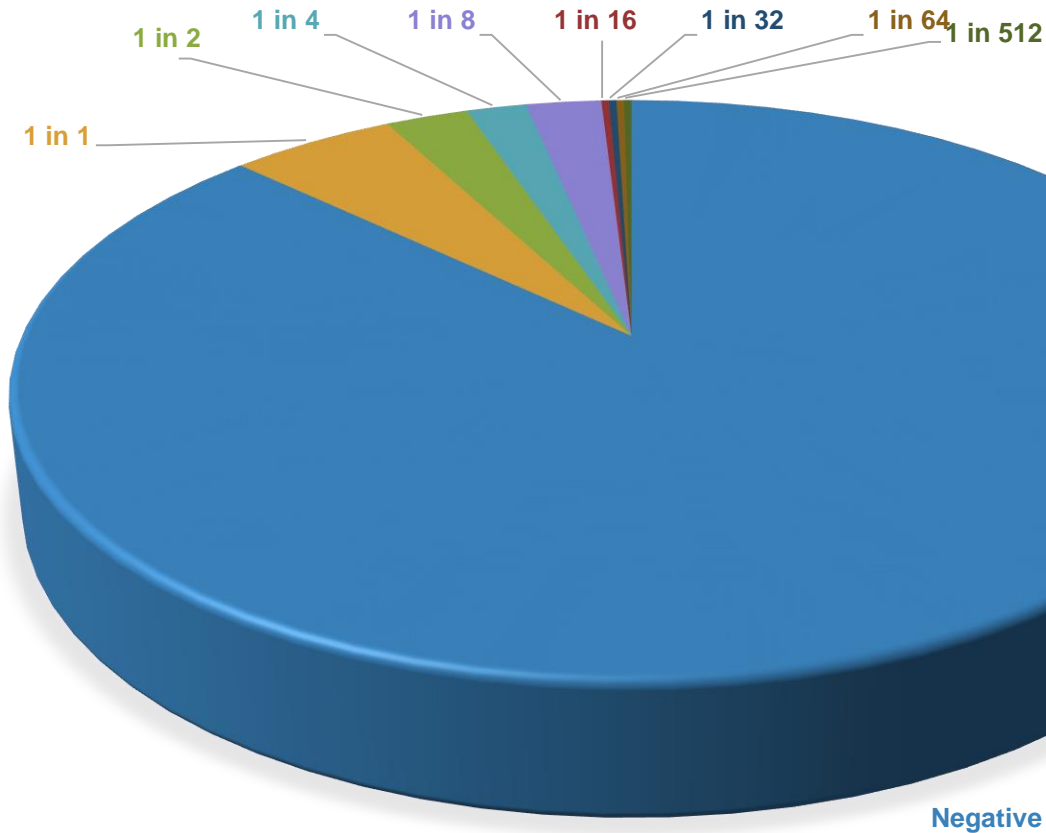


New HIV diagnoses

- ◎ 24 – 63 yrs, mean 35yrs
- ◎ 50% had had prior documented HIV date
- ◎ Of those 50%....
 - 45% tested within 1 yr (1m-11m)
 - 36% 1-2 yrs ago
 - 18% never



RPR Readings Q4: Werfen Biokit Reditest. only performed where history of treated syphilis



Syphilis RPR

- ◎ Discrepant results from 1-2 clinics
- ◎ Technician + senior supervisor check
- ◎ Compliant and satisfactory IQA /EQA
- ◎ 2 Interlab comparisons Sheffield & NWL Path
- ◎ Factors affecting ILC: natural variation across labs, small vol, time transit
- ◎ Provisional. SU sent to historic clinic. Use clinical discretion day 1 re treating/waiting. Feedback care onto portal.



Results / Treatment

◎ 98.6% negative results provided to SU within 2 working days of sample receipt in lab

◎ 99.5% reactive/positive results provided to SU within 3 working days (excl supplementary)

◎ 85.4% choose to receive remote CT Rx

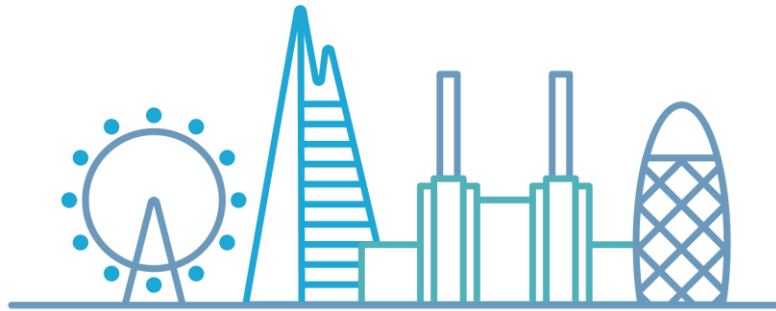
◎ 99.2% of those eligible, have prescription dispatched to SU or sent to pharmacy electronically within 2 working days



Partner notification

- ◎ **0.97** contacts per index case notified
- ◎ **0.64** of contacts per index case reported as accessing testing / Rx
- ◎ Block early repeat kit orders
- ◎ Mandatory PN prompts pre-Rx
- ◎ Lock accounts if LTFU
- ◎ Automation: Optimise report e.g. LTFU or SMS templates to ensure pathway PN complete.



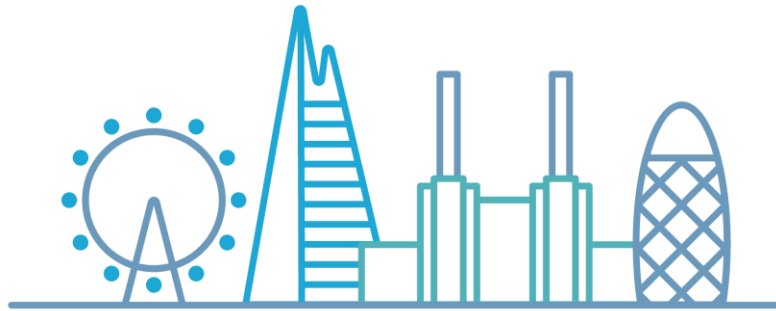


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- Learning Points, Feedback, Asks
- The future

Safeguarding and <18s

- ◎ <18, Spotting the signs.
- ◎ Trigger requires HA callback to progress to kit order or refer to clinic. KPI 100%
- ◎ Enhanced contact media: PIN verified Mobile, email, address, portal log activity
- ◎ CWFT or local adult and child SG links
- ◎ Discussed CG SHL mtg, Safety net and DV mtgs
- ◎ Single point of contact – met police

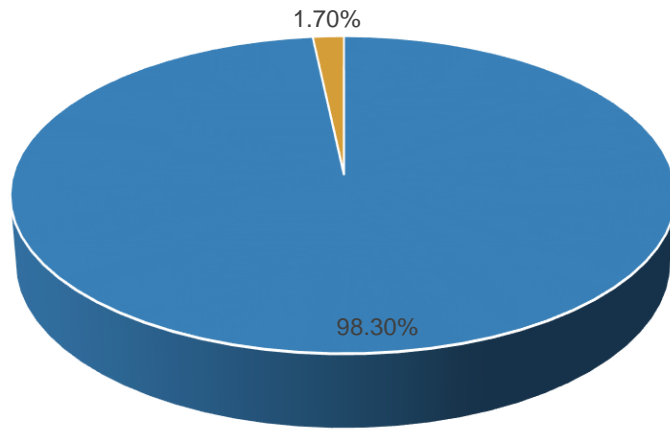




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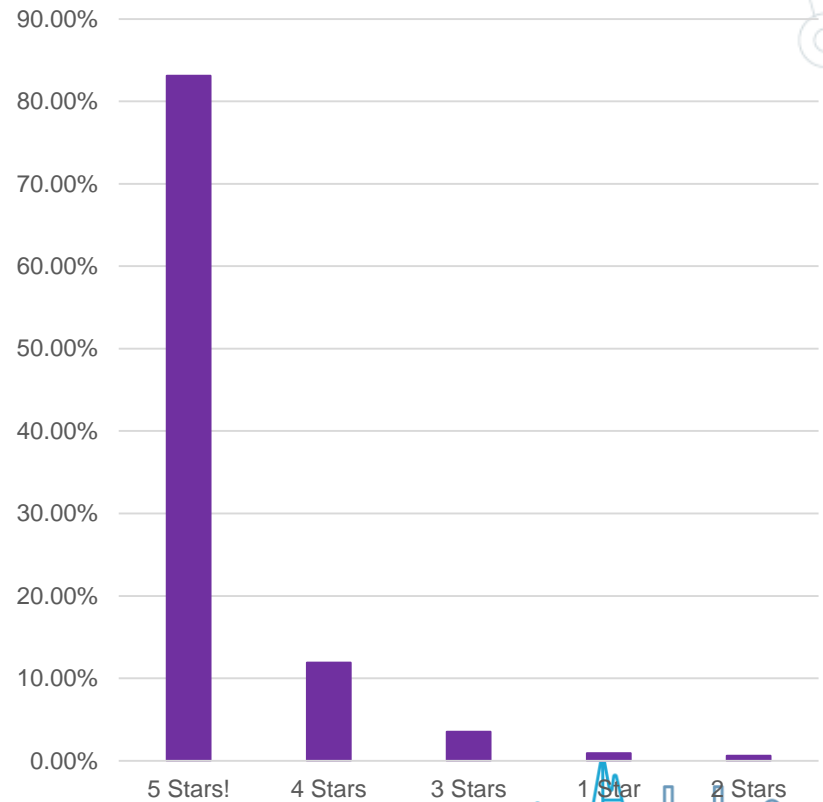
User experience

Recommend service to Friends/family (85%)

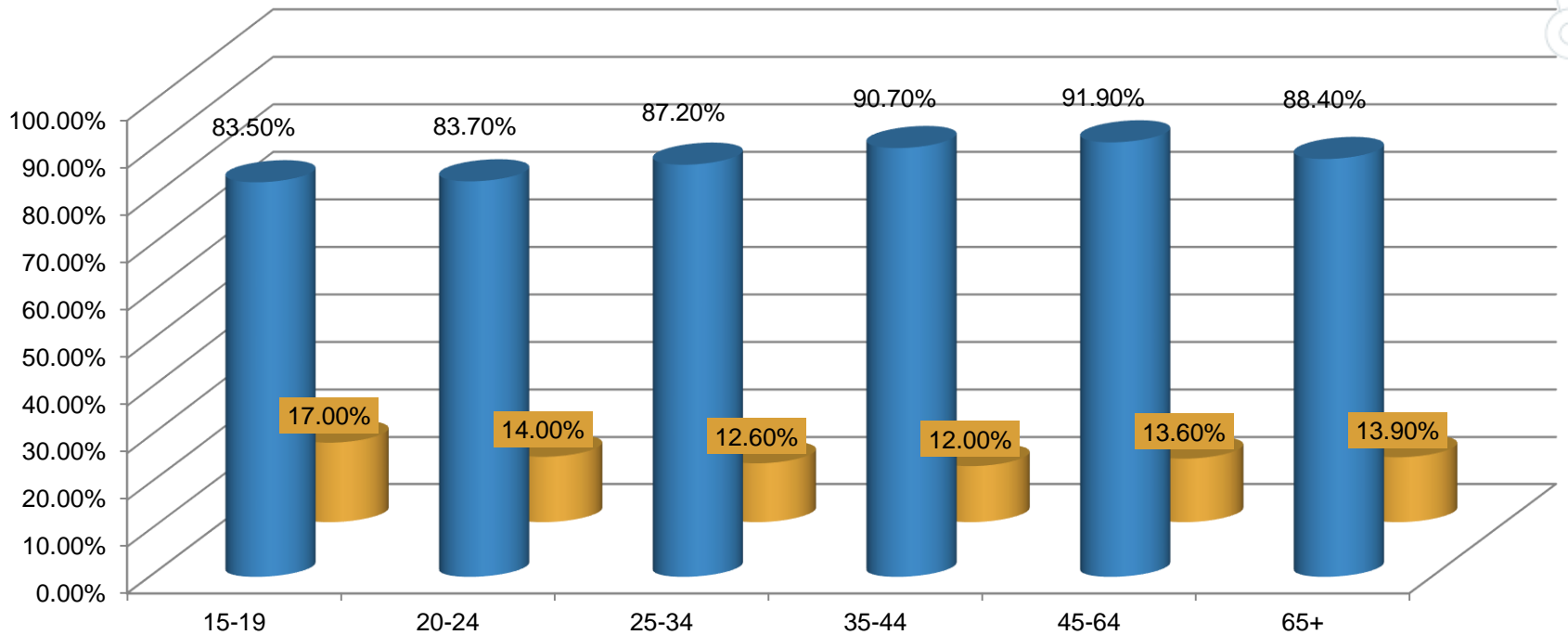


- Yes, I would recommend SHL (if appropriate).
- No, I would not recommend the service.

How users rate the service (87%)

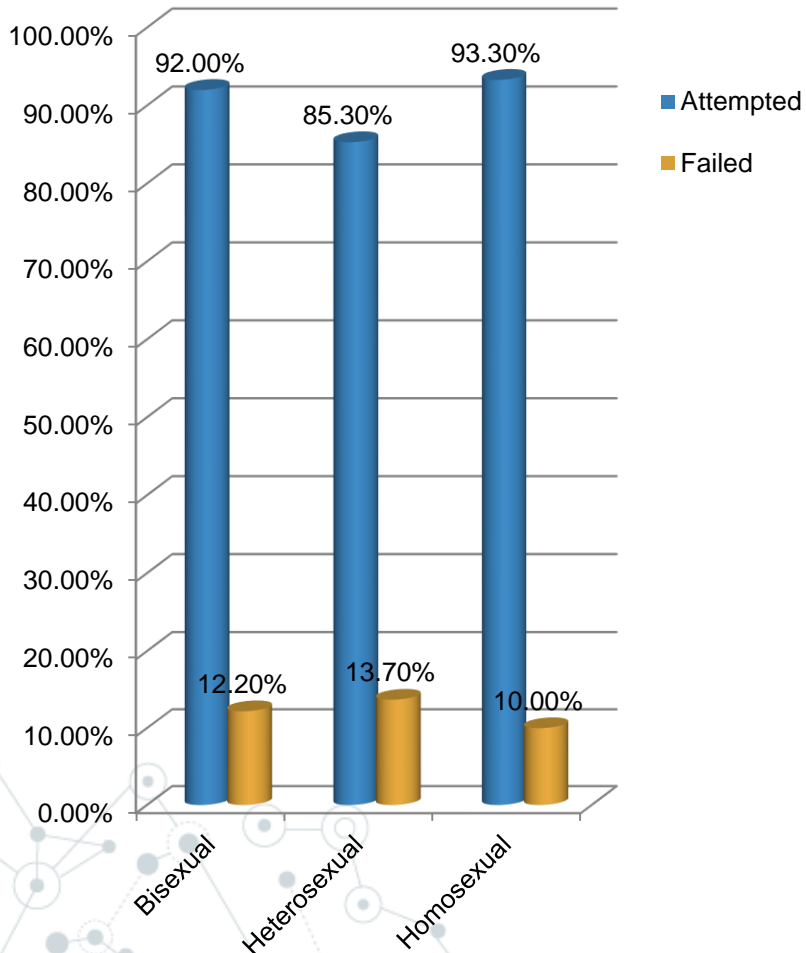


Blood returns by age

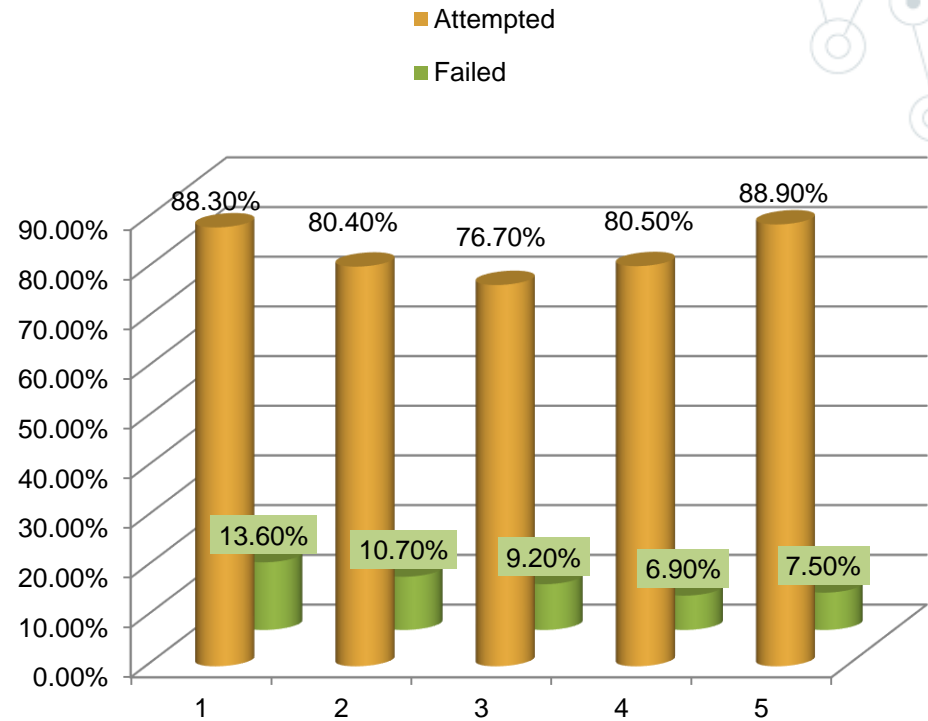


Blood returns

Sexuality



No of screens



Improving SU experience

◎ Freshdesk support – where is my kit / can't see my results / incorrect emails

◎ Access: PW reminders/traffic light strength

◎ Portal static info – self harm , receiving results remotely, inappropriate use, max 4 kits/year, Sxics

◎ Insufficiency blood workshop

◎ Results viewer clear/consistent with clinician

SHL service for providers

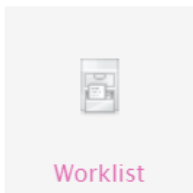
- ◎ View/transfer care on portal (SG, >1 infection, messaging, PN)
- ◎ Fast track directory, agreed with clinics
- ◎ Superuser / obligations
- ◎ Results guide - what tests to do/not
- ◎ Clinic/Trust specific reports available



CWFT Homepage

Home Account

Quick Links



All-Time Counter

Registrations
130484

Consultations
217717

Kits Ordered
141150

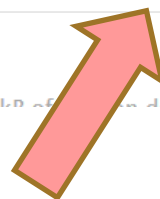
Kits Returned
106420

Summary

This account for **internal SHL Team use only** has **14 users**.
The last time a user logged in was at 16:08pm on the 2nd of Feb 2019.
A basic log is available showing **login events** for this account.

Document List

Please find below useful documents relating to the service.
▶ [Result Interpretation Guide](#)

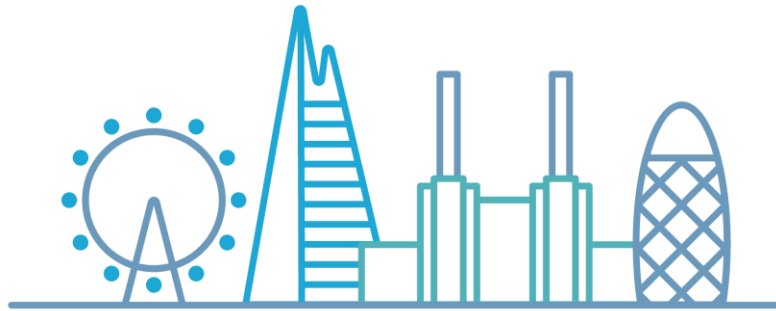


Provider clinic reports

The screenshot shows a web browser window displaying the Preventx application. The address bar shows the URL <https://www.preventx.com/account/tools/customquerylist>. The navigation menu includes Home, Account, Management, Tools, Reporting Tools, SmartKits, and My Account. The main content area is titled 'Query title' and lists several reports under the 'SHL Provider Reports' category. Each report includes a magnifying glass icon, indicating it is searchable.

Report Title	Description
SHL Internal Reports	
SHL CoL Reports	
SHL Commissioning Reports	
SHL Borough Reports	
SHL Provider Reports	
SmartKits Rejected by Laboratory	Report outlines un-linked kits received at the lab and the clinic source.
Postal and SmartKits by Clinic	Postal and SmartKits issued by provider and clinic.
SmartKits Issued to Users	Report of SmartKits issued and linked to user accounts by site.
Kits Issued by Referral Channel	Breakdown of kits issued by referral channels.
Borough Activity Breakdown	Breaks down provider activity by users borough of residence.
User Travel Distance from Clinic	The range of attendances by travel distance to clinic.
Kits Issued for Integrated Tariff	Kits issued for providers by user's local authority of residence.
Treatment Totals By Referrer	Treatment totals broken down by referrer origin.

At the bottom of the page, a security notice states: "Secure | Page generated in 58ms with 1 data queries and 1.87kB of session data. | Copyright © 2019 Preventx Limited. We use cookies to give you the best possible experience on our website – learn more on our cookie policy page." The system tray shows the date and time as 17:27 on 30/01/2019.



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Asks

Some clinics don't transfer care or do it later after patient left. Consequently:

- ◎ LTFU

- ◎ Multi reactive results missed eg manage GC but not reactive HIV

- ◎ Additional tests not performed eg LGV

- ◎ Unnecessary chasing of SU / SHL workload

Update portal SU notes as to outcome eg RPR

Unlinked smartkits



Development

Enhanced LODR access - Throat CT / Vaginal Sx

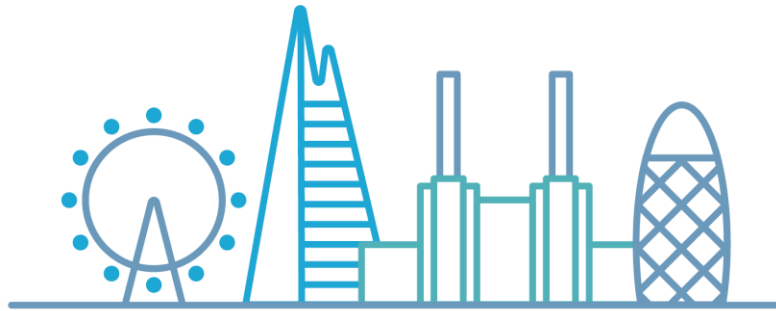
Enhanced access to SHL : contacts of CT

Optimise algorithms: Trans, rationale, indiscriminate testing, SG

Trichomonas Vaginalis

Efficiencies: reduce redundant testing, reactive BBV viewable to SU





END

Questions

I was really impressed with how quickly my kit got sent to me, the ease of using it and sending it off for testing. The communication for texts and email was so responsive and quick.

I honestly think this service is one of the best that the NHS provide, its so convenient. Often I cant attend clinics for a check up because I cant get the time off work and its brilliant to do it in your own time. Many thanks I will defo be recommending

Just wanted to say thank you for giving me the test kit, thank you for making it available to me and making the process so easy and simple as well as discreet

I'm really happy with how quick and easy it was to use this service. And how it's been less than a week turn around from receiving the kit to getting results.

I wanted to say that the kit and SHL service was brilliant. It was the first time I'd used it and the whole process was so easy and straightforward- everything I needed was in the box, even showing where the nearest postboxes were, reminder texts, and a super quick turnaround once I'd posted my samples. Will definitely be recommending to friends and using the service again.