

Preventx.  sh.uk

Innovating Online Sexual Health

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



A letter from our CEO

Preventx is the UK's largest provider of remote sexual health testing. We believe that remote testing gives everyone the option to safely manage their sexual health from home, while supporting partner clinics to prioritise those who need face-to-face care the most.

Preventx is proud to be at the forefront of innovation in sexual health, working in partnership with 80+ NHS Trusts and local authorities to deliver solutions that are clinically robust, easy to use, and accessible. Our adaptable technology platform continues to evolve to meet the changing sexual health needs of the nation. One key development is our Digital pre-exposure pro-phylaxis (PrEP) Service, which is currently live across multiple local authorities, helping to end new HIV transmissions by 2030. Early results have been highly encouraging, demonstrating the effectiveness of a digital-first approach to HIV prevention. However, to fully realise the service's potential, further expansion across additional regions is essential.

The Digital PrEP Service removes many of the barriers that can prevent people from accessing care, including stigma, difficulty securing appointments, and the time and travel involved in clinic visits. By addressing these challenges, the service supports communities that have historically lacked equitable access through traditional, face-to-face pathways, enabling individuals to take greater control of their own health.

Preventx is committed to inclusive outreach, sponsorship and event partnerships that support equitable access to sexual health services across the UK. Through participation in major national and community-led events including London Pride, UK Black Pride and the Red Run, alongside a wide range of local outreach partnerships, our committed and passionate teams work to engage diverse audiences, reduce stigma and improve awareness of sexual health services. These activities are designed to reach communities who may otherwise face barriers to care, ensuring our services are visible, accessible and responsive to the needs of people from all backgrounds.

Preventx has been recognised at national level, including awards from the Health Service Journal and HealthInvestor, reflecting the dedication of our teams and partners who are committed to delivering high-quality, innovative services.

We are excited about the future of sexual health testing and digital care delivery, and we look forward to continuing our work with partners across the health system.

Mark Driver

Mark Driver
Chief Executive Officer



Preventx Wins Prestigious Environmental Sustainability Project of the Year Award

In partnership with Chelsea and Westminster Hospital NHS Foundation Trust, we were awarded for our efforts in redesigning online postal self-sampling kits, a project that has successfully reduced single-use plastic by more than 80%, preventing 4.7 tonnes of plastic waste annually in London, and 10 tonnes across the UK.

Judges said:

"This project was outstanding in every aspect. The research-driven approach, coupled with involvement from all stakeholders, boosted service uptake, expedited diagnostics, and proved more cost-effective than the previous model. It set a new standard, encouraging competitors to follow suit, while achieving significant carbon savings."

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.

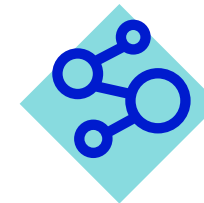
We empower our partners to retain control of clinical management, delivering exceptional value through our adaptable digital platforms and in-house laboratory.

Seamless end-to-end remote testing

From our innovative and customisable technology platform through to efficient dispatch and accredited in-house laboratory, our end-to-end service means we can ensure you get the best quality, value, and impact.

Our services include

- Web-portal for service user ordering
- Customisable triage and testing algorithm
- Optional symptomatic triage
- Comprehensive reporting capabilities
- Cloud-based secure clinical record system
- Integrated laboratory
- Contraception and treatment for chlamydia, genital warts and herpes
- A fully integrated digital PrEP service
- Unique SmartKit model for local collection



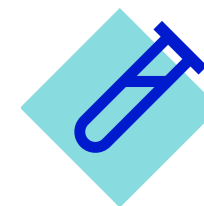
**Proprietary
technology platform**



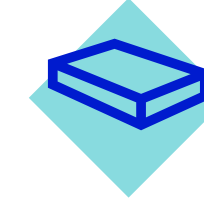
**Fully accredited
and regulated**



**Insight through data
and reporting**



**Dedicated
in-house laboratory**



**Efficient packaging
and dispatch**



**Clinician-led
oversight**



Powered by Preventx

SH.UK is powered by Preventx, who provide the web-based ordering portal, bespoke dispatch service, screening via its in-house laboratory and cloud-based secure clinical records system.

Preventx is the largest provider of remote sexual health testing in the UK. We have over 18 years' experience as a trusted partner, supplier, and adviser to over 80 NHS Trusts and local authorities across the UK. Preventx has built the SH.UK platform drawing on experience of running remote sexual health services – SHL.UK, Freetest.me and Test.me.

7.5m Kits dispatched

15.3m Samples processed

80% SH.UK kit return rate

98.6% Of service users would recommend us to friends of family

2008

Launched Freetest.me supporting the NCSP to increase testing among 16–24s

2012

Set up in-house laboratory, with UKAS ISO 15189 accreditation

2014

Won PHE's National HIV Self-Sampling service contract, in over 75 local authorities

2018

Launched SHL.UK pan-London e-service with the City of London

2019

SH.UK service launched, offering a full online sexual health service

2020

Service expanded to offer symptomatic testing, remote contraception and condoms

2021

Laboratory and warehouse expansion to support 5 million tests carried out each year

2023

Launched the NHS England partnered national Hepatitis C testing portal

2024

End-to-end digital PrEP service launched

2025

Preventx wins Sustainability Project of the Year at the HSJ Partnership Awards

Clinical leadership at Preventx

Our clinical leadership helps us to support service users even more effectively, as well as enabling more innovation and the delivery of new services for our public sector service partners and service users.

Dr Vanessa Apea
Medical Director



Since 2011, Vanessa has been a consultant physician in Genito-urinary and HIV medicine at Barts Health NHS Trust, and clinical lead for five of those years. She is Honorary Senior Lecturer and the deputy academic lead for equality, diversity and inclusion at Queen Mary University, with a passion for reducing inequalities in healthcare.

Dr John White
Medical Director



John has been working in sexual health for over 30 years, most recently in the Western and Northern Health & Social Care Trusts in Northern Ireland. He has held the post of Editor in Chief for the International Journal of STD & AIDS and has been a key opinion leader in the field for over ten years.

Adam Black
Specialist Clinical Nurse Manager



Adam is a Nurse Consultant with over 25 years' experience, working in sexual health since 2002. He holds a Master's in Clinical Practice and a PhD in Nursing Research, focusing on how nurse prescribing supports advanced practice. Adam is Lead Clinician for Preventx's Digital PrEP Service.

Holly Kidson
Specialist Sexual Health Nurse



Holly has over a decade of experience, including seven years in sexual health and HIV care. She specialises in STI prevention and management, with particular expertise in safeguarding vulnerable and at-risk individuals.

SH.UK clinical service user management

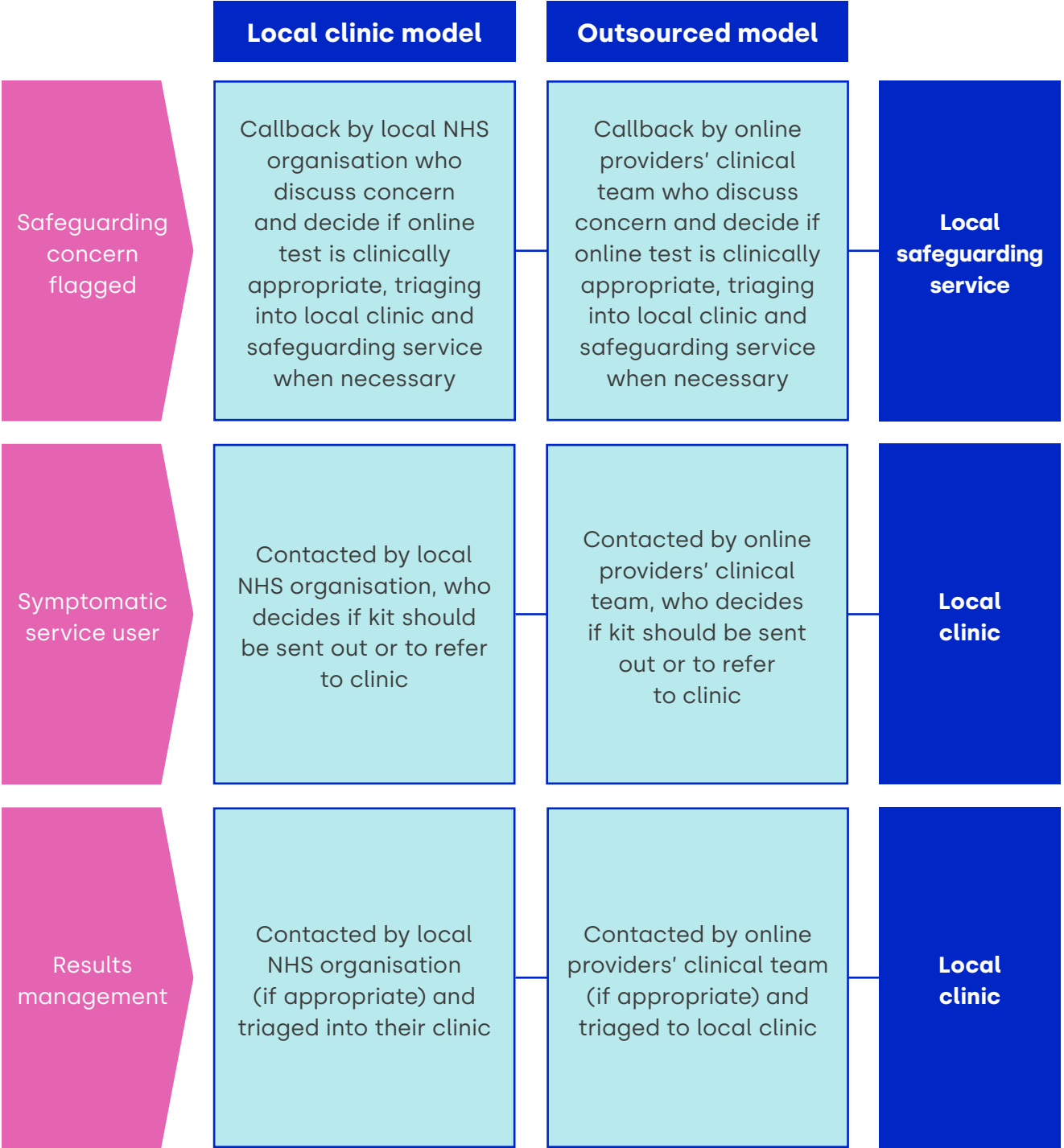
You know your service users best, so we encourage and empower you to be in control of clinical service user management. Choose between your own clinical management, or support from our highly experienced consultant-led clinical team.

Local Clinic model

This is our core service model. Local clinical teams manage service user results and safeguarding through upskilling their internal teams. We have co-developed multiple clinical screening pathway configurations with services to support increased access to testing for more people and to test for more infections. Partners who prefer to retain the insight and expertise of their own local clinical teams can be upskilled by the Preventx team to use our web-portal to manage clinical support.

Clinic Outsourced model

We can provide access to NHS sexual and reproductive health clinicians to deliver clinical support for any of our services. We also provide centralised service user results and safeguarding management with a trusted and highly experienced clinical partner.



STI testing

SH.UK provides access to self-sampling for Chlamydia, Gonorrhoea, Syphilis, HIV, Hepatitis B, Hepatitis C, *Trichomonas vaginalis*, and *Mycoplasma genitalium* through either the SH.UK web-portal or through in-person SmartKit collection.

Online triage and test selection

Our online triage, test selection and safeguarding questions have been developed in partnership with NHS clinicians and delivered through millions of online consultations. Partners can choose '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.

Example of how we scope testing algorithms based on service user risk

Demography risk factors	Behaviour risk factors	History risk factors
Age Sex Location (LSOA/Postcode)	Sexual partner gender Sex worker Sex with sex worker Sex with someone from high-risk country PrEP service user	Last SH.UK test was positive/reactive Injecting drug user
Low risk heterosexual	High risk heterosexual	MSM
Tests offered Chlamydia, Gonorrhoea, HIV and Syphilis	Tests offered Chlamydia, Gonorrhoea, HIV, Syphilis, Hep B & C	Tests offered Chlamydia, Gonorrhoea (triple site), HIV and Syphilis, Hep B & C

Symptomatic triage

SH.UK has an optional symptomatic triage.

Through SH.UK, services can select which symptoms are included in the triage and then what happens if a service user indicates that they have a symptom.

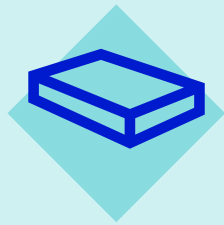
Based on which symptoms are selected, the service user can be

offered a sampling kit, referred directly to clinic or added to a clinician call back list.

Services can also add additional tests based on the symptoms, for instance a female with vaginal discharge could be offered a test selection that includes *Trichomonas vaginalis*.

Example of a mild symptomatic triage

In this example, the service has chosen to refer service users with specific 'complex' symptoms directly to clinic.

Symptom	Action
Unusual discharge from the vagina	 Kit offered
Burning when passing urine or urinating	
A flu like illness, fever or a general body rash	
Generalised body itching or genital itching	
Abnormal lumps in the genital area	
Unusual discharge from the penis	 Refer to clinic
Pain or discomfort in pelvis, testicles or penis / neo-penis	
Abnormal bleeding from vagina	
Discomfort, discharge or bleeding from the anus	
Cuts, ulcers or sores in the genital area	

Clinically appropriate demand management

SH.UK can be fully customised to help alleviate demand on a service in a clinically appropriate way, avoiding the need for daily caps.

Using information captured during the registration and the triage, SH.UK can change the test selection made available to the service user, whilst limiting the number of kits the service user can have in a 12-month period. This is customisable based on the needs of the service with daily capping still available if needed.

Risk-level	First test in 12-months	Subsequent tests	Time between tests	Annual testing allowance
Low risk heterosexual	Chlamydia, Gonorrhoea, Syphilis, HIV.	Chlamydia and Gonorrhoea	3 months	4
High risk heterosexual	Chlamydia, Gonorrhoea, Syphilis, HIV, Hepatitis B and C.	Chlamydia, Gonorrhoea, Syphilis, HIV, Hepatitis B and C.	3 months	4
Gay, Bisexual, men who have sex with men (GBMSM) – non-PrEP user	Chlamydia, Gonorrhoea (triple site), Syphilis, HIV, Hepatitis B and C.	Chlamydia, Gonorrhoea (triple site), Syphilis, HIV, Hepatitis B and C.	3 months	4
Gay, Bisexual, men who have sex with men (GBMSM) – PrEP user	Chlamydia, Gonorrhoea, Syphilis, HIV, Hepatitis B and C.	Chlamydia, Gonorrhoea, Syphilis, HIV, Hepatitis B and C.	1 month	12

Partner notification

Where SH.UK offers remote treatment, people with positive results are asked to provide details of partners to speed up the partner notification process for local clinic teams.

The service user does not have to complete partner notification on the site, but they do see the page as part of their journey before they order treatment or are signposted to a local clinic.

SmartKits: in-person kit collection

The SmartKit service enables service users to immediately collect an STI testing kit from venues selected by partners.

Service users register online at the venue and complete our 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 sampling kits in locations where home delivery might not be suitable, including prisons, pharmacies, GUM clinics, A&E, etc. All SmartKits include full tracking, using unique bar codes allowing return rate, positivity rate, and individual site performance to be reviewed live.

Preventx in-house laboratory

The Preventx in-house laboratory is a UKAS ISO 15189 accredited medical laboratory (no. 7568) and adheres to a strict quality system. Preventx is also regulated by the Care Quality Commission (1-6150510784).

We only process our own tests, from our own sampling kits and with a focus on sexual health. We don't process tests for anyone else, so no other work is more important or higher priority.

Preventx is the only digital sexual health service with its own in-house laboratory, and we have developed and evolved our processes specifically to test the small samples that are produced through self-sampling.

For example, we can carry out up to six tests on a single finger-prick blood sample, plus confirmatory testing, and assays such as quantitative Rapid Plasma Reagin (RPR).

48-hour turnaround for negative results.

72-hour turnaround for positive results.

300,000 tests processed by the laboratory each month.

The laboratory carries out most testing on the Roche Cobas 6800/8800® and the Roche Cobas e801 systems, as well as a range of manual testing.

The Preventx laboratory is accredited to test for:

- Chlamydia
- Gonorrhoea
- HIV
- Syphilis antibodies (EIA/TPHA) and RPR
- Hepatitis B surface antigen and core antibody
- Hepatitis C antibody
- *Trichomonas vaginalis*
- *Mycoplasma genitalium*



UK pharmacy network

Preventx partners with a network of UK pharmacies, working to deliver remote, safe prescription of contraceptives, STI treatments and PrEP. This allows us to cover a wide geographical area, ensuring service users across the UK have quick and easy access to their own prescriptions and collection of treatments.

All pharmacy partners are registered with the appropriate regulators and work within Preventx's service level agreements.

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.

Digital PrEP

Working with public health and community outreach teams, Preventx's Digital PrEP Service is transforming HIV prevention by expanding choice, improving access, and supporting equitable care.

Service users are screened for relevant STIs, offered a bridging prescription, and then provided with a home self-sampling renal function test. Service users can then access longer term PrEP prescriptions, with clinical follow up.

DoxyPEP

Preventx will expand its prevention offer in 2026 to include DoxyPEP, a new tool evidenced in clinical trials to reduce the risk of certain bacterial STIs, including chlamydia and syphilis, adding another effective evidence-based option to our growing portfolio of sexual health services.

Contraception

The SH.UK platform offers a clinically safe way for a service user to order contraception, which is offered based upon the service user'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

Service users are guided through a clinical tool 'help me choose a treatment', which gives them a range of suitable emergency and routine contraceptive methods. This allows people to compare options and make an informed choice.

For routine contraception or emergency hormonal contraception, service users 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.

It covers contraception history, menstrual history, medical and family history including other risk factors. The consultation is customised to the contraceptive method and service user.

How old are you?

Under 35

35 or over

Next

What is your height and weight

170

cm

feet

65

kg

lbs

Next

Do you smoke?

Yes

No, I quit in the last 12 months

No, I haven't smoked in the past 12 months

Next

Do you get migraines with aura?

Yes

No

Complete

Prescriptions

If contraception is safe to prescribe, SH.UK provides information about the medication including how to take the medication, side effects, drug interactions and any 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 condom distribution scheme

SH.UK can provide online condoms, allowing service users to add condoms at the point of ordering a postal sampling kit, helping reduce future risky behaviour of having sex without a condom. We can also work with local partners to develop online condom delivery or collection schemes for young people, with robust safeguarding procedures and clear links to testing services.

These types of services can provide detailed data on who is accessing condoms and STI testing making it easy to see if services are reaching intended populations, and to target services where they are needed.

Genital herpes and warts diagnosis

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

Diagnosis

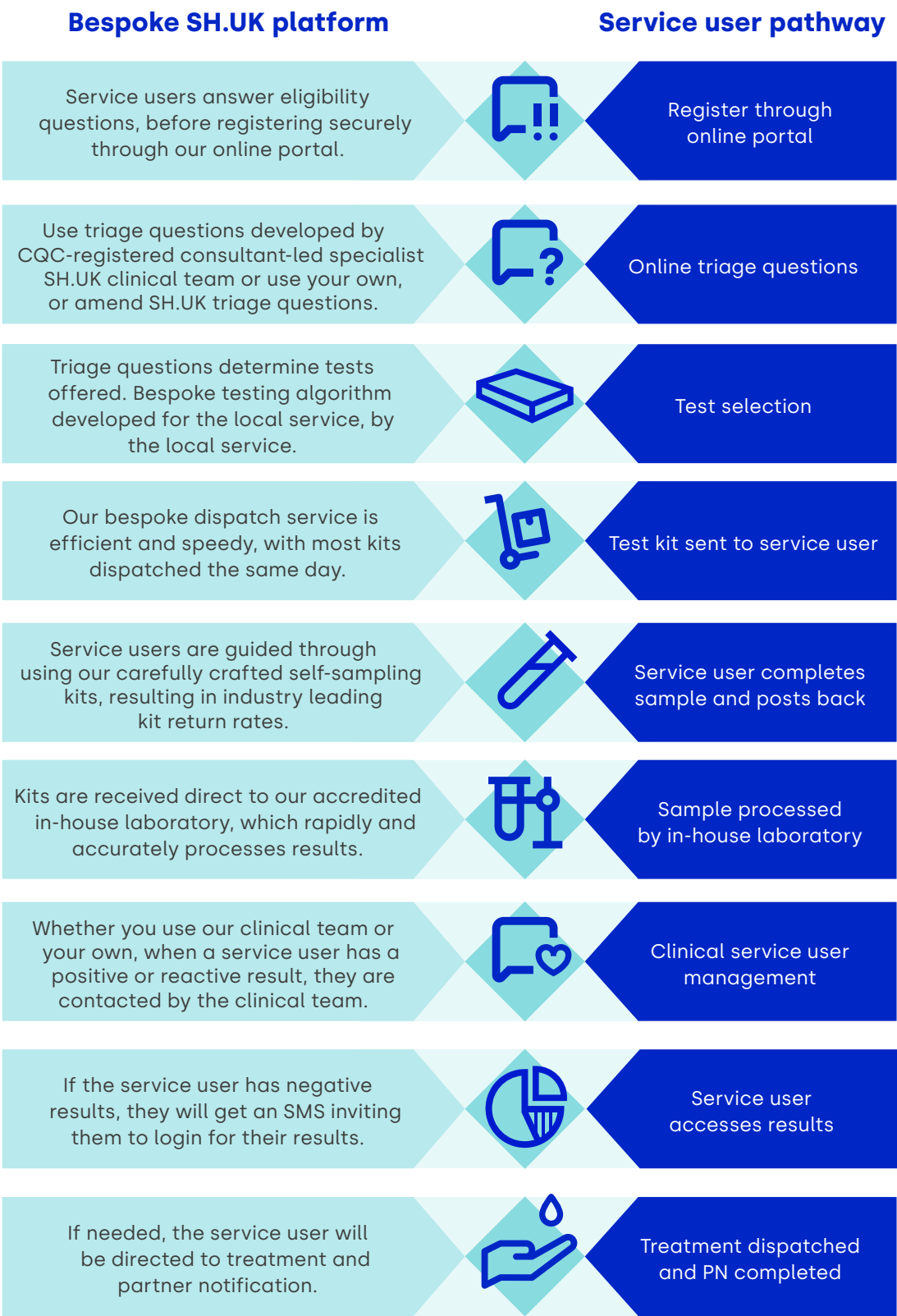
Service users are initially asked triage questions about their health and symptoms. Clinic partners can opt to use their own triage questions if they prefer. Service users are then asked to upload a maximum of three photos of the affected area to our secure web platform. Either an SH.UK clinician or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



Service features

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.

Reporting tools

Our partners benefit from highly detailed and insightful data and reporting, giving them in-depth understanding of their service users, and the services we provide – enabling them to better control budgets and ensure they are providing the best and most appropriate services. Reporting is used to identify health inequalities and implement innovation improvements to ensure they are swiftly addressed. SH.UK offers the ability to generate a wide range of reports; these include reports on overall testing data, geographic breakdowns, demographic breakdowns, financials, repeat service user data, and the flexibility to develop custom reports.

Diagnostics-as-a-service

To support the front-end service and allow robust integration with sampling kit dispatch and laboratory services, Preventx uses 'Diagnostics as-a-Service' (DaaS). DaaS allows local providers access to a range of service user management tools via a cloud-based EPR system. Clinicians can view service user records and results, add custom comments to records, record treatment details and filter service user records by outcomes.

Multi-service management

A single team can manage service 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 service users access unmanaged services.

Key benefits

For providers

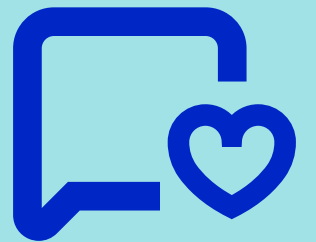
- Tried-and-tested triage questions developed in partnership with NHS clinicians
- Option to tailor triage questions at no extra cost
- Cloud-based service user records integrate with cloud-based clinical record systems (e.g. Idox Lilie)
- Industry-leading return rates
- Responsive service user signposting 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 may be accessed seamlessly, where SH.UK services are available
- Tailored signposting to appropriate health interventions based on their profile
- Timely SMS reminders
- 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, with tips for blood collection



Feedback



"Partnering with Preventx has enabled us to continuously improve our service offer ensuring service users have a safe option for testing. At the height of the pandemic, Preventx did everything they possibly could to reduce pressure on clinics. The dedicated laboratory meant we could increase the service to support people with mild symptoms. Everything we asked for that was possible, was done without hesitation."

Adrian Kelly

Lead Commissioner Sexual Health London,
City of London Corporation

"Remote testing is fast and convenient for people, and it has freed up capacity in our clinics to see the people that need to be seen and often they can be seen quicker as there are more appointments available."

Lesley Navaratne

Clinical Director for sexual health services
at Maidstone and Tunbridge Wells NHS Trust

"We have commissioned Preventx for over 10 years. As a commissioner I have enjoyed the developmental nature of working with the company. The team are willing to innovate, test and develop new ways of working that heighten the access and experience of our residents and, as such, are now our main access point for STI screening, condom distribution and EHC."

Tony Proom

Strategic Commissioning Manager for
Sexual Health, East Sussex County Council

Contact us

Whether you're a local authority commissioner or an NHS organisation providing services, we can help.

We provide our service to 80+ NHS Trusts and local authorities nationally, supporting and upskilling clinical teams to provide a digital service. As the only customisable online sexual health service, we're able to focus on your needs and configure the service to meet your local requirements.

Nicola Peters

Business Development Manager

E bids@preventx.com

T 07512 332 943

Meadowhall Business Park
Carbrook Hall Road
Sheffield S9 2EQ

T 0333 344 4462

