

COMMERCIAL IN CONFIDENCE

MEMORANDUM OF AGREEMENT

FOR

THE PROVISION OF SH.UK ONLINE SEXUAL HEALTH SERVICE: STI TESTING SERVICE

2026-27

ON BEHALF OF

[COMPANY]

AND

PREVENTX LIMITED

AGREEMENT DETAILS

This document constitutes the Memorandum of Agreement between:

Preventx Limited
MBP 5
Meadowhall Business Park
Carbrook Hall Road
Sheffield
S9 2EQ

and

[Click here to enter text.](#)

Specification and other provisions of the contract are expressed in the service specification below.

1. The service shall be reviewed after 6 months and 12 months.
2. Service to commence on [Click here to enter text](#)
If no end date is defined the service will be provided on an open-ended basis and can be terminated with 1 months' notice.
3. Should either party wish to terminate the contract during the contract term a minimum of three months' notice is required.
4. The online service covers [Click here to enter text.](#) year olds residing in [Click here to enter text.](#)
5. The SmartKit (offline) service will be provided in accordance with screening site settings agreed by the client.
6. No variation should be made to the nature of this agreement and goods or services other than agreed in writing between the parties, in accordance with the Conditions of Contract.
7. The provider shall provide the items and services as specified.
8. Trust Contacts:
 - **Programme Management**
[Click here to enter text.](#)
 - **Clinical Lead**
[Click here to enter text.](#)
 - **Commissioner / Business Officer**
[Click here to enter text.](#)
9. Payment to be made [Click here to enter text](#) in arrears upon receipt of an invoice to:

[Click here to enter text.](#)

SERVICE SPECIFICATION

KEY SERVICE OUTCOMES

- To contribute to reducing the prevalence of sexually transmitted infections in people aged 16 and older.
- To increase patient choice by providing additional access channels to sexual health screening.
- To increase the awareness of sexual health in people aged 16 and older.

1 PURPOSE

1.1 AIMS AND OBJECTIVES

Aims

The provision of the SH.UK service by Preventx in the contracted areas aims to deliver additional sexual health screens through postal testing kits. Kits requiring a patient taken sample will be available via the SH.UK website (www.sh.uk) and, if required, via local screening venues (e.g. GU clinics). Testing carried out via the service will contribute to the local sexual health screening programme, and its targets.

Objectives

- To deliver sexual health screens through postal kits ordered via the SH.UK website.
- To provide, where required, testing kits to be used in local screening venues.
- To provide treatment for simple genital chlamydia (when specified)
- To promote the online availability of sexual health screening via the SH.UK website.
- To provide live reporting and statistical analysis tools for all Preventx screening.

2 SCOPE

2.1 SERVICE DESCRIPTION

Preventx's SH.UK service allows patients to simply request a free test kit online via the SH.UK website. The service includes user registration and account access, test kit request via online consultation, postal test kits, dispatch and outbound postage. Service users can also collect test kits from local service venues (e.g. GU clinics), these are referred to as SmartKits. SH.UK SmartKits can be bulk ordered or drop shipped to individual sites. All test kits include full lifecycle tracking using unique barcodes allowing return rate, positivity rate, and individual site performance to be reported and analysed live.

The SH.UK front-end offer is backed up by Preventx's world class diagnostic services, Diagnostics-as-a-Service (DaaS). DaaS includes service user accounts, laboratory testing, cloud-based patient management and advanced reporting functions. Preventx provide quick and simple access to manage all patients along with data and reporting tools to aid in analysis of the services performance and provide intelligence which can be used to improve the targeting of screening services locally.

Samples are processed in Preventx's modern laboratory facilities in Sheffield. The laboratory carries out testing using the latest technologies including sample preparation and real-time polymerase chain reaction (PCR) based NAAT technology for amplification and detection of Chlamydia trachomatis (CT) and optionally Neisseria

gonorrhoeae (NG), fifth generation assay for the detection of Human Immunodeficiency Virus and immunoassays for the detection of other blood-borne infections.

All testing is carried out in accordance with Preventx Laboratory Services policy, of which the latest copy can be viewed online at www.preventx.com/laboratory. Where necessary, samples may be referred to a subcontracted laboratory using the same assays (for example, in order to provide a backup in the case of equipment failure in the Preventx Laboratory). Please note however, that samples will always be tested in a laboratory accredited to national or international standards (ISO17025, ISO 15189, CPA or HPA accepted equivalent).

The local provider/screening office (or Preventx's clinical partner) takes responsibility for the management of all positive, equivocal, and unconfirmed reactive notifications as well as safeguarding requirements. The local provider (or clinical partner) will be provided with full access to all patient information and data related to the service and will contact and manage individual cases as appropriate where a specific sexual need is identified in line with best practice (BASHH, NCSP Standards).

The Preventx laboratory reports all chlamydia screening data to Public Health England via the Chlamydia Screening Activity Dataset (CTAD) and all broader testing to the Genitourinary Medicine Clinic Activity Dataset (GUMCAD). Preventx's data submission rates usually exceed 99.9% row acceptance.

2.2 ANY EXCLUSION CRITERIA

When visitors arrive at the SH.UK website (or access screens via other channels) they are prompted to register where service eligibility is assessed through their age and postcode. The postcode information is used to lookup the patient's location, and testing will only be offered to patients who reside within the pre-defended areas, and within the pre-defined age range for which the service is to operate (see agreement details above).

Where patients fall outside of the criteria and are excluded from testing, they will be signposted to relevant local services to seek an alternative testing route.

2.3 GEOGRAPHIC COVERAGE/BOUNDARIES

As above, the online service requires users to enter their postcode which can be used as a geography location. Testing will only be offered to patients who reside within the pre-defined areas for which the service is to operate.

As with all offline postal kits, where SmartKits are ordered (by the provider or CSO) and are subsequently completed by patients, all valid samples returned to the laboratory will be processed (regardless of the patient's location and age) and will be chargeable.

2.4 WHOLE SYSTEM RELATIONSHIPS

- Local provider/screening office or clinical partner
- Preventx Limited / SH.UK

2.5 INTERDEPENDENCIES AND OTHER SERVICES

- Laboratory services – see below
- Logistics & distribution – see 3.3

3 SERVICE DELIVERY

3.1 SERVICE MODEL

Service Users

Eligible visitors to the SH.UK website (see 2.2 and 2.3 above) can enter their details and register to create a user account. They can then complete the online consultation which will select the most appropriate test kit for the patient based on their responses. Service users can then select the option to have a test kit posted (via Royal Mail first class post) or to collect an offline kit (SmartKit) from a local clinic. If the postal kit option is selected Preventx will then automatically dispatch a test kit to the patient, including where applicable pre-printed paperwork to ease kit completion. For SmartKits the user is required to select the clinic they would like to collect the kit from, collect the appropriate kit from the clinic and then link the SmartKit to their account.

All test kits include freepost return and have the return address printed on the back. Once service users have collected their samples they can drop their test kit into any post box.

Once a sample is received by the laboratory it is booked in and tested where possible. Service users can access their user dashboard via the website which provides an overview of their services and activity. They can track the progress of their order to see where in the testing process it is and to view results when they are available.

Clinical Users

Clinical users can view and manage patient results via Preventx's cloud-based patient management system, Diagnostics-as-a-Service (DaaS). Notifications are sent to the provider/screening office (or clinical partner) when new results are released, and interpretations of the laboratory result (as agreed with the provider or screening office) are sent to the patient based on the requested notification options. Clinical users can also search for individual users, due to the service user account system, and can review all consultations and testing history performed by said user. Additional users (such as commissioners) may be provided access to view aggregate reporting features without confidential patient information being revealed. Read-only access can be provided to users records for in-clinic management teams enabling clinicians to confirm recent online triage responses, test results and remote treatments.

The online consultation that provides kit and test recommendations to the user can be bespoke designed by the service provider in-line with local requirements. Various demand management approaches can also be implemented including consultation limitations, referral source, geographic limitations, age limitations, etc. These approaches can be used to target and restrict access to ensure alignment with local requirements and financial models.

The provider or screening office maintains a list of clinics to which SmartKits can be ordered directly via the online system.

A plethora of reporting tools are also available to clinical users that allow assessment of service performance and service user breakdown.

3.2 CARE PATHWAY

Preventx will send electronic notifications to patients as soon as their results have been released from the laboratory. The notifications are agreed with the provider or screening office, and in most cases will be based on the following care pathway:

- Patient with negative results will be informed of the result electronically. This ends the care pathway for the patients; however they may be notified in the future that they should seek a test (after 12 months or if they have changed partner).
- Positive patients are notified that their results are available to collect and are provided the telephone number for their local provider or screening office. They are prompted to call as soon as they are able. Positive patients are automatically notified after 3 months that they may wish to seek another test.

It is the providers or screening offices responsibility to handle the care of positive patients. It is anticipated that the provider or screening office will allow a period of time for the patient to phone in, otherwise the patient will be contacted directly to arrange treatment.

Where Preventx are not able to contact a patient electronically (for example, no email address or mobile number was provided) it is the provider/screening offices (or clinical partner's) responsibility to make reasonable attempt to contact the patient as decided by local guidance and policies.

3.3 LOCATION(S) OF SERVICE DELIVERY

Due to the nature of the service, the location of service delivery insignificant, however the locations of which some services are provided are outlined below:

- Online kits are dispatched from the Preventx office in Sheffield, South Yorkshire.
- SmartKits are dispatched from the Preventx office in Sheffield, South Yorkshire.
- Sample reception and testing is carried out in the Preventx laboratory in Sheffield, South Yorkshire.

3.4 DAYS/HOURS OF OPERATION

The website is available 24/7/365 and kits ordered online are usually dispatched within 2 working days. The Preventx Laboratory operates normal working hours, and usually processes samples within 2 working days.

3.5 REFERRAL CRITERIA AND SOURCES

Any young person meeting the pre-defined criteria is eligible for the SH.UK service. There is no limit on the number of times an individual may use the service.

3.6 REFERRAL PROCESSES

Self-referral for online services, various locally defined referral processes for SmartKits.

3.7 DISCHARGE PROCESSES

All results are passed to the local provider or screening office. Preventx will notify individuals of negative test results. The local provider or CSO takes responsibility for the management of all positive and equivocal/unconfirmed reactive sample results.

The local provider or screening office will also take responsibility for contacting individuals if information received indicates a significant sexual health need, even in cases where the sexual health screen is negative.

Individuals with inhibitory and invalid results will be asked to request or seek a replacement test kit.

3.8 RESPONSE TIME AND PRIORITISATION

Test kits requested via the online service are usually dispatched within 1-2 working days. Cartons of SmartKits are usually dispatched within 1-2 working days and are sent by 48-hour courier.

Samples received into the laboratory are booked in and stabilised promptly upon delivery, and usually within 6 hours. Results are usually released to the online patient management system within 2 working days, and Preventx aim to meet a 5-day maximum turnaround time. The laboratory operates in accordance with the Preventx Laboratory Services policy, of which the latest copy can be viewed online at www.preventx.com/laboratory.

3.9 DATA PROTECTION & GDPR

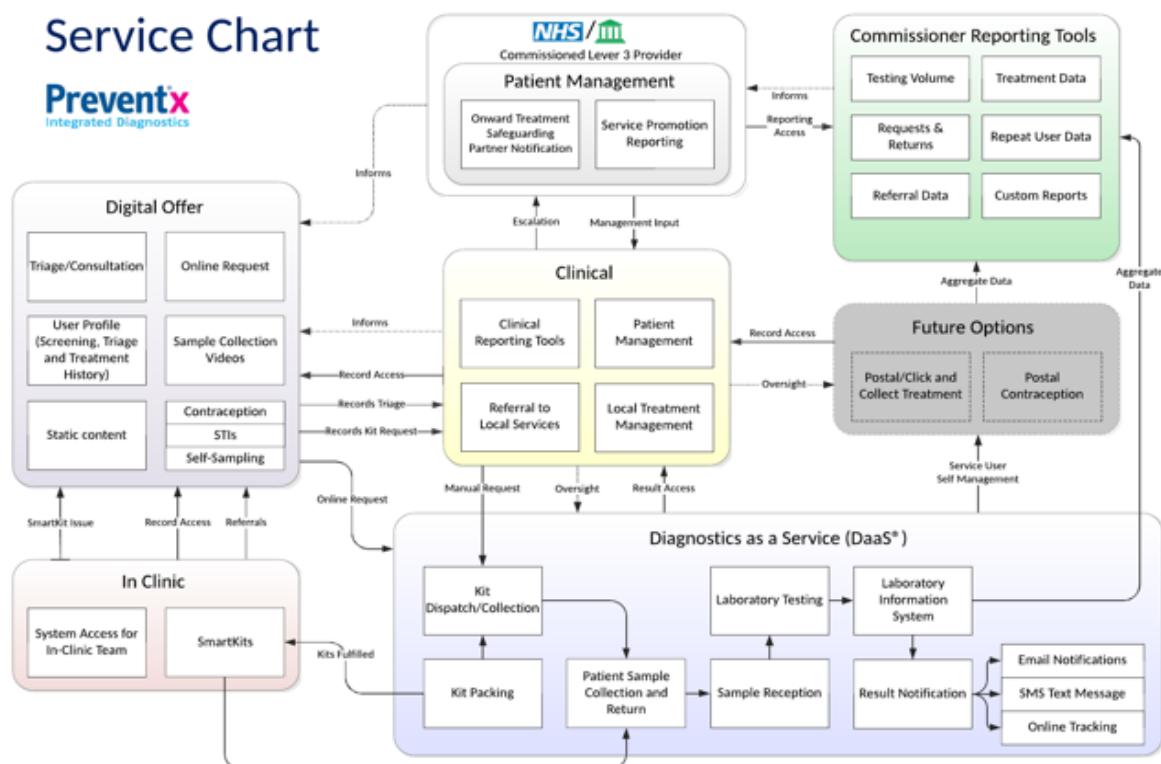
The SH.UK service complies with data protection requirements including the General Data Protection Regulation (GDPR) and relevant Information Governance requirements.

4.0 ADDITIONAL SERVICES

Please see the service definition brochure for examples of other services.

4 OTHER INFORMATION

The following chart outlines Preventx's responsibilities and interdependencies on the locally commissioned providers or clinical partner as well as commissioner access.



The interpretation and notification of results to patients (including any messages sent directly to patients by Preventx on behalf of a provider or screening office where such messages include a result or interpretation of a result) is carried out by Preventx on behalf of the provider or screening office, who assumes responsibility for the content of such messages.

5 QUALITY REQUIREMENTS

Performance Indicator	Indicator	Method of Measurement
% of samples processed within 5 days of receipt	>90%	Data is available via reporting tools.
% of samples where the result was reported to the programme staff within 7 working days of receipt of the sample in the laboratory.	>90%	Data is available via reporting tools.
% of samples where the sample is inhibitory	<5%	Data is available via reporting tools.
% of samples where the test result is equivocal after the second test	<5%	Data is available via reporting tools.
% of positive results notified to the programme within one working day of a completed test.	>90%	Data is available via reporting tools.
% of negative results notified to the young person within one working day of a completed test.	>90%	Data is available via reporting tools.

6 PRICES AND COSTS

Preventx services operate with standard invoicing. Each billing period (as defined in the agreement details above) an invoice is raised that covers the following:

- Order for SmartKits and associated items (such as promotional material).

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- Diagnostics as a Service charge for returned kits since the last invoice.
- Automatic top-up of SH.UK Online pre-pay balance, if required.
- Cost for additional services (treatment, contraception, etc.).

All invoices are available via the Preventx online system, and newly raised invoices are posted and emailed to the primary account contact email address (and may be forwarded to the relevant department if required).

No charges will be levied for the SmartKit service (or associated tests) unless orders for cartons of SmartKits are placed via the web system.

For all prices excluding VAT, please see the pricing schedule.