

COMMERCIAL IN CONFIDENCE

MEMORANDUM OF AGREEMENT

FOR

THE PROVISION OF SH.UK ONLINE SEXUAL HEALTH SERVICE: DIGITAL PREP 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. 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.
6. The provider shall provide the items and services as specified.
7. Trust Contacts:
 - **Programme Management**
[Click here to enter text.](#)
 - **Clinical Lead**
[Click here to enter text.](#)
 - **Commissioner / Business Officer**
[Click here to enter text.](#)
8. 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 provide a suitable triage to determine eligibility for PrEP based on relevant BASHH/FRSH/BHIVA guidance
- To provide appropriate STI and eGFR testing remotely through ISO15189 accredited laboratories
- To provide the most clinically appropriate PrEP for the user through the post

1 PURPOSE

1.1 AIMS AND OBJECTIVES

Aims

The provision of the SH.UK service by Preventx in the contracted areas aims to deliver remote online provision of PrEP. Users will be able to order via the SH.UK website (www.sh.uk).

Objectives

- To deliver PrEP through online ordering via the SH.UK website.
- To promote the online availability of PrEP via the SH.UK website.
- To provide live reporting and statistical analysis tools for all Preventx orders.

2 SCOPE

2.1 SERVICE DESCRIPTION

Preventx's SH.UK service allows those patients who are identified through the triage as eligible for PrEP, to be given guidance and information, and then offers a clinician callback to assess suitability. Service users are screened for relevant STIs, offered a bridging prescription, and then provided with a home self-sampling renal function test. Users can then access longer term PrEP prescriptions, with clinical follow up. The service includes user registration and account access, PrEP request via online consultation, dispatch, and outbound postage. All orders include full lifecycle tracking using unique barcodes allowing performance to be reported and analysed live.

The SH.UK front-end offer is backed up by Preventx's world class clinical record system which provides 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.

All medication is dispensed through our CQC registered and MHRA approved pharmacy partner SH.UK, this can be received through the post, or can be picked up within one hour from one of our partners pharmacies.

The local provider or Preventx's clinical partner takes responsibility for the management of safeguarding flags raised. 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).

2.2 ANY EXCLUSION CRITERIA

When visitors arrive at the SH.UK website 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, 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. the Service will only be offered to patients who reside within the pre-defined areas for which the service is to operate.

2.4 WHOLE SYSTEM RELATIONSHIPS

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

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 identify those individuals who are eligible for PrEP.

Clinical Users

Clinical users can view and manage patients via Preventx's cloud-based patient management system. Notifications are sent to the provider/screening office (or clinical partner) when patient clinical management is required.

Clinical users can also search for individual users, due to the service user account system, and can review all consultations, testing and contraceptive ordering 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, remote treatments, and contraception.

The online consultation that provides 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.

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 prescription has been dispatched.

3.3 LOCATION(S) OF SERVICE DELIVERY

Due to the nature of the service, the location of service delivery is insignificant.

3.4 DAYS/HOURS OF OPERATION

The website is available 24/7/365 and prescriptions are usually dispatched on the same day.

3.5 REFERRAL CRITERIA AND SOURCES

Any person meeting the pre-defined criteria is eligible for the SH.UK service.

3.6 REFERRAL PROCESSES

Self-referral for online services.

3.7 DISCHARGE PROCESSES

The local provider or screening office (or SH.UK clinical team) will take responsibility for contacting individuals if information received indicates a significant sexual health need.

3.8 RESPONSE TIME AND PRIORITISATION

PrEP requests via the online service are usually dispatched on the same day via post, and available for collection from a partner pharmacy after 1 hour.

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.

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:

- STI testing
- eGFR home test
- Order for PrEP
- Patient management charge for PrEP

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).

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