

**COMMERCIAL IN CONFIDENCE**

**MEMORANDUM OF AGREEMENT**

FOR

**THE PROVISION OF SH.UK ONLINE SEXUAL HEALTH SERVICE: GENITAL DIAGNOSIS 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 contribute to reducing the prevalence of clinic visits for external genital wart and herpes diagnosis, and treatment.
- To increase patient choice by providing additional access channels to sexual health services.
- 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 remote photo diagnosis of external genital warts and herpes, with remote prescribing of prescriptions and fulfilment. Users will be able to order via the SH.UK website ([www.sh.uk](http://www.sh.uk)).

##### Objectives

- To provide photo diagnosis through the SH.UK website.
- To promote the online availability of photo diagnosis and treatment 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 patients to simply upload a photo via the SH.UK website. The service includes user registration and account access, online consultation, dispatch and outbound postage for subsequent treatment. Service users can also collect treatment from local pharmacies. 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 treatment 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).

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## 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-defined 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.

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## 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.

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## 2.4 WHOLE SYSTEM RELATIONSHIPS

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

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## 2.5 INTERDEPENDENCIES AND OTHER SERVICES

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# 3 SERVICE DELIVERY

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## 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 diagnosis journey for the patient based on their responses.

Service users diagnosed as having external genital warts or herpes can select to have treatment posted or to collect at one of our partners pharmacies.

### 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.

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

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### 3.2 CARE PATHWAY

Preventx will send electronic notifications to patients as soon as their prescription has been dispatched.

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### 3.3 LOCATION(S) OF SERVICE DELIVERY

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

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### 3.4 DAYS/HOURS OF OPERATION

The website is available 24/7/365 and prescriptions are usually dispatched on the same day, with prescriptions available to collect from a partner pharmacy after 1 hour.

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### 3.5 REFERRAL CRITERIA AND SOURCES

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

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### 3.6 REFERRAL PROCESSES

Self-referral for online services.

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### 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.

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### 3.8 RESPONSE TIME AND PRIORITISATION

Treatment 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.

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### 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.

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### 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:

- Photo assessment
- Treatment
- Patient management charge for diagnosis
- Patient management charge for safeguarding

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.