



## Sexual Health South West London

### **Patient access digital innovations within Sexual Health South West London**

The Sexual Health South West London (SHSWL) service, which provides sexual health advice, STI treatment and contraceptive services to residents in south west London has implemented a new and exciting digital initiative to transform the way residents can access information.

Information, support and advice around sexual health testing, treatment and contraception is now available 24 hours a day, 7 days a week via a chatbot – called Chat to Pat – on the [service's website](#). The service worked with third sector sexual health organisation Positive East to develop the automatic answers provided by the chatbot to ensure they covered all basic queries residents may have. Visit [shswl.nhs.uk](https://shswl.nhs.uk) to try out the chatbot. Please share with relevant networks.

Alongside this, the service has also upgraded their online booking system hosted on their Electronic Patient Record, Lillie. The new system, Lillie Hub, provides a more user-friendly experience. The service has also expanded the number of different clinics offering an online appointment option which service users can book themselves onto following a self-triage.

All workstreams will be evaluated over the next few months to consider what benefits they are bringing to the service and patients, including improved access and health outcomes for seldom heard groups.

Visit the sexual health services' websites to learn more:

Sexual Health South West London: <https://shswl.nhs.uk/>