



## CLINICAL SOFTWARE

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## EHI Awards 2014: Blithe spirit



It's safe to say that Dean Street Express does not look like your typical NHS clinic. It's frontage in the heart of London's Soho resembles one of the many ad and PR agencies that are based in the area, while its reception and waiting areas also draw inspiration from smart offices.

It is the automation and speed of the service offered by the clinic that really set it apart, however. Chelsea and Westminster Hospital NHS Foundation Trust, which runs the service, worked with its suppliers, Blithe Computer Systems and Cepheid, to make the process fully automated.

Users check-in using touch screen kiosks, pick up a testing kit if appropriate, take a swab with the help of video instructions, have it processed on site, and then receive their results by SMS within hours and sometimes minutes.

As Jake Jenkins, a nurse practitioner in LGBT services for the trust, told EHI Live 2014, the speed is important; not just because it delivers a better service for users, but because some of those users have many sexual partners. Diagnosing infections in people who have no symptoms should stop their spread around the local community.

### From 56 to 34

Jenkins told the show that [Dean Street Express](#) grew out of another innovative sexual health service, [56 Dean Street](#). This has some of the same vibe, but offers appointments with medical staff and a full, outpatient HIV clinic service.

"56 Dean Street has been open for six years," Jenkins explained. "It is a huge building but, alas, the more capacity we have, the more we fill. We had lots of appointments when we first opened, but as time went on it got more difficult to get an appointment.

"We realised we needed to change, so we decided to open Dean Street Express as a clinic that lets people without symptoms just walk in and get results fast."

Ian Shell-Macleod, a senior development analyst at [Blithe Computer Systems](#), said the trust approached it because it was already using its sexual health clinic management system, Lilie.

"We have a well-developed product, and what they wanted to do was to integrate it with other systems to make the whole process as automated as possible."

For example, the awards judges heard, Blithe went to Germany to find suitable touch-screen kiosks. These not only enable people to check-in automatically, but to enter a basic medical history. This determines the test they need, and enables the system to print out a bar-coded, printed label for swabs (blood tests are still taken by staff).

The swabs are sent by vacuum tube to the GeneXpress testing lab – "my favourite bit," Shell-Macleod told Live – from where they are entered back into Lilie. The system then generates an SMS for the user, usually within six hours (HIV tests are given in 60 seconds).

### More people, faster turn-around

Jenkins said the main result of all this was far greater efficiency. Dean Street Express saw around 100 patients per day in the first month that it opened, but is now seeing around 300; of which around 10% receive a positive result.



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