



Enhancing Sexual Health Services at Gloucestershire Health and Care NHS Foundation Trust with Lillie EPR and Lillie Hub

The Challenge

Gloucestershire is a large and varied county of more than 645,000 residents, with population distributions spanning children, working-age adults, and a significant number of older individuals (17.9% aged 0–15, 60.8% aged 16–64, and 21.7% aged 65+).

The region includes a mix of urban, rural, and semi-rural communities across nearly 200 service sites, including six community hospitals in Cirencester, Stroud, and Tewkesbury, among others.

Local sexual-health needs assessments highlight meeting varied community needs, and ensuring timely access to prevention, testing, and treatment services across such a geographically dispersed area.

Gloucestershire Health and Care NHS Foundation Trust required a digital infrastructure that could support efficient clinical workflows, improve accessibility, and empower patients to manage their sexual-health needs confidently.

“Lillie Hub makes it much easier for people to access our sexual health service, with more choice, privacy and control. Patients can manage appointments and complete forms in advance, while information flows into Lillie Core in real time, reducing admin and helping us deliver safe, consistent care.”

Jessica Blakeman,
Head of Clinical Systems,
Gloucestershire Health & Care NHS Foundation Trust

The Solution

Modernising Clinical Pathways with Lillie Core

Gloucestershire Health and Care NHS Foundation Trust implemented the Lillie Electronic Patient Record (EPR) platform in November 2016 to address operational complexity and improve care coordination.

Lillie Core provides clinicians with a consolidated, secure view of patient information, consultation history, testing, contraception services, and previous clinical interactions – all essential in a county where patients may access sexual-health services across numerous locations.

The transition to Lillie enabled the Trust to streamline manual processes, reduce administrative workload, and maintain consistent clinical standards across a large geographical footprint. By supporting automation in key workflows and simplifying statutory reporting, Lillie Core laid the groundwork for a more cohesive and responsive service.



Expanding Access Through Lilie Hub

In late 2025, the Trust began a phased rollout of Lilie Hub, the patient-facing digital portal. Adoption was intentionally gradual, allowing clinicians to observe usage patterns and ensure a positive experience for early users. Even during this early stage, the Trust benefited from new digital behaviours, such as patients self-cancelling appointments, which immediately reduced administrative burden and improved clinic efficiency.

Lilie Hub equips patients with the ability to manage appointments, submit pre-consultation questionnaires, update personal details, and engage with services such as home testing and contraception support. Because all patient interactions feed directly into Lilie Core in real-time, clinical teams gain better information ahead of appointments while patients enjoy more autonomy and privacy – particularly important in sexual-health contexts where stigma and accessibility can be barriers.

A Platform for Continued Innovation

The rollout has been described as highly positive, with the Trust expressing confidence and excitement about the continued expansion of Lilie Hub across Gloucestershire.

With increasing digital uptake, the Trust is now positioned to explore further enhancements – such as wider online booking options, improved test-result visibility, and more efficient triage to meet the sexual-health needs identified in county-level assessments.

As STI trends evolve and population needs shift, the combined Lilie ecosystem supports a scalable and flexible digital model that helps the Trust future-proof its service delivery.

Outcomes

With Lilie Core and Lilie Hub, Gloucestershire Health and Care NHS Foundation Trust has been able to:

- Improve accessibility across a geographically large county, offering digital routes that reduce barriers for diverse communities.
- Increase service efficiency through self-service appointment management and reduced administrative burden.
- Strengthen early triage and clinical readiness, with real-time updates flowing from Lilie Hub to the EPR.
- Achieve greater consistency and safety, powered by standardised, digitally supported clinical workflows.
- Build momentum for future digital transformation, aligned with Gloucestershire's wider population and sexual-health needs.

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