HSC Business Services Organisation

Cervical Screening Call Recall

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Introduction

- The Business Services Organisation (BSO) are commissioned by the Public Health Agency (PHA) for the administration of the Cervical Screening Programme.
- The National Health Application and Infrastructure Services (NHAIS) is the system used to administer the Cervical Screening Programme.
- BSO are responsible for:

- Identifying and inviting those eligible for screening at appropriate intervals
- Providing the invited population with the information to make an informed choice about whether or not to participate.
- Ensuring that GPs are provided with appropriate information at identified steps in the screening pathway
- Ceasing women from the Cervical Screening Programme, in line with program guidance

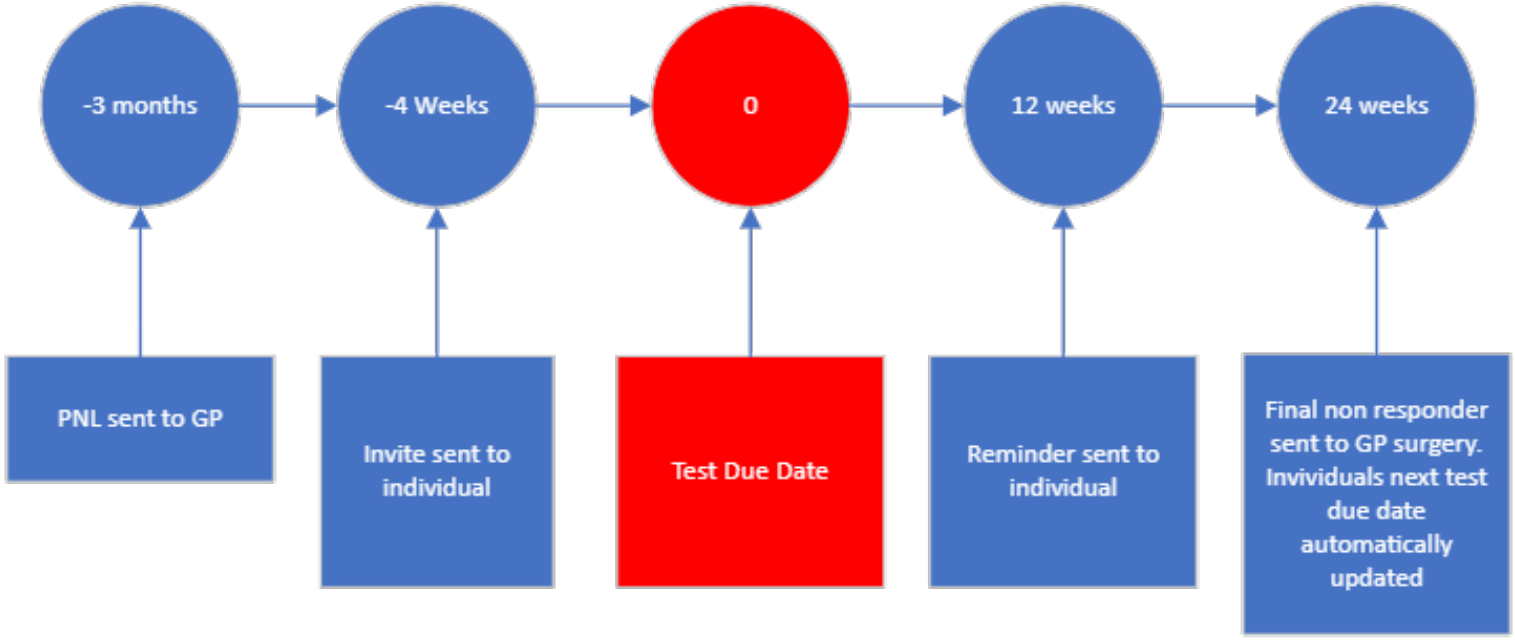
Eligible Population

Ages 25 – 49: Invited every 3 years

Ages 50 – 64: Invited ever 5 years

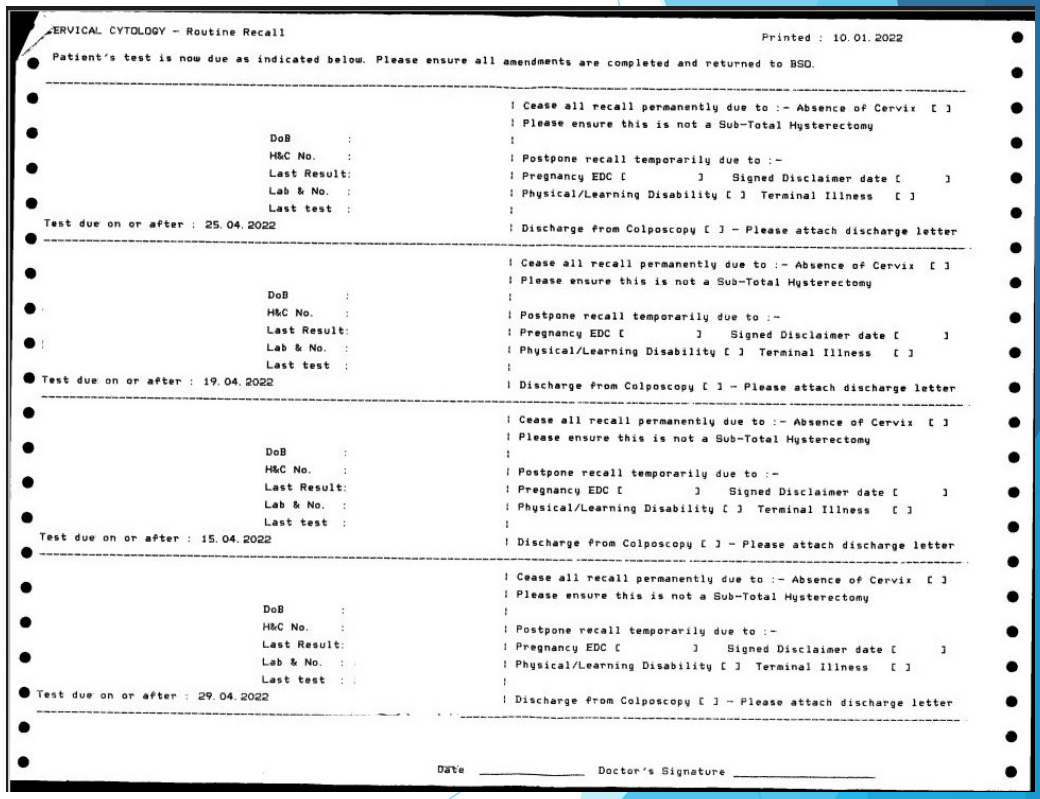
- All women registered with a GP in Northern Ireland who fall within the screening age range are automatically invited to go for a screening smear.
- Vault, self sample and smears from outside the UK national programs are **NOT** part of the screening program.
- Screening histories of individuals who have transferred in from other UK nations are captured and recorded on NHAIS.

Call recall Process timeline



The Prior Notification List (PNL)

- **What is a Prior Notification List (PNL)?**
  - The PNL identifies those individuals who will be called as part of the program in 3 months time
  - PNL's are sent to practices on a monthly basis in DX bags.
- **What do you need to do?**
  - Review patient details contained in the PNL and advise if there is a reason the patient should not be called as part of the Cervical screening program – these must be signed off by either a GP or Practice Nurse
  - Return the reviewed and signed PNL to the BSO cervical screening office within 8 weeks.
  - The completed PNL sheets must be returned as pages with amendments as they have to be scanned - **do not cut up into small pieces.**



ERVICAL CYTOLOGY – Routine Recall — Printed : 10.01.2022

Patient's test is now due as indicated below. Please ensure all amendments are completed and returned to BSO.

DoB :
H&C No. :
Last Result:
Lab & No. :
Last test :
Test due on or after : 25.04.2022

! Cease all recall permanently due to :- Absence of Cervix [ ]
! Please ensure this is not a Sub-Total Hysterectomy
! Postpone recall temporarily due to :-
! Pregnancy EDC [ ] Signed Disclaimer date [ ]
! Physical/Learning Disability [ ] Terminal Illness [ ]
! Discharge from Colposcopy [ ] – Please attach discharge letter

DoB :
H&C No. :
Last Result:
Lab & No. :
Last test :
Test due on or after : 19.04.2022

! Cease all recall permanently due to :- Absence of Cervix [ ]
! Please ensure this is not a Sub-Total Hysterectomy
! Postpone recall temporarily due to :-
! Pregnancy EDC [ ] Signed Disclaimer date [ ]
! Physical/Learning Disability [ ] Terminal Illness [ ]
! Discharge from Colposcopy [ ] – Please attach discharge letter

DoB :
H&C No. :
Last Result:
Lab & No. :
Last test :
Test due on or after : 15.04.2022

! Cease all recall permanently due to :- Absence of Cervix [ ]
! Please ensure this is not a Sub-Total Hysterectomy
! Postpone recall temporarily due to :-
! Pregnancy EDC [ ] Signed Disclaimer date [ ]
! Physical/Learning Disability [ ] Terminal Illness [ ]
! Discharge from Colposcopy [ ] – Please attach discharge letter

DoB :
H&C No. :
Last Result:
Lab & No. :
Last test :
Test due on or after : 29.04.2022

! Cease all recall permanently due to :- Absence of Cervix [ ]
! Please ensure this is not a Sub-Total Hysterectomy
! Postpone recall temporarily due to :-
! Pregnancy EDC [ ] Signed Disclaimer date [ ]
! Physical/Learning Disability [ ] Terminal Illness [ ]
! Discharge from Colposcopy [ ] – Please attach discharge letter

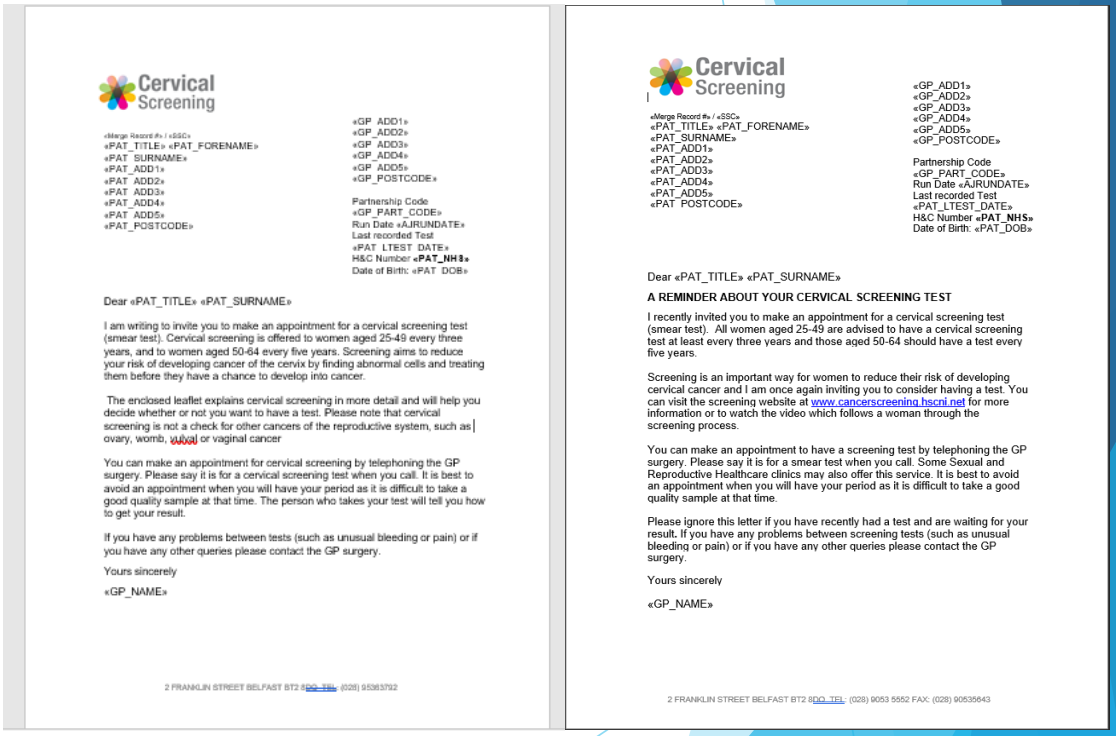
Date _____ Doctor's Signature _____

How to complete the PNL

PNL Category	Description
Absence of cervix	Any woman who has had a total abdominal hysterectomy and does not require further smears are to be ceased from the program. SUBTOTAL hysterectomy's were the cervix remains should not be ceased
Patient deferred	If a patient deferral is requested, this patient will be deferred from the current round of cervical screening - 25-49 deferred for 3 years - 50-64 deferred for 5 years
Pregnancy	Individual will be deferred for 6 months from the date of confinement - Individuals due date should be included in the deferral request
Physical / Learning disability	This cohort is managed as a deferral, - 25-49 deferred for 3 years - 50-64 deferred for 5 years
Terminal illness	Will be deferred from screening for 12 months
65 or over	GP to advise BSO cervical screening office on continuing screening woman over the age of 65

Invitation and reminders

- BSO issues invites to all individuals within the program 4 weeks in advance of their screening due date.
- The invitation letter is a standard text letter, advising the individual they are due a screening test and they should contact their GP practice. The letters are issued under the letterhead logo of the NI Cervical Screening Programme and ‘signed’ by the woman’s GP.
- All invitation letters are accompanied by the leaflet ‘Cervical Screening: It’s best to take the test’
- If no smear is recorded within 12 weeks a reminder letter is issued by Call Recall.



Cervical Screening

«Merge Record #» / «SSC»
«PAT_TITLE» «PAT_FORENAME»
«PAT_SURNAME»
«PAT_ADD1»
«PAT_ADD2»
«PAT_ADD3»
«PAT_ADD4»
«PAT_ADD5»
«PAT_POSTCODE»

«GP_ADD1»
«GP_ADD2»
«GP_ADD3»
«GP_ADD4»
«GP_ADD5»
«GP_POSTCODE»

Partnership Code
«GP_PART_CODE»
Run Date «AJRUNDATE»
Last recorded Test
«PAT_LTEST_DATE»
H&C Number **«PAT_NHS»**
Date of Birth: «PAT_DOB»

Dear «PAT_TITLE» «PAT_SURNAME»

A REMINDER ABOUT YOUR CERVICAL SCREENING TEST

I recently invited you to make an appointment for a cervical screening test (smear test). All women aged 25-49 are advised to have a cervical screening test at least every three years and those aged 50-64 should have a test every five years.

Screening is an important way for women to reduce their risk of developing cervical cancer and I am once again inviting you to consider having a test. You can visit the screening website at www.cancerscreening.hscni.net for more information or to watch the video which follows a woman through the screening process.

You can make an appointment to have a screening test by telephoning the GP surgery. Please say it is for a smear test when you call. Some Sexual and Reproductive Healthcare clinics may also offer this service. It is best to avoid an appointment when you will have your period as it is difficult to take a good quality sample at that time.

Please ignore this letter if you have recently had a test and are waiting for your result. If you have any problems between screening tests (such as unusual bleeding or pain) or if you have any other queries please contact the GP surgery.

Yours sincerely

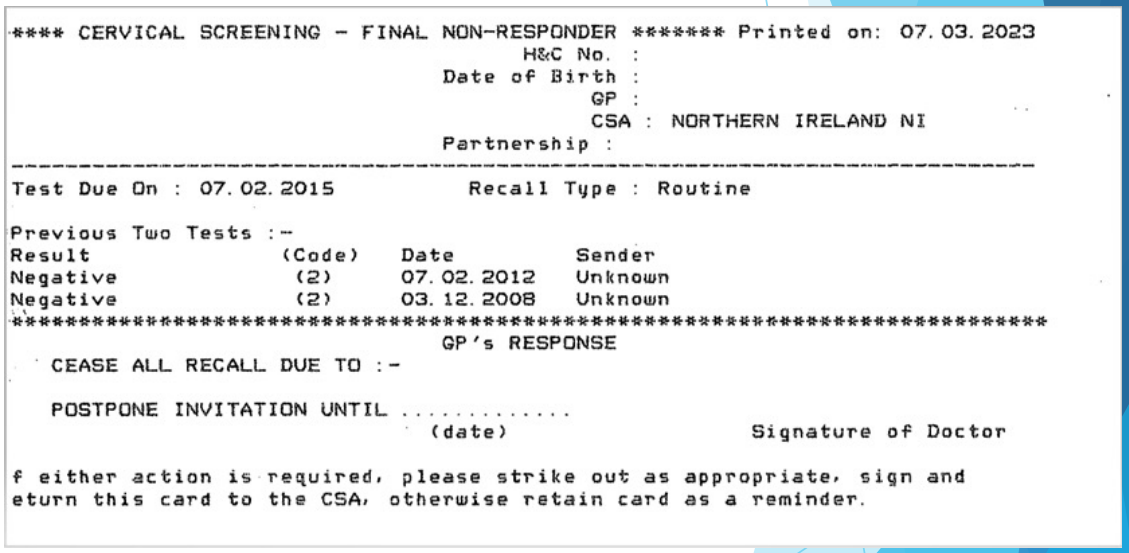
«GP_NAME»

2 FRANKLIN STREET BELFAST BT2 8DQ TEL: (028) 9053 5552 FAX: (028) 90535643

Non Responder cards

- Non responder cards are generated, after the Invite and Reminder stages, if no smear is recorded with 12 weeks of them receiving a reminder letter
- Non-responder cards are sent to practices on a monthly basis

- **What do I need to do?**
  - Review the demographics within each non responder card to ensure they are correct for the individual
  - Issue a second reminder to the patient
  - If there is any action needed by Call Recall to Cease or Defer the individual, return the non-responder card signed with the additional information



**** CERVICAL SCREENING - FINAL NON-RESPONDER ******* Printed on: 07.03.2023
H&C No. :
Date of Birth :
GP :
CSA : NORTHERN IRELAND NI
Partnership :

Test Due On : 07.02.2015 Recall Type : Routine

Previous Two Tests :-

Result	(Code)	Date	Sender
Negative	(2)	07.02.2012	Unknown
Negative	(2)	03.12.2008	Unknown

GP's RESPONSE

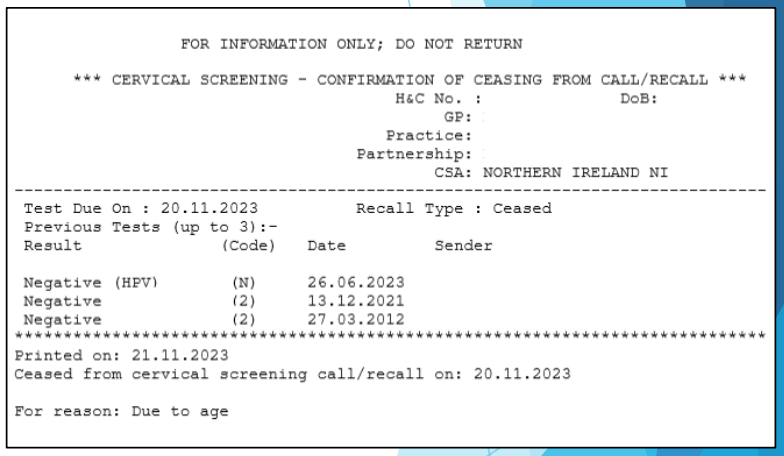
CEASE ALL RECALL DUE TO :-

POSTPONE INVITATION UNTIL .....
(date) Signature of Doctor

f either action is required, please strike out as appropriate, sign and
eturn this card to the CSA, otherwise retain card as a reminder.

Ceasing Individuals from the Cervical Screening Programme

- Individuals can be ceased from the programme for the following reasons:
  - Age - Individuals aged over 61 are automatically ceased from recall if their latest and previous cervical screening test was normal
  - Absence of Cervix (total hysterectomy which includes excision of the cervix)
  - Informed Choice
  - Radiotherapy/stenosis of the cervix
- Individuals will only be ceased from Cervical Screening on the basis of 'absence of cervix' on the signed authorisation of a Medical Practitioner
- GP's are notified by Call Recall of anyone ceased from the program via cease cards.
- **What do you need to do?**
  - Provide BSO Call Recall updates as to patients ceased status, via signed returned PNL Final Non-Responder Card, correspondence from the GP, or a hospital letter.
  - Review ceased cards received and feedback if any issues identified



FOR INFORMATION ONLY; DO NOT RETURN

*** CERVICAL SCREENING - CONFIRMATION OF CEASING FROM CALL/RECALL ***

H&C No. : DoB:
GP:
Practice:
Partnership:
CSA: NORTHERN IRELAND NI

Test Due On : 20.11.2023 Recall Type : Ceased
Previous Tests (up to 3):-

Result	(Code)	Date	Sender
Negative (HPV)	(N)	26.06.2023	
Negative	(2)	13.12.2021	
Negative	(2)	27.03.2012	

Printed on: 21.11.2023
Ceased from cervical screening call/recall on: 20.11.2023

For reason: Due to age

Cease Call Audit

- BSO are required to annually audit the records of people who are ceased from the Cervical Screening Programme to ensure that they have been ceased correctly.

- Call recall send electronic reports with “how to complete” guides, detailing individuals ceased from the Cervical Screening Programme within the audit timescale.

- **What do I need to do?**
  - Review each individual on the electronic report to confirm if they should or should not be ceased from the Cervical Screening Programme
  - Complete the report as instructed in the ‘how to complete guide’
  - Return the report by the instructed date, via email to the screening team

CEASED INDIVIDUALS WHOSE SCREENING STATUS CANNOT BE VERIFIED WILL BE RETURNED TO RECALL AS A FAILSAFE MEASURE

Summary of roles/responsibilities

Process	Responsibility
Identification of eligible population	BSO with GP checking and amending this through the PNL
Issue of initial invite to woman on routine recall	BSO
Issue of 1st reminder to non-responders	BSO
Issue of 2nd reminder to non-responders	GP (on receipt of final non-responder card from BSO)
Issue of invite to woman on repeat/abnormal follow up	BSO
Issue of 1st reminder to woman on repeat/ abnormal follow up	BSO
Issue of 2nd reminder to women on repeat/ abnormal follow up	GP (on receipt of Final non-responder card from BSO
Informing women of the result	GP
Setting next 'test due date'	BSO
Completion of Ceased Call audit	GP (on receipt of Ceased audit data set from BSO)

Business Services Organisation

Contact details

Screening Team
Business Services Organisation
Family Practitioner Services,
2 Franklin Street,
Belfast,
BT2 8DQ

Tel: 02895 363 792
Email: Screening.bso@hscni.net