

Welcome to the August edition of the PCSE bulletin for Cervical Screening

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New online enquiry form for cervical screening – coming soon

We are planning to introduce a new online enquiry form for cervical screening queries.

The form will be on the Contact Us page of the PCSE website and will contain screening specific options to ensure your query gets to the right team as quickly as possible. The tailor-made form includes all the required fields PCSE will need to process your enquiry. The different enquiry types include the facility to upload and send:

- Ceasing and Deferral forms
- Colposcopy Discharge Lists
- Cancer Research UK (CRUK) requests
- Cervical Screening test results where required
- Laboratory Queries
- General Enquiries

The online form will be available to all members of the screening community and we will send out further details as soon as the form is available.

Helping laboratories and clinics to register with PCSE to improve contact

In order for staff from laboratories and clinics to be able to contact PCSE they must be registered as authorised service users on PCSE's Customer Relationship Management (CRM) system.

Individuals wishing to use the forthcoming, new online enquiry form or contact PCSE's Customer Service Centre (CSC) by phone, need to go through an identification and verification process (ID&V).

To ensure the appropriate identification and verification (ID&V) checks are in place Public Health England are kindly supporting our initiative to contact all laboratories and clinics to gather the relevant contact information. An email explaining the data gathering exercise, along with instructions for completing an excel spreadsheet, was sent out to all labs and clinics on Monday 23 July.

One spreadsheet per organisation should be completed with the name and contact details of the primary contact and any additional staff that may have a requirement to make contact with PCSE. We also need the:

- Organisation Code (which can be found on the [NHS Digital](#) website on the NHS Trusts spreadsheet)
- Laboratory National Code (Labs only)

It is important labs and clinics provide this information as it will enable us to make the relevant updates to the CRM system so that staff in those settings can raise queries

If you are not registered, we may not be able to respond to your enquiry or it may result in a delay in responding.

Please return the completed spreadsheet to raza.bashir@nhs.net by **10th August 2018** to enable the information to be updated promptly. If you did not receive a copy of the form you can [download it on the PCSE website](#) and return it to Raza at the email above.

If you have any queries please contact the National Engagement Team for your area whose contact details can be found on the [PCSE website](#).

Laboratories to advise PCSE if sending increased number of results

We would appreciate it if laboratories could notify us in advance if they are experiencing a backlog and anticipate they will be sending an increased number of results to PCSE. We have noticed a spike in results around bank holidays, so to help ensure we can process everything in a timely way, it would be useful if labs could advise us if they're planning to send more results than usual so that we can plan our resources and staff accordingly.

Please contact Lee Dobbins, Service Delivery Director for Cervical Screening, lee.dobbins@capita.co.uk

National Operations Group

The National Operations Group of representatives from across the screening community meet monthly, most recently on the 26 July. Attendance at these meetings varies however it is felt they are a valuable opportunity to discuss key issues, share updates and hear feedback.

We have tried to move the meetings around the country to give people the chance to attend in person, whilst maintaining a conference call facility, but we know it can be difficult for some people to join the meeting or hear clearly on a call.

It was therefore agreed at the last meeting that going forward, they will be held monthly via teleconference, with one face-to-face meeting every quarter.

Please let contact Lee Dobbins with any ideas and suggestions to help make this meeting a useful and constructive opportunity to share updates for the benefit of all involved in the call/recall programme: Lee.dobbins@capita.co.uk

There will not be a meeting in August due to holidays, so they will resume in September and continue monthly.

Forthcoming dates are:

DATE	TIME	LOCATION
27/09/2018	1 – 3pm	Conference call*
25/10/2018	1 – 3pm	Conference call*
29/11/2018	1 – 3pm	Leeds: Capita, Arlington Business Centre, Leeds, LS11 0PA (Conference call* will also be available)
19/12/2018	1 – 2.30pm	Conference call*

***Dial in details for the Conference Calls is: - 0333 300 9606 Pin: 337148950 #**

Submitting forms to PCSE

Cease, Defer and Colposcopy Discharge Forms

If you need to submit cease or deferral forms, please email them to the PCSE office that processes your work:

Leeds: pcse.screening-leeds@nhs.net

Preston office: pcse.screening-preston@nhs.net

Clacton: acecic.screening@nhs.net

Laboratories with time-sensitive results queries

If laboratories have an urgent enquiry, specifically in relation to result files, please contact the PCSE office that processes your work:

Leeds - pcse.screeninglabs@nhs.net

Preston – pcse.screening-preston@nhs.net

Clacton - essexcontractorservices.screening@nhs.net

These email addresses will only be monitored for these types of enquiries. Any other queries cannot be responded to from these accounts.

For all other queries, please use the online enquiry form on the PCSE website at: www.pcse.england.nhs.uk/contact-us or call the PCSE's Customer Support Centre on 0333 014 2884.

*** **COMING SOON:** The [new, updated online enquiry form](#) will remove the need to email different addresses as all correspondence will be uploaded via the form. ***

GP signature requirements for a deferral form

We have received some queries about which signatures are required when deferring a woman from the cervical screening programme. Public Health England have advised the current acceptance for ceasing signatures as outlined below:

No Cervix – Clinician's signature OR via a PNL which is electronically auditable

Age – Clinician's signature. This is required because usually age would automatically take a woman out of the programme which means they are only in the call/recall system if a previous abnormality has not had the appropriate follow up and therefore a clinician's signature is required

Mental Capacity Act (MCA) – Clinician's signature. A signature from a family member or a member of the care team is also required.

Informed choice – Woman's signature only

Radiotherapy – Clinician's signature

Cease Form	Clinician signature	Patient signature
Cease due to No Cervix	Y	N
Cease due to Age (not automatic had abnormalities)	Y	N
Cease due to Mental Capacity Act	Y	N
Cease due to Informed Choice	N	Y
Cease due to Radiotherapy	Y	N

Best wishes

Primary Care Support England (PCSE)