



CSL continues to update and highlight areas where we need to work together to improve the overall service. Turnaround times remain a key area for improvement. We ask sample takers to help CSL reduce delays in processing samples by:

- Providing the correct information, including **current address**, at the time of sample collection. Small changes can have significant impact on turnaround times.
- Do not stockpile samples. Send them as soon as possible to the laboratory after collection.
- Extended hubs – please be careful to select the correct location from the drop-down box on tQuest. Several incidents have occurred when the wrong location has been selected. This can lead to a breach of GDPR.

Jo's Trust visit to CSL at The Halo Building in London

CSL hosted a visit from Jo's Trust in March. Below is a brief account of their experience in their own words.

"We were delighted to visit the Cervical Screening London laboratory on 7 March this year.

The four of us work across communications, fundraising and information training for healthcare professionals, so the visit gave the insight into the part of the cervical screening programme that we rarely see.

In our roles at Jo's, we are often thinking about how to raise awareness of cervical screening and dispelling myths about HPV, communicating about the barriers to taking up screening appointments to practice nurses and other healthcare professionals, or communicating with partners about the difference we and they can make together.

The Jo's Helpline team also regularly supports with callers' result letters. But our visit to the lab was a brand-new perspective on the thorough process that a sample goes through after the cervical screening appointment, and before a results letter is received.

None of the four of us have a science background. We were guided around the lab, taking the same route as a sample: from where they arrive through to cytology. We were also amazed at the volume of samples processed each day. It was also an opportunity to ask specific questions to the team.

We learned so much more about the scale and duty of care within the whole cervical screening process – thousands of samples are processed every day, and all samples are rigorously organised so that accurate results can be given quickly to the patient.

We know that women's health outcomes can and should be improved, and better prioritised. We are all proud to be working towards a better future in this regard – but it was inspiring to see, in action, the huge, efficient, coordinated process that is already in place, and making lives better.

We thank the entire team at Cervical Screening London for their time and hospitality."

NHS Cervical Screening Programme guidance – Good practice guidance for sample takers

FOR INFORMATION AND ACTION

Revised 'NHS Cervical Screening Programme – Good practice guidance for sample takers' programme guidance is now published and can be found at: <https://www.gov.uk/government/publications/nhs-cervical-screening-programme-good-practice-guidance-for-sample-takers>

CSL has noted an increasing number of safety incidents due to the mislabelling of samples. Please remind your sample takers to do a final check to ensure samples are correctly labelled in line with the Sample Acceptance Policy.

Originally published in 2011, the guidance has undergone a complete rewrite to reflect developments in the NHS Cervical Screening Programme. The purpose of the guidance is to support cervical sample takers and enhance practice by providing key information in one place.

The guidance has been designed to:

- Set out roles and responsibilities of GP practices and sample takers involved in the NHS Cervical Screening Programme
- Ensure consistency in sample taking practice
- Promote good practice that is consistent with national policy and programme guidance in key areas to help to mitigate risk around sample taking incidents
- Promote equality of access to cervical screening
- Outline the training requirements for sample takers
- Outline the audit and documentation requirements for sample takers
- Offer practical advice on some of the issues that may arise during a cervical screening appointment

All cervical screening sample takers are encouraged to access and read the publication.

New NHS Cervical Screening Management System (CSMS)

NHS England is stepping up preparations for switchover to the new NHS CSMS in Q4 2023/24. In order to be kept up to date, we recommend that you nominate a service lead and sign up for updates.

As Open Exeter will no longer be accessible after the transition to the new NHS CSMS, it is vital that local IT teams, Registration Authorities, and system users take action before 30 September 2023 to enable a seamless switchover to the new CSMS.

The current Open Exeter system will continue to support the NHS CSP until the point of transition to the new NHS CSMS for cervical screening call/recall. Managers and users don't need to change current working practices until further notice where specific details will be provided.

The main changes for the current system will be how users access the system. To access the new NHS CSMS, all staff will require an NHS Smartcard, with the appropriate RBAC roles, and to be assigned to a specific CSMS workgroup.

To maintain access controls, it is essential that only those staff requiring access to the new system have access permissions.

Action needed by 30 September 2023

IT managers and support staff need to:

- ensure that the CSMS URL is accessible
- ensure users have devices which support NHS Smartcard authentication by making sure each machine has an up-to-date version of NHS Identity Agent and Credential Management installed and a supported browser

- check all devices have NHS Smartcard readers
- create a desktop shortcut for users to easily access the system

Local registration authorities and RA Agents need to:

- ensure that users' Smartcards have appropriate RBAC roles assigned to a specific CSMS workgroup – to maintain access controls, it is essential that only those staff requiring access to the new system have access permissions
- process in a timely manner new NHS Smartcard requests for cervical screening staff who do not currently have one
- ensure cervical screening users have up-to-date email addresses registered against their ID stored in CIS

System users, including GP practice staff need to:

- Liaise with your IT team to ensure the above steps are taken to prepare your devices for the switchover

More details about the new Cervical Screening Management System are available on the website: <https://digital.nhs.uk/services/screening-services/national-cervical-screening/new-cervical-screening-management-system/actions-for-system-users>

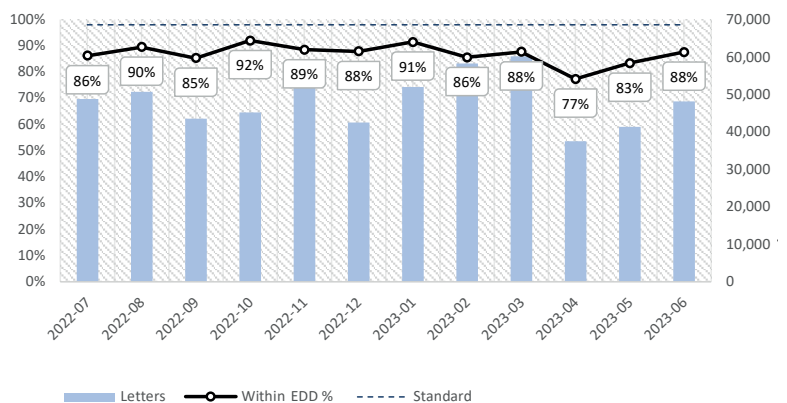
If you require any further information, please do not hesitate to either contact tayo.iloh@nhs.net directly or the screening implementation team via screening.implementation@nhs.net

Important information on sample taker PINs

There is a current project to improve compliance regarding the use of sample taker PINs in London. As part of this, a pathway has been developed to escalate repeat offenders to NHS England. Failure to provide a valid London-based PIN could result in escalation to NHS England.

- GMC & NMC numbers are NOT considered sample taker codes
- Sample taker codes are not national, they are issued at a regional level. If you have been previously registered in another region, you DO need to register on the London Sample Taker Database
- Trainee sample takers must not take over 25 samples until signed off by an external assessor

CSL turnaround times (London region)



Accuracy matters

We have decided to include the information below for a second time, as CSL continues to produce the highest rejection rates on Open Exeter due to poor quality of information provided at the time of sample collection.

Manual matching figures

Below are manual matching figures from November 2022 for:

- Health Service Laboratories Cervical Cytology Service
- National

'Non hits' are where CSAS need to 'manually match' data that does not directly match the information held on the NHAIS system.

The sample taker is responsible for making sure that the sample and request submitted relate to the correct person. It is essential that the sample taker checks with the individual that:

- their details on the downloaded request form are correct
- **their correspondence address is current**
- the personal details relate to them and are correct (such as their full name and date of birth)

If the address is not current, advise the call and recall (CSAS) service of the new details as soon as possible. This will prevent downloaded results from laboratories being rejected or correspondence sent to the wrong address.

The sample taker is responsible for making sure that the person is contactable so they can be advised of any further tests or investigations needed following screening.

Please see the following link for more information:

<https://www.gov.uk/government/publications/cervical-screening-accepting-samples-in-laboratories/guidance-for-acceptance-of-cervical-screening-samples-in-laboratories-and-pathways-roles-and-responsibilities>

Nat Code/Lab	61025/London	National
Month	Nov 2022	Nov 2022
Total results	60,590	307,677
Total hits	54,329	289,803
Hits %	89.67%	94.19%
Non hits	6,261	17,874
Non hits %	10.33%	5.81%
Change from previous month	0.06%	0.11%

Sample takers visiting the Laboratory

CSL still adhere to Covid-safe working practices, but are delighted to host sample takers on site at The Halo Building, 1 Mabledon Place, London. CSL have welcomed over 200 trainee sample takers to the laboratory. Email csl.queries@nhs.net if you would like to arrange a visit.

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