

The Recovery of London's Cervical Screening Programme



Are cervical screening volumes in London back to normal?

Yes, daily sample volumes are getting very close to pre-Covid levels as women respond to invitation and reminder letters distributed by CSAS and local practices.

Uptake has also been assisted by cervical screening text reminders which have been going out to women since July 20, 2020. Currently 98% of practices are participating in this initiative. If your practice is not registered for text reminders sign up at www.pcm.nhs.uk/londoncervicalscreening.

The fact that volumes have returned more rapidly than expected is good news for the women of London and a tribute to the efforts of all of us working in the cervical screening pathway.

Has there been any change in the way we order our CSL supplies?

No, as communicated in previous editions of the Sample Taker Updates supplies for taking cervical samples for CSL can be ordered online by filling in the form accessed via the link:

https://pathologyforms.formstack.com/forms/hpv_surgery_supplies

Supplies will be delivered by Parcel Force so please allow 5 days for delivery.

For queries about sample taker supplies, please contact: hpv.supplies@hslpathology.com or call 020 7307 9440.

Are CSL courier runs now back to normal?

Yes, all runs have been restored to pre-Covid schedules.

Any surgeries that continue to operate at reduced opening hours which restrict CSL courier access should email couriers@tdlpathology.com or contact couriers by phoning 020 7307 7373.

CSL is the only provider of cervical screening services for London

Please ensure CSL samples are only given to CSL (TDL Collect) couriers. Do not refer cervical screening samples to previous providers. This causes unnecessary delay in sample processing and increases the risk of sample loss.

For CSL results and general enquiries please contact us at csl.queries@nhs.net or by telephone on 020 7460 4851.

Only use CSL purple transport bags for CSL cervical screening samples

Unfortunately, we must remind practices again not to package non-cervical screening samples in the CSL purple sample transport bags. We continue to receive blood samples, body fluids and even histology specimen in CSL transport packages. These samples risk being lost or delayed and may not be able to be processed due to sample integrity issues. This will result in the need to re-collect the sample (if possible) delaying diagnosis and causing unnecessary stress for patients and practices.

Is the data you send us complete and correct?

Recent quality audits of the data provided by sample takers on both tQuest and HMR101 cervical screening requests has highlighted the following issues:

- incomplete data e.g. missing names, addresses, NHS numbers
- incorrect data
- issues with answering the question re test of cure as 'yes' when patient has no previous abnormal test results

These data quality issues cause unnecessary delays and possible rejection of results by the Cervical Screening Administration Service (CSAS) who rely on correct data to issue patient invites and recall letters.

Please assist us to provide your patients with an accurate, timely and reliable cervical screening service by paying particular attention to filling in the required data correctly, first time, every time.





Not connected to tQuest yet? Please complete the process now

Use of tQuest order comms is the best way to minimise processing delays due to data queries. If your practice is not yet connected to CSL for electronic requests please complete the process now. Easy to follow user guides are available on our website www.hslpathology.com/csl and help is available by contacting our order comms team at helpdesk@tdlpathology.com or call 020 7307 7365.

Please note: If you are not yet connected for order comms and need to use a manual form only use the HMR101 form available to print directly from Open Exeter or download at: <https://www.mtw.nhs.uk/wp-content/uploads/2016/04/Open-Exeter-Blank-Form.pdf>

Can I get sample labels if I use tQuest?

We understand that the ability to generate printed sample labels is an important feature for many practices and we are working hard to ensure it is available as soon as possible. However, because the label stationary used at each practice is different some set up is required to ensure the printing is correctly aligned.

We are currently testing the CSL tQuest label functionality with practices in South East London. Once we have confirmed they are working as required we will begin work on label templates for other areas of London.

Thank you for your patience!

Thinking of changing your practice management system?

If you are planning to change or upgrade your practice management system it is very important that you contact CSL IT **before** any changes are made to ensure your ability to order cervical screening tests and receive results is not affected.

Please contact our order comms team at helpdesk@tdlpathology.com or call 020 7307 7365.





Commonly used CSL contact emails and phone numbers

Results	csl.queries@nhs.net	020 7460 4851
Supplies	hpv.supplies@hslpathology.com	020 7307 9440
Couriers	couriers@tdlpathology.com	020 7307 7373
IT	helpdesk@tdlpathology.com	020 7307 7365

The photos in this update were taken in our new dedicated cervical screening laboratory in central London. Although completed in March, 2020, due to the Covid crisis, we have only recently been able to welcome back our full staff complement.

We are so happy to be back together in our state of the art facility and all CSL staff would like to thank the cervical screening stakeholders across London for their ongoing support.

STAY ALERT – CONTROL THE VIRUS – SAVE LIVES

Cervical Screening London, The Halo Building, 1 Mabledon Place, London WC1H 9AX
 T: 020 7460 4851 E: csl.queries@nhs.net W: www.hslpathology.com/csl

