

Example phone conversation

Thank you to NHS Greater Glasgow and Clyde, Glasgow City Health and Social Care Partnership and Cancer Research UK (CRUK) who developed the following phone script.

Introduction

Hello (verify who you're speaking with)

My name is _____. I'm phoning from your doctor's practice about your smear test.

Is it okay to have a chat with you about this? (If not, arrange convenient time to call back.)

Receipt of invite

We noticed that you haven't yet booked an appointment to attend for your smear test.
Can I just check that you received your invitation letter?

Yes

Can I ask the reason **why you haven't attended** for your screening test on this occasion?

Wants to participate,
didn't get round to it

Remind patient of
benefits:

- Cervical screening saves around 5,000 lives every year in the UK.
- Cervical screening prevents 8 out of 10 cancers from developing.
- Regular screening is your best protection against cervical cancer.

Note: Cervical screening may not pick up all changes to the cervix or prevent every case of cervical cancer.

Not sure if
still eligible

**Confirm eligible age range
for screening:**

25–64 years

**Patient not sexually active
at present:**

Changes in the cervix can take years to develop. It is important to have regular tests if you have ever been sexually active.

**Patient has been through
menopause:**

The risk of getting cervical cancer increases with age. Sometimes the test may be more uncomfortable after the menopause. The GP or nurse can give advice on ways to reduce discomfort.

Doesn't want
to participate

Whether or not to take
part in cervical screening
is a personal choice.

If the patient has made
an informed choice to
no longer participate tell
them about the formal
opt-out process for the
programme.

Offer to book an
appointment for the patient
while on the phone.

Doesn't want to participate

Wishes to participate