

# The 'pop-up' clinic

Thank you to NHS Lanarkshire Public Health and Health Promotion department who included 'pop-up' clinic methods as part of the NHS Lanarkshire "Smear Amnesty" professional pack.

Below is an explanation of what a pop-up clinic is and how it could work in practice. You could use elements within your own practice and area of work.

This is a strategy that can be used to target cervical screening defaulters (women who haven't been attending their smear test appointments). It is evidence-based and has been successful at increasing attendance in populations with a higher rate of cervical abnormalities and cervical cancer.

## What is a 'pop-up' clinic?

It is a personalised, additional service offered to all eligible women who have not been attending their smear test appointments. You could try an eye-catching personalised invitation, reminder letter and information leaflet to send to the women in an A5 coloured envelope (e.g. pink).

You may like your 'pop-up' clinic to offer:

- a smear appointment at a new evening session
- a female smear taker
- longer appointments
- an opportunity to discuss their fears and concerns with a female smear taker
- a relaxing women-only environment (relaxation music, aromatherapy oils, beauty treatments, tea/coffee/juice in the waiting room)
- a reminder that they have the option to bring a 'buddy'
- advice and support around risk factors of cervical cancer, e.g. tobacco

## Process

A personalised invitation can be sent to the women offering a personalised, informal service at a convenient time. A relaxing and welcoming atmosphere can be beneficial, along with a health professional who will be available to answer questions, reassure and put the patient at ease before a smear is taken.

An evaluation form can be used to capture why the women hadn't attended previous appointments, what made them attend the pop-up clinic and how service providers can improve the service. These results can be collated and fed back to practices.