

Example conversation for people who have missed an appointment

The following conversation is an example of how to reduce the barriers to attending an appointment and explain more about cervical screening in conversation.

Staff member

Have you thought about making an appointment for your smear test? I can see it's overdue.

Person

Yes, many times but I either forget or other things happen. To be honest I don't like coming in for the test and I am probably putting it off.

Staff member

It's not the most pleasant experience and I understand that it will be the last thing on your mind sometimes.

Person

I know, I find the whole thing embarrassing and slightly uncomfortable.

Staff member

The test only takes five minutes and our trained smear takers will talk you through the test and try to make the experience as comfortable as they can. It's the best way to reduce your risk of cervical cancer. Have a think about booking an appointment to come in for the test. You can do this today.

Person

I'll think about it and I know it's important to come in for my smear. I'm not sure I can make an appointment today though, I struggle to get to appointments in here.

Staff member

It could be today is not a good day to think about this. You're good at sticking to your appointments on a XXday in the morning. Do you have our telephone number to phone to make an appointment?

Person

Yes and you're right, a XXday in the morning at XX is a good time for me. I could think about making an appointment for then.