

Example conversation for people who have never attended 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 coming in for your smear test? I can see you have never had the test.

Person

I don't know much about the test. I've heard horror stories from other people about it being painful. It's not something I think I need to do. No one in my family has ever had it done and they are all fine.

Staff member

All the information out there can be confusing and overwhelming. Not to mention scary.

Person

I know, I don't understand what it's for and I would be scared to get the test done.

Staff member

I'll explain about the test and you can then decide if you'd like to have it. The procedure only takes five minutes and our trained smear takers will also talk you through what they're doing and try to make the experience as comfortable as they can. Regular smear testing prevents 8 out of 10 cervical cancers from developing. It's the best way to reduce your risk of cervical cancer. Some people bring a friend or relative with them. You could do that if you like [your opportunity to signpost to relevant website or practice nurse/GP].

Person

It might be good to have someone with me. I do know it's important to do and it would be good to hear more about what actually happens at the appointment.

Staff member

At the appointment [your opportunity to explain in brief what happens at the appointment]. It's good to hear that you like the idea of bringing someone with you. Lots of people do this. Have a think about booking an appointment to come in for the test. You can do it today, over the phone or the next time you're in.

Person

Thanks, I'll speak to my mum about coming with me and will think about making an appointment.