

Dear Colleague,

## **NATIONAL CERVICAL SCREENING    Non-routine missed prompts**

We have been made aware of an issue with the national invitation letters for cervical screening which has resulted in a number of women across Scotland not receiving a prompt letter in August as intended, to arrange an appointment for cervical screening. These were predominantly invites for non-routine appointments, which were the first priority group when the national screening programme recommenced.

A letter will be sent to all affected women by National Services Scotland in the next few days, with an apology and advice to make an appointment with their practice.

A copy of the letter is attached: women are advised to note that they have a letter with the term 'cervical screening – priority' on it when they contact the practice to make an appointment.

I would greatly appreciate if you could prioritise the appointment of these women for cervical smears when they get in touch for an appointment.

We recognise that practices are under significant pressure at the moment and that capacity is a challenge, both for cervical screening and wider demand in general, and that this may impact on the timescales for offering routine appointments. If practices feel they need to and are able to set up additional sessions to accommodate appointments for these non-routine requests, additional funding is available to support this. Further details on the funding and claims process will be available shortly. In the event that practices have significant immediate capacity challenges in accommodating requests for smears, please contact the Practice Nurse Support and Development Team via [Susan.Hunt2@ggc.scot.nhs.uk](mailto:Susan.Hunt2@ggc.scot.nhs.uk) in the first instance for a discussion about where additional support for capacity can be provided. We know that capacity overall for cervical screening may continue to be a challenge, and have committed to reviewing this urgently with LMC colleagues to identify options for additional support and contingency in the medium term.

Practices can get the CHI list of the women affected from the screening department by emailing [Calum.McGillivray@ggc.scot.nhs.uk](mailto:Calum.McGillivray@ggc.scot.nhs.uk)

We recognise that women may be anxious or upset about not receiving their prompt letter in August. They will receive an apology and explanation from NSS and should be directed to that if they have concerns. If women wish to speak to someone about how the issue came about they can call the Screening Department on 0141 277 7489.

Yours faithfully

**Dr Emilia Crighton**  
**Deputy Director of Public Health**