

Healthwatch Lincolnshire

Statement regarding:	Cervical Screening Services in Lincolnshire (Delays in Results)
In response to:	Patient feedback that excessively long waits are being experienced and the ongoing concerns since summer 2018
Statement prepared:	9 th October 2018
Statement circulation: For Action	Dr Tim Davies (PHE/ NHS England) Consultant Lead for Screening & Immunisation and Head of Public Health Commissioning
For Information	4 Clinical Commissioning Group Lay Leads; Lincolnshire County Council Public Health; Healthwatch England and East Midlands

Why is Healthwatch Lincolnshire bringing this to your attention?

We have previously been made aware of issues related to the cervical screening programme in the county and more specifically the issues related to delayed results. These delays have been brought to our attention again and we would appreciate a better understanding as to what the delays are and how the delays are being addressed and furthermore that no one person has been impacted adversely by delays regarding further diagnostics or treatment.

We are aware that the national cervical screening programme aims to notify people of their results within 14 days, we also appreciate that sometimes results may take longer but from the feedback and from some press coverage during July 2018 that results are taking much longer than expected to reach patients. In the event of delays the GP practice should chase up the results but even with this action in place results are not timely.

How does Healthwatch Lincolnshire feel this affects patients?

Healthwatch Lincolnshire is concerned that:

- With the acknowledgement of the importance and promotion of screening, and encouraging patients to engage, however delays or lost results could be detrimental to patient outcomes.
- Costs associated with the time it takes for individual and GP practices to chase for the results to no avail.
- The potential costs to patients if delays consequently result in delays for further investigation and or treatment.
- The impact on the wellbeing of those waiting for the results.

What we have been told:

Following the BBC report 23rd July 2018, the NHS told the BBC they were working with the provider to process the results quicker”

I was told this morning the wait is now 20 weeks!!!

Already waited 13 weeks.

Our surgery have been as helpful as they can (but still no results)

Next steps

Healthwatch Lincolnshire on behalf of Lincolnshire residents are asking NHSE and PHE for a response to the following:

- How are Cervical Screening services commissioned in Lincolnshire and who holds the provider accountable?
- What are the current levels of delays across the Lincolnshire and are there any hot spots?
- What assurance is there that the delays are being addressed?
- What assurance do we have that no one person has been impacted adversely by delays in requiring further diagnostics or treatment?
- What can HWL tell those currently receiving high levels of delay with no outcome imminent? Or who can we signpost them to after the attempts by the surgery have been unsuccessful?

This statement has been prepared on behalf of Healthwatch Lincolnshire Public Experience Committee by:

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