

# Welcome to the Cervical Screening Administration Service (CSAS) Update

April 2025

Issue 42

*Your news for:*

*London SIT*

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For queries please use the contact form available via the following link:

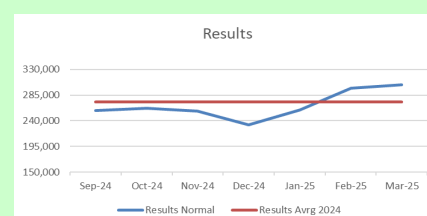
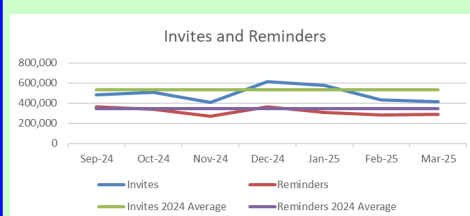
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## CSAS News

During March, a total of 413,546 invites were issued, reducing by 19,000 which is the lowest number of invitations issued since November 2024. On review, this reduction is an annual trend.

Reminders increased marginally to 286,683 following two months of decline and were the lowest volumes seen since November, in November these numbers declined to 266,000.

The number of results have increased for the third month following previous reductions, a total of 303,196 results were issued in March.



To contact any member of the engagement team please email:

[csas.engagement@nhs.net](mailto:csas.engagement@nhs.net)

## Update from NHS England – Digitalisation of Screening letters

As part of plans to introduce digital communications to the NHS Cervical Screening Programme, a one-day user test will take place on **1 May**.

### What's happening on 1 May:

We will attempt to send all eligible people, that were already due to be sent an invite on 1 May, a digital invite, starting with an NHS App message. It will also be flagged as an NHS App notification. If the NHS app message isn't read within 24 hours, they will then be sent an SMS (text) message directing them to a digital invite. Anyone that doesn't read the NHS app message or where an SMS (text) can't be delivered (including where people don't have a recorded mobile phone), a letter will be sent as a failsafe.

All invites will still direct people to book in the usual way.

### Important notes for providers:

- No action is required from screening providers at this stage.
- This is a one-day user test only at this point. On **2 May**, the system will revert to sending letters only for now.
- The results of this test will help assure the future rollout of digital communications.
- If you do receive any queries from patients about receiving a cervical screening invite via their NHS app, please assure them this is genuine.

We would be grateful for your continued support in encouraging your patients to download the NHS app and turn on notifications: [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

The goal is to make screening invitations more convenient, quicker, and cost-effective. This is a step toward a more accessible, agile, and participant-focused service. More detailed information about the wider rollout, following testing, will follow.

For further information, please contact: [england.digitalscreening@nhs.net](mailto:england.digitalscreening@nhs.net)

# Manual Matching Figures

Below are the manual matching figures from February 2025 for:

- Health Service Laboratories Cervical Cytology Service
- National

‘Non hits’ are where participants details do not match an active record within CSMS .

The sample taker is responsible for making sure that the sample and request submitted relate to the correct person. It is essential that the sample taker checks with the individual that:

- their details on the downloaded request form are correct
- their correspondence address is current
- the personal details relate to them and are correct (such as their full name and date of birth)

If the address is not current, an address amendment should be submitted, via the GP links by the practice, of the new details as soon as possible. This will prevent downloaded results from laboratories being rejected or correspondence sent to the wrong address.

The sample taker is responsible for making sure that the person is contactable so they can be advised of any further tests or investigations needed following screening.

Please see the following link for more information:

[Guidance for acceptance of cervical screening samples in laboratories and pathways, roles and responsibilities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/acceptance-of-cervical-screening-samples-in-laboratories-and-pathways-roles-and-responsibilities)

Nat Code/Lab	61025/ London	National Figures
Month	Feb-25	Feb-25
Total Results	61,320	319,563
Total Hits	57,189	301,774
Hits %	93.26%	94.43%
Non Hits (Participant Details Not Active in CSMS)	39	765
Non Hits %	0.06%	0.24%
Change from Last month	0.06%	
Manual Match	4,092	17,024
Manual Match %	6.67%	5.33%
Change from Last month	6.67%	
Over / Under National %	↑	

## CSAS Incident Management

The figures in the tables to the right and below are at a national level. Please refer to the below table listing the key themes which reflects the 'SIAF received' date.

Total Open Incidents	65
Assisting Incidents	63
Non-assisting Incidents	2
Resolved Awaiting Closure	0

Themes 2024/2025	Potential Reputational Harm	Patient Safety	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Ceasing	High	High	0	1	2	0	1	2	0	3	0	2	1	1	0
Colposcopy Discharge	Medium	High	3	2	2	3	3	2	2	1	3	1	0	0	1
Customer Support Centre	High	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
Defer	Medium	High	0	0	0	0	1	0	0	0	0	0	0	0	0
GP Practice error	Medium	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
IG	High	Low	0	0	0	0	0	1	0	0	0	0	0	0	0
Invasive Cancer Audit	Low	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
IT failure	Low	High	0	0	0	0	0	1	0	0	1	0	0	0	0
Lab Links	Medium	High	0	0	0	0	0	0	0	0	0	0	0	0	0
National Letters	High	Low	0	0	0	0	0	1	0	0	0	0	0	0	0
Open Exeter	Low	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
Operational failure	Medium	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	Medium	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
Parameters	Medium	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Patient Mismatch	High	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Patient results	High	High	14	8	8	7	20	19	12	15	20	10	8	15	11
Performers List	High	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Registration	High	High	0	0	1	0	0	0	0	2	0	0	0	0	0
<b>Total</b>			<b>17</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>25</b>	<b>26</b>	<b>14</b>	<b>21</b>	<b>24</b>	<b>13</b>	<b>9</b>	<b>16</b>	<b>12</b>

### Key Themes:

Decrease in incidents for patient results for March 2025

## Colposcopy Clinics - Discharge lists

CSAS review every colposcopy clinic on a regular basis and all clinics now submit discharge lists via the CSAS on-line process in either word or excel format.

The table below shows all colposcopy clinics within your area. It includes the date CSAS received the most recent discharge list, and also the month the data relates to.

Please can we remind Colposcopy Clinics to respond to CSAS' email queries or rejections with the appropriate information to allow CSAS to ensure the patients' cervical screening records are updated and they are recalled at the correct interval.

CSPB Name	Colposcopy Clinic Name	Latest Form Submission	Month of List	Review Date	Submission Type
North Central	Barnet Hospital	19/03/2025	January	29/04/25	NHSE Word Document
	Chase Farm Hospital	16/04/2025	March	29/04/25	NHSE Word Document
	North Middlesex University Hospital	14/04/2025	Up to 10/04/25	29/04/25	NHSE Word Document
	University College London Hospital	25/03/2025	January	29/04/25	PDF
	Whittington Hospital	04/04/2025	February	29/04/25	Excel 1 Tab Spreadsheet
North East	Royal Free London	11/04/2025	March	29/04/25	Excel 1 Tab Spreadsheet
	Homerton University Hospital	07/04/2025	January	29/04/25	NHSE Word Document
	Newham University Hospital	03/04/2025	February	29/04/25	NHSE Word Document
	The Royal London Hospital	31/01/2025	Up to 17/01/25	29/04/25	Excel 1 Tab Spreadsheet
	Whipps Cross University Hospital	13/03/2025	Up to 17/01/25	29/04/25	Excel 1 Tab Spreadsheet
North West	Queen's Hospital	05/03/2025	Up to 05/02/25	29/04/25	NHSE Word Document
	Chelsea and Westminster Hospital	07/04/2025	February	29/04/25	NHSE Word Document
	Hillingdon Hospital	16/04/2025	February	29/04/25	Excel 1 Tab Spreadsheet
	Northwick Park Hospital	26/03/2025	February	29/04/25	Excel 1 Tab Spreadsheet
	St Mary's Hospital Imperial College Healthcare	29/04/2025	March	29/04/25	NHSE Word Document
South East	West Middlesex University Hospital	01/04/2025	February	29/04/25	NHSE Word Document
	Ealing Hospital	26/03/2025	January	29/04/25	Excel 1 Tab Spreadsheet
	Guy's & St Thomas' Hospital	08/04/2025	Up to 03/03/25	29/04/25	NHSE Word Document
	Orpington Hospital	17/03/2025	January	29/04/25	NHSE Word Document
	Queen Elizabeth Hospital Woolwich	25/04/2025	March	29/04/25	NHSE Word Document
South West	University Hospital Lewisham	16/04/2025	January	29/04/25	NHSE Word Document
	King's College Hospital	02/04/2025	January	29/04/25	NHSE Word Document
	Croydon University Hospital	23/04/2025	February	29/04/25	NHSE Word Document
	Kingston Hospital	11/04/2025	December	29/04/25	Excel 1 Tab Spreadsheet
	St Georges Hospital	25/03/2025	Up to 05/03/25	29/04/25	Excel 1 Tab Spreadsheet
	ST Helier Hospital COLP	16/04/2025	January	29/04/25	Excel Multi Tab Spreadsheet

We would value your feed back on how useful you find these updates. Please use our generic e-mail address [csas.engagement@nhs.net](mailto:csas.engagement@nhs.net) to send us any feedback you may have.