**One Minute Guide**

**Cervical Screening Telephone Intervention Template**

Telephone interventions provide patients with a person-centred approach to encourage attendance at their cervical screening appointment. Where possible, this approach should be adopted when making appointments. Using a template (for example that below or in Appendix A) will support you to monitor the progress of your telephone interventions. It will also support you to understand any barriers that patients may have.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Patient** | **Booked** | **Attended** | **DNA** | **Date follow up call made** | **Reason for non-attendance** |
| *e.g. Mrs ABC* | *yes* | *no* | *DNA* | *23.03.2022* | *Felt anxious* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**For those practices that use SystmOne, another way to encourage patients is to send a text message with a link that will enable them to book their appointment at a convenient time.**

* The bulk appointment functionality in SystmOne enables practices to send appointment invitations to patients in bulk directly from a report.
* Each patient receives a unique URL allowing them to choose their own appointment online, helping to reduce pressure on frontline reception staff.
* The flexibility of the system gives practices the ability to tailor which rotas a patient is given the option to book into, for example flu clinics, Covid clinics, smear clinics, etc., as well as specifying whether invitations should be sent via SMS, email or the patients preferred communication method.

**Appendix A**

