

# London PCN cancer screening pilots Autumn 2020 interim report

Charlotte Flynn

Public Health Specialist Registrar

London Cancer Screening Improvement Board

02 December 2020

NHS England and NHS Improvement



# Introduction

- PCN pilot launched to improve cervical and breast screening uptake and coverage
- PCNs invited to bid for £16,000 over a calendar year to implement two evidence-based interventions to improve cervical and breast screening uptake and coverage
- 49 bids received and scored/evaluated by panel; 10 PCNs successful:

West Hill Health (West Kensington)	Springfield Park (City and Hackney)
Harrow East	Stepney and Whitechapel
North Camden	Streatham
Kentish Town South (Camden)	Beckenham
East Central Haringey	Chessington and Surbiton

# Timelines for pilots

- PCN pilots originally scheduled to run January to December 2020
- January – March 2020: pilots start
  - Some are in planning stage
  - Some begin implementation of interventions
- March 2020: all pilots paused due to COVID-19
- July/August/September 2020: pilots re-start when local circumstances allow
  - PCNs asked to continue with cervical screening interventions but continue to pause breast screening interventions
- PCNs who did work on breast screening interventions in period January – March 2020 ‘restart’ in September 2020 (Chessington and Surbiton; Kentish Town; North Camden)
- November 2020: PCNs advised that breast screening interventions will not be restarted – the pilots will be cervical screening interventions only

# Timelines for pilots

PCN	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Chessington and Surbiton																					
West Hill Health (West Kensington)																					
Harrow East																					
North Camden																					
Kentish Town South (Camden)																					
East Central Haringey																					
Springfield Park (City and Hackney)																					
Streatham																					
Beckenham																					

# Cervical screening intervention choices – detail

- **Extended access**
  - Early morning, evening and weekend appointments
- **Online booking**
- **Learning disabilities**
  - Understand the population, individual communication, case studies, pre-screening appointments
- **Text message reminders**
  - Text reminder of booked appointment the day before
- **Non attenders**
  - Those who do not book
  - Those who book but don't attend
  - Individual communication, case studies, survey and code responses
- **Mobile number verification**

# Cervical screening intervention choices by PCN

PCN	Extended access	Online booking	Non-attenders	Learning disabilities	Text reminders	Mobile number verification
Chessington and Surbiton						
West Hill Health (West Kensington)						
Harrow East						
North Camden						
Kentish Town South (Camden)						
East Central Haringey						
Springfield Park (City and Hackney)						
Streatham						
Beckenham						

# Cervical screening intervention focus: Springfield Park

- City and Hackney PCN – 3 GP surgeries
- Interventions: extended access and non-attenders
- Focussing specifically on the Orthodox Jewish community
- PCN call/recall team will call all those who did not attend booked appointments in 2020 and code responses – analyse this and investigate ways to widen access/uptake
- Also call those who attended their appointment January – March 2020 and code responses – what worked?
- Explore possibility of peer educators – women who attended who can educate others on importance of screening

# Cervical screening intervention focus: Harrow East

- North west London PCN – 3 GP surgeries
- Interventions: non-attenders, text reminders, mobile number verification
- Already doing extended access clinics and online appointments
- Mobile number verification – sent an MJog message to all eligible women - 78% numbers were correct. Remaining women will be called on other numbers held by the surgery to determine correct mobile number for woman or for household
- Investigating both non-attenders (those who booked but did not attend - DNA) and decliners (never booked). Planning to send out a questionnaire and myth busters in various languages to these groups
- Engaging community champions in Somali and Romanian communities to increase screening and immunisation uptake



# Emerging good practice

- Every contact counts
  - Flag that patient is due cervical screen in system profile – opportunity to mention to patient next time they contact the surgery (reception team and/or clinical team)
- Dedicated call recall resource
  - Gives time for personal contact with patients: reminder, discuss worries/fears, explain process/test, explain why it's important
- Engagement with importance of screening and implementation of interventions at every level in every practice – importance of clinical leadership and coordination
- Improved understanding of local population and their beliefs/challenges
  - Providing information in relevant languages for local population
  - Understanding barriers to access and attendance
  - Engaging community champions and peer educators

# COVID-19 effects

- COVID-19 positive effects
  - Some PCNs report improvement in cervical screen uptake in 2020 despite COVID-19
  - Calling the night before for COVID-19 check – automatic reminder
  - Working from home – available for weekday appointments
  - More aware/responsive to health issues
- COVID-19 negative effects
  - Staffing
    - Shielding/isolating/childcare
    - Fear
    - Bereavement
    - PPE
  - Some practices – patients have left London
  - Perception that GP is closed/restricted access
  - Fear of attending health centres/fear of travel – particularly for BAME women

# Evaluation

## Confounders

- COVID-19 effects – both positive and negative
- July 2020: all women in London who are due a cervical screen are now texted a reminder to book an appointment

## Plan

- All interventions are evidence based – evaluate pilots with a feasibility focus
  - Statement of feasibility, challenges, successes, key issues
- PCNs to provide uptake data, metrics on chosen interventions
- Case studies for implementation – highlight the stages required to implement a particular intervention

## Next steps

- December 2020 – update from each PCN pilot
- Possible early 2021 webinar with the 10 PCNs – discuss progress, challenges, successes, learn from each other
- Pilots end during 2021 – PCNs submit final reports
- Evaluation once all pilots finished
- Link pilot PCNs with others to advise on implementation of interventions to improve cervical screening
- Case studies webinar for London PCNs/GP surgeries, CCG cancer leads, cancer alliances