

June 2023

Issue 20

Your news for:

*South Yorkshire &
Bassetlaw SIT*

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CSAS News

In May we sent a total of 486,165 invitation letters and 401,043 reminder letters with 245,245 results received for processing. The number of invitations has increased in month by 42% following a decline since February, but in line with 2022 volumes as are reminders.

Our 2nd customer satisfaction survey opened at 9 am 1st June and will be running throughout June and closed 5pm on 30th June.

Link to the survey is as follows <https://necs.onlinesurveys.ac.uk/customer-satisfaction-survey-june-2023>

To contact any member of the engagement team please email: csas.engagement@nhs.net

For queries please use the contact form available via the following link: [Contact-us · CSAS](#)

Information / updates

Note for sample takers in General Practice -

When checking participants details against Open Exeter prior to completing the HMR101 form, or other alternative request forms such as ICE, could you please ensure that any change of addresses given by the participant are updated on your clinical system.

It is important that GP clinical systems reflect the information on NHAIS/Open Exeter as this ensures participants are included in the cervical screening programme and their invitations/reminders & results are sent to the correct address.

The changes made on GP clinical systems will be fed through via GP links and PCSE action them which will update the patient demographic data (PDS) on the NHS spine.

Once the amendment is updated by the practice and actioned by PCSE this will update the participants correct address on NHAIS/Open Exeter and help reduce the number of rejections and manual matching changes undertaken by CSAS.

*Please note an exception to the above would be one time requests for correspondence sent to an alternative address.

Manual Matching Figures

Below are the manual matching figures from April 2023 for:

- Queen Elizabeth Hospital, Gateshead
- National

'Non hits' are where CSAS need to 'manually match' data that does not directly match the information held on the NHAIS system.

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, advise the call and recall service 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	60080/ Gateshead	National Figures
Month	Apr-23	Apr-23
Total Results	35,759	229,773
Total Hits	34,122	215,914
Hits %	95.42%	93.97%
Non Hits	1,637	13,859
Non Hits %	4.58%	6.03%
Change from previous month	0.23%	
Over / Under National Non Hits %	↓	

Ceasing Audit

Phase 2 of the National Ceasing Audit is ongoing consisting of Radiotherapy and Mental Capacity Act (MCA).

NHSE are reviewing options for next actions for non-responding GPs.

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	82
Assisting Incidents	79
Non-assisting Incidents	3
Resolved Awaiting Closure	0

Themes 2022/2023	Potential Reputational Harm	Patient Safety	May-22	June-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Ceasing	High	High	0	0	0	2	2	1	1	0	0	1	1	0	2
Colposcopy Discharge	Medium	High	0	0	0	2	2	1	7	2	0	1	3	3	2
Customer Support Centre	High	Low	0	0	0	0	0	0	0	0	0	0	0	0	0
GP Practice error	Medium	Low	0	0	0	0	0	0	0	0	0	0	0	1	0
IG	High	Low	0	0	0	0	0	0	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	0	0	0	0	0	0	0	1
Lab Links	Medium	High	1	0	0	0	0	0	0	0	1	0	0	0	0
National Letters	High	Low	0	0	0	0	0	0	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	1	0	1	0	0	0	0	0	0	0	0	0	1
Patient results	High	High	22	11	16	18	18	11	14	17	11	9	16	8	18
Performers List	High	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Registration	High	High	0	0	0	0	0	0	0	0	0	0	0	0	0
Total			24	11	17	22	22	13	22	19	12	11	20	12	24

Key Themes:

Patient results - has increased significantly and it's highest since September 2022

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.

Coloscopy clinic	Most Recent Submission	Month of List	Review Date
Barnsley Hospital	08/06/2023	up to 23/5/23	21/06/2023
Bassetlaw District General Hospital	Patients included with Doncaster Royal Infirmary	Up to 16/6/23	21/06/2023
Doncaster Royal Infirmary	19/06/2023	Up to 16/6/23	21/06/2023
Rotherham Hospital	16/06/2023	Up to 23/5/23	21/06/2023
Jessop Wing	16/06/2023	Up to 24/5/23	21/06/2023

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