



## Happy New Year from Cervical Screening London!

### Getting it Right First Time (GIRFT)

As we enter the busy Winter period, we thought it would be helpful to send a few reminders to help us all 'Get it Right First Time' and improve the Cervical Screening service across the pathway.

#### tQuest

Systm One and EMIS users are strongly encouraged to use tQuest to electronically order a cervical screening test.

Using tQuest improves efficiency in the laboratory allowing us to process samples quicker and, in turn, enabling patients to receive their results faster. This also reduces the risk of transcription errors associated with manual data entry.

If you need further information, please visit our website:

<https://www.hslpathology.com/services/cervical-screening-london/>

Alternatively, contact our administration team on 020 7460 4851 or email [hsl.csl.queries@nhs.net](mailto:hsl.csl.queries@nhs.net)

For IT support, please contact [helpdesk@tdlpathology.com](mailto:helpdesk@tdlpathology.com) or the helpdesk portal: <https://tdlpathology.freshservice.com/support/home>

#### Request Forms

It has been brought to our attention that some samples are accompanied by two request forms.

This can cause confusion in the laboratory, not to mention this is an unnecessary waste of paper.

Please only use **one** request form when taking samples.

#### Supplies

Stock rotation is a vital part of providing a high-quality service.

All ThinPrep vials have an expiry date on the label and these should be checked on arrival to ensure the vials with the shortest expiry dates are used first.

Vials must not be used within **14 days** of the expiry date. This is to ensure the laboratory can receive and process the samples **before** the expiry date.

Expiry dates are checked on arrival. Those that do not comply with the above are rejected in line with national guidance and will require a repeat test no less than three months from the initial sample (<https://www.gov.uk/government/publications/cervical-screening-accepting-samples-in-laboratories>).

For further information on supplies, please contact the helpdesk (Monday to Friday, 9am-5.30pm):

[LS.helpdesk@hslpathology.com](mailto:LS.helpdesk@hslpathology.com) or 020 7307 9440

#### Transport

CSL uses a distinctive purple bag to transport samples from the sample taker location to the laboratory. The bags are clearly labelled and have the CSL logo on the front.

It is essential that only cervical screening samples for CSL are placed in these bags.

In 2025, CSL received 1,461 non-CSL samples. Unfortunately, most of these samples will need to be repeated. This can easily be prevented by:

- Ensuring CSL cervical sample bags are located separately to other pathology samples.
- Sealing the purple bag after a cervical screening clinic, before placing it in the collection location.
- Ensuring reception staff are aware of the collection location.
- Informing the laboratory if samples are not collected.
- Ensuring the correct 'sample taken date' is recorded on the request form.

Purple transport bags are tracked from the collection location to receipt in the laboratory on Level 8 of the Halo Building. This is only possible if a barcode is placed on the outside of the bag.

Before placing for collection, please check the barcode is on the outside of the bag.

#### Sample Labelling

A recent audit conducted by CSL showed that 47% of the incidents reported by the laboratory between April and September 2025 are due to mislabelling.

Please remind your sample takers to ensure a final check so samples are correctly labelled in line with the NHS Cervical Screening Programme guidance for the acceptance of cervical screening samples in laboratories. Please refer to the link below.

<https://www.gov.uk/government/publications/cervical-screening-accepting-samples-in-laboratories>

The risk of mislabelling a sample can be reduced by:

- Asking the patient to confirm their full name, date of birth, and address.
- Clearly documenting the NHS number, date of birth and full name on the form and vial.

- Checking these identifiers match the form and vial and are correct for the patient.
- Using pre-populated vial labels if available.
- Not pre-labelling vials prior to the appointment.

## Rejected Samples

Rejected samples create anxiety for the individuals who have had a cervical sample taken. They also create additional work for sample takers and the laboratory. The following tables show a breakdown of the samples rejected in London in Quarter 1 (April to June 2025) and Quarter 2 (July to September 2025).

### Rejected samples for London Q1/Q2 2025

Category	Q1	Q2
Discrepancies	471	670
Out of programme	434	319
Out of date vials	528	134
Other	46	54
<b>Total across London</b>	<b>1,271 (0.85%)</b>	<b>1,177 (0.79%)</b>

### Rejected samples for NCL Q1/Q2 2025

Category	Q1	Q2
Discrepancies	111	137
Out of programme	59	49
Out of date vials	32	17
Other	7	9
<b>Total across NCL</b>	<b>209 (0.92%)</b>	<b>212 (0.94%)</b>

### Rejected samples for NEL Q1/Q2 2025

Category	Q1	Q2
Discrepancies	140	124
Out of programme	77	64
Out of date vials	88	50
Other	5	14
<b>Total across NEL</b>	<b>310 (1.00%)</b>	<b>252 (0.77%)</b>

### Rejected samples for NWL Q1/Q2 2025

Category	Q1	Q2
Discrepancies	111	166
Out of programme	126	93
Out of date vials	84	26
Other	4	12
<b>Total across NWL</b>	<b>325 (0.9%)</b>	<b>297 (0.87%)</b>

### Rejected samples for SEL Q1/Q2 2025

Category	Q1	Q2
Discrepancies	102	127
Out of programme	56	63
Out of date vials	38	26
Other	12	5
<b>Total across SEL</b>	<b>208 (0.7%)</b>	<b>221 (0.71%)</b>

### Rejected samples for SWL Q1/Q2 2025

Category	Q1	Q2
Discrepancies	75	86
Out of programme	42	45
Out of date vials	60	7
Other	3	8
<b>Total across SWL</b>	<b>180 (0.7%)</b>	<b>146 (0.59%)</b>

### 2025 User Survey

CSL is committed to continuous improvement and your feedback is essential.



SCAN ME

Please take a few moments to complete the survey by scanning the QR code or clicking the link:  
<https://forms.office.com/e/LuZV8gMf6j>

### Cervical Screening Management System Notifications/Prior Notification List

A gentle reminder from our colleagues at CSAS who are experiencing an increase in enquiries regarding Prior Notification Lists (PNLs).

PNLs are available directly from the Cervical Screening Management System (CSMS) and practices should be checking CSMS daily.

A link for the CSMS user guide is available here:  
<https://digital.nhs.uk/services/cervical-screening-management-system/help-using-csms/manage-notification-lists>