



NHS

England

Primary Care Support England

For the attention of colleagues delivering Cervical Screening services

New online forms for Cervical Screening enquiries

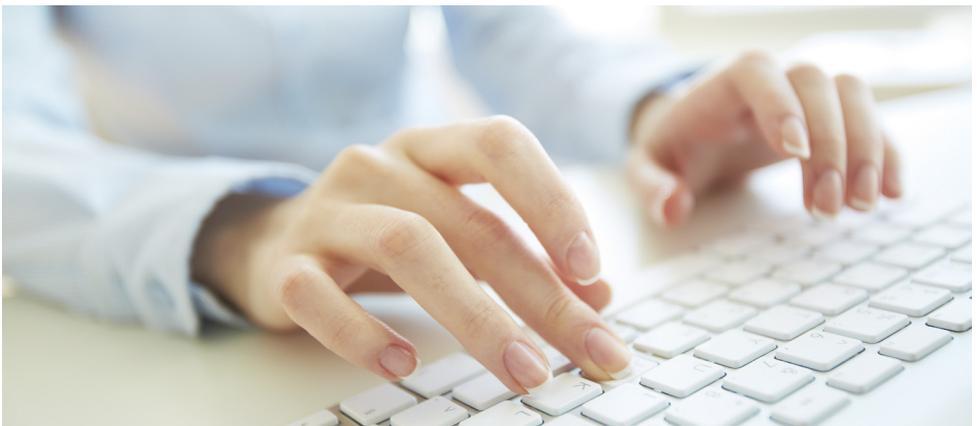
In response to feedback from colleagues across the cervical screening sector, PCSE has introduced new, simple online forms for all screening queries and requests.

The tailor-made forms contain different options to ensure your enquiry gets to the right team as quickly as possible. There are different categories according to the type of query or request being submitted, for example:

- Cease, reinstate and deferral requests
- Colposcopy Discharge Lists
- Cancer Research UK (CRUK) requests
- Cervical Screening test results
- Laboratory Queries
- General Enquiries

When you have selected the category relevant to your enquiry, the intuitive form will guide you to submit the details PCSE needs to ensure the quickest possible response time. There is the facility to upload the relevant attachments to support your enquiry or submission.

Once you send your form, you will receive an acknowledgement email confirming your submission, along with a case reference number which you can use to follow-up on your enquiry if needed.



Details you will need to submit a query

You will be required to enter different details depending on the type of query you submit. The information could include:

- Name and email
- Organisation Code e.g. Practice or Laboratory National Code
- Organisation name and address, including postcode
- Patient's NHS Number, NHS Trust Name and related NHAIS area (for laboratories and Scottish Health Boards)

IMPORTANT:

Register your organisation to ensure you can submit enquiries

In order for the online form to be used securely and for PCSE to respond to questions and queries in a timely way, you need to be registered with us.

For data security reasons, PCSE can only respond to queries from people who have registered.

GP practices can register with PCSE Online to enable us to carry out the necessary identification and verification checks and ensure we only respond to authorised contacts in your organisation.

If your GP practice is already registered on PCSE Online, the main contact/super user will be able to add or amend additional users. We would encourage you to check the named contacts that are currently included under your organisation registration and update accordingly. Visit the PCSE website '**Help**' page for further information about how to register, and add/amend users for PCSE Online.

Further FAQs can be found at www.pcse.england.nhs.uk/help under the 'Using PCSE Online' section.

If you have any queries about the online form, please contact the Screening Engagement Team at pcse.screeningengagement@nhs.net