



England

London Region Breast Screening General Practice Engagement Pack

Review Date: September 2024

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Poster: Breast Screening Summary for Primary Care



The Primary Care Network DES encourages primary care colleagues to [review the uptake of breast cancer programmes](#) and engage with health promotion activities for screening.

This pack provides GP Practices / PCN staff with information to enable them to better support and signpost patients to accessing breast screening in London. It includes:

- ❑ an overview of the London breast screening programme;
- ❑ an outline and explanation of the patient pathway for breast screening; and
- ❑ key information sent by the London Breast Screening Administrative Hub to general practices.

London's uptake is low.

- London's breast screening uptake and coverage rates are low with uptake prior to the pandemic being **59%, 10% below the national average**.
- Since the pandemic, uptake and coverage **rates across London deteriorated further**.
- **Uptake is gradually increasing, but more work is needed to continue along this trajectory.**



Who can General Practices and patients contact?

London Breast Screening Hub

- **Contact Number:** 020 3758 2024
- **Email:** RF-TR.LondonBreastScreeningHub@nhs.net
- Further details on [slide 9](#)

London Breast Screening Services

- Details can be found on [slide 9](#)

The London Hub

- Supports 6 London Breast Screening (BS) Services with administrative functions, including appointment scheduling.
- The Hub can be contacted on **020 3758 2024** or RF-TR.LondonBreastScreeningHub@nhs.net*

Screening Invite

- Every 3 years, eligible women (aged 50 to 70), will receive a letter in the post from the [London Breast Screening Hub](#)
- They will be offered a date & time for their screening
- **Clients will receive their first invitation by their 53rd birthday**

Breast Screening

- Eligible women are invited by their next screening test due date.
- **Practices will receive an email notification when 50 or more of their patients are being invited for their BS appointment**

Screening Appointment

- Takes less than 30 mins, with image taking lasting seconds.
- On arrival, staff explain the procedure.
- **All mammographers are women.**
- Mammograms can be uncomfortable, but any pain passes quickly

Very High-risk Women

- Women with family history of breast and/or ovarian cancer or those that have a gene mutation **can be referred by the GP to a genetic specialist for assessment**
- Moderate risk patients should be sent though to Breast Symptomatic services

Missed Appointments

- The Hub send a reminder to rebook missed appointments.
- **Missed appointments can be rebooked anytime by calling 020 3758 2024**
- Clients who miss their rebooked appointment will be invited again in 3 years.
- GPs are notified by post if a client has missed their appointment.

Results

- The client & GP will receive a letter with the results within 2 to 3 weeks of the screening appointment.
- **GP to scan letter and save on patient's records**
- **The BS service can be contacted for any result queries***

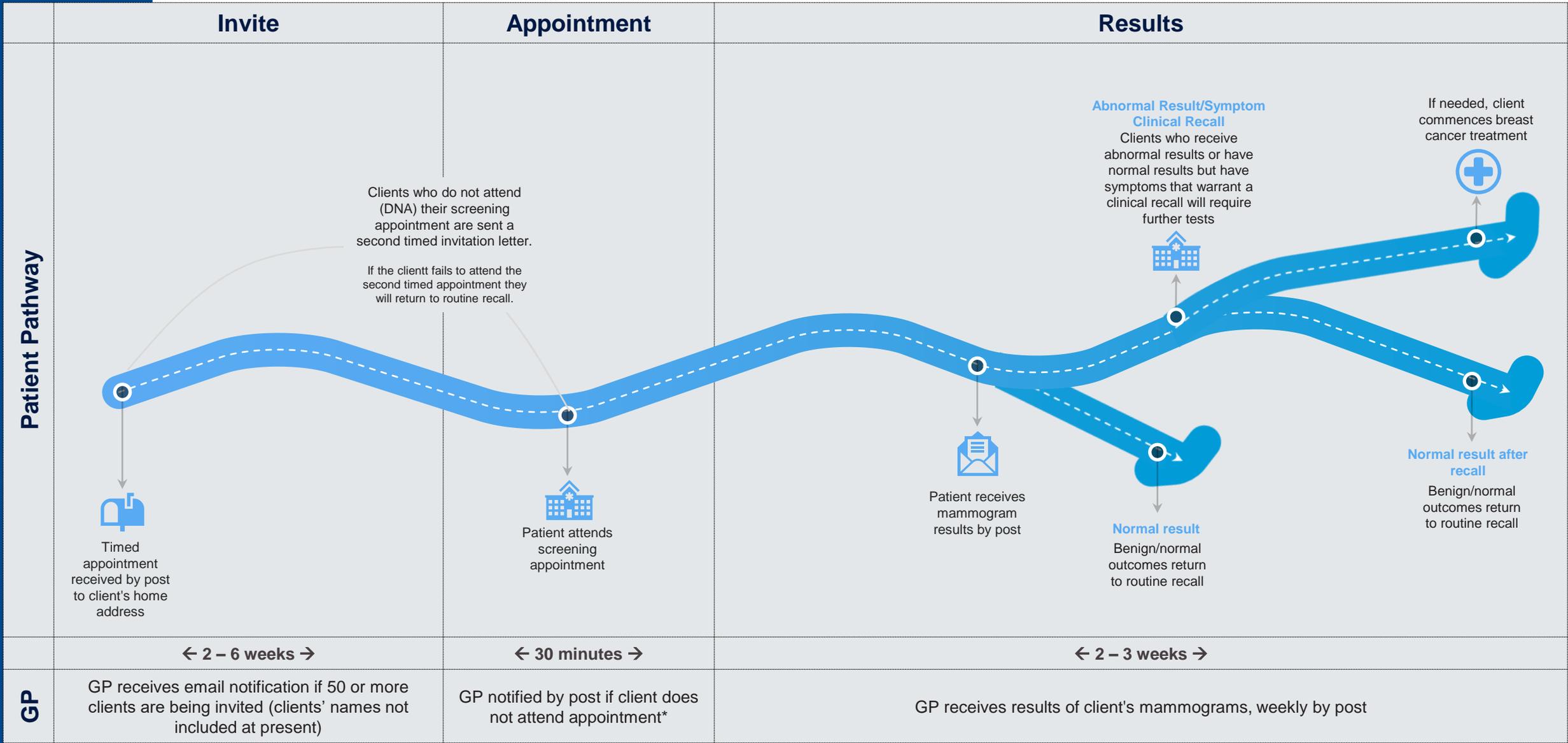
Transgender and non-binary

- GPs can arrange mammograms at a local hospital for patients with no chest reconstruction, aged 50 to 70.
- **Patient's registered as male with a GP are not routinely invited for BS, nor can their GP arrange a BS appointment on their behalf**
- See [NHS population screening: guidance for trans and non-binary people](#)

Symptoms

- BS is not advisable for women with symptoms, such as lumps, pain, or discharge.
- **These cases should be referred by the GP to a symptomatic breast clinic (See [Breast Referral Guidance for Primary Care](#))**

Breast Screening Patient Pathway



Clients who do not attend (DNA) their screening appointment are sent a second timed invitation letter.

If the client fails to attend the second timed appointment they will return to routine recall.

Abnormal Result/Symptom Clinical Recall
 Clients who receive abnormal results or have normal results but have symptoms that warrant a clinical recall will require further tests

If needed, client commences breast cancer treatment

Normal result after recall
 Benign/normal outcomes return to routine recall

Normal result
 Benign/normal outcomes return to routine recall

*Results are sent to GP Practices following closure of the client's screening episode on the Breast Screening System. For further information see [Breast screening care pathway](#)

Actions for General Practices



Complete the patient information form OR run patient searches:

- To inform the Hub about clients who have had a bilateral mastectomy, died in the last 3 months or have learning or physical disabilities (for reasonable adjustments)

Form sent by the Hub, further information on [page 10](#).
Example form on [page 11](#)



Add electronic alerts on patient records for:

- Practice staff to remind clients to during appointments to rebook missed Breast Screening appointments.

Example text on [page 10](#)



Send GP endorsed text messages:

- To non-responders
- Clients entering or due to exit the Breast Screening programme

Further details on [page 10](#)
Text templates on [page 12](#)



Update GP systems:

- Upload Breast Screening results to patient's record
- Ensure trans women and men and non-binary people's genders are recorded correctly on the GP system.

Further details on [page 10](#)



Run targeted initiatives

Support your local Breast Screening service to implement targeted initiatives to engage local communities with low uptake rates.

Work with Breast Screening service health promotion teams, contact details can be found on [page 13](#)

Appendix

Breast screening locations in London

The London region has **six Breast Screening Services** and a **central administrative hub**.

The London Breast Screening Hub

The Hub is responsible for supporting all six London services with numerous administrative functions, including client data collation and reporting and appointment scheduling.

Clients can contact The Hub call centre for enquires, cancellations, rebooks and to reschedule their appointment on

020 3758 2024 or RF-TR.LondonBreastScreeningHub@nhs.net.

Opening times: Monday to Friday (8am to 7pm), excluding bank holidays; Saturday & Sunday (8am to 4pm)

London Breast Screening Services:

-  **The North London Breast Screening Service** - Barnet, Brent, Enfield, Haringey, Harrow and West Hertfordshire
-  **The Central & East London Breast Screening Service** - Islington, Camden, Hackney and the City, Newham, Tower Hamlets and Waltham Forest
-  **Outer North East London Breast Screening Service** – Barking & Dagenham, Havering and Redbridge
-  **The South East London Breast Screening Service** - Lewisham, Lambeth, Southwark, Bromley, Bexley and Greenwich
-  **The South West London Breast Screening Service** - Croydon, Kingston, Richmond, Sutton and Merton and Wandsworth
-  **The West of London Breast Screening Service** - Ealing, Hammersmith and Fulham, Hillingdon, Hounslow, Kensington and Chelsea and Westminster



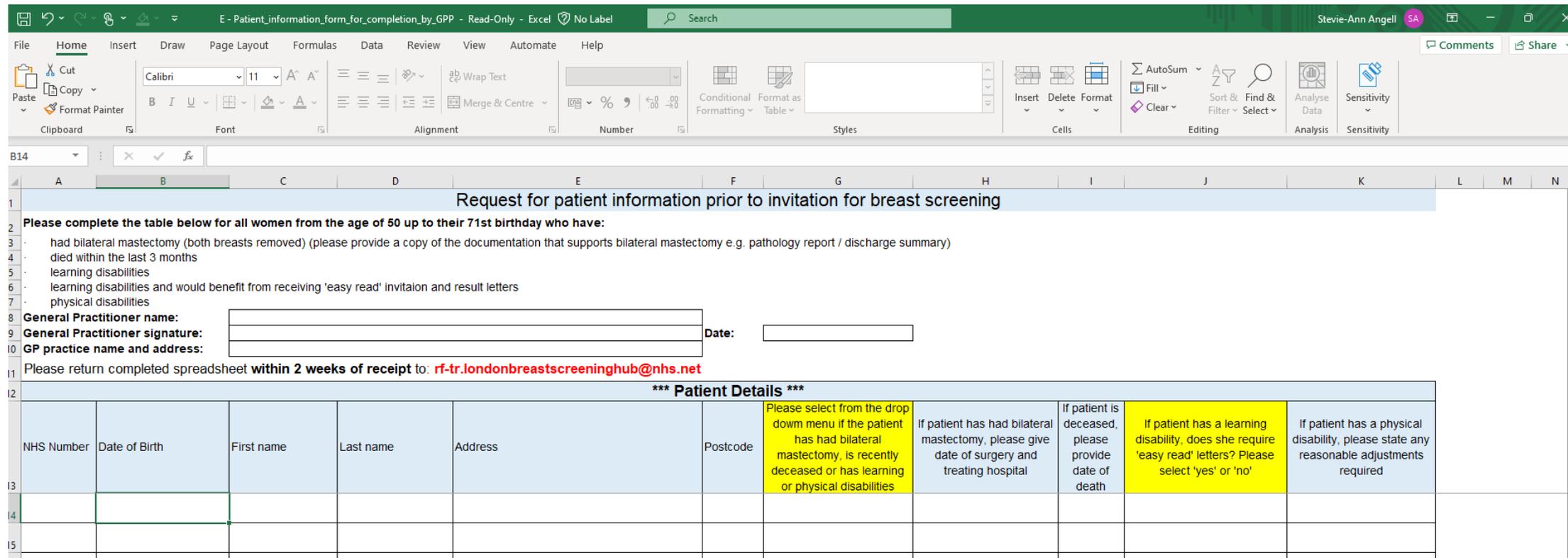
Actions for General Practices

Opportunities for practices to improve uptake across London

Ask	How	Rationale
<p>1. Complete the patient information form (sent by the Hub) OR practices to run yearly searches to inform the Hub about patient's who:</p> <ul style="list-style-type: none"> • Have had a bilateral mastectomy • Died-in the last 3 months • Have learning disabilities • Have physical disabilities 	<p>Practices to complete patient information form when requested by the Hub (received by email when 50 or more clients from your practice are being invited) , example form on page 11 OR run patient searches yearly emailing to RF-TR.LondonBreastScreeningHub@nhs.net (NWL ICB have successfully developed reports as best practice).</p>	<p>The Primary Care Network DES encourages primary care colleagues to tackle neighbourhood health inequalities.</p> <p>Regular patient information from GPs help keep the Breast Screening system up to date. This reduces the risk of patients receiving an inappropriate invitation for breast screening and ensures that patients with special needs receive the reasonable adjustments they need to access the service.</p>
<p>2. Add electronic alerts on patient records for:</p> <ul style="list-style-type: none"> • Patients who have missed their Breast Screening appointment (following communication by post from the Hub), for practice staff to remind clients to rebook when prompted by the system alert. 	<p>Suggested alert: 'Patient did not attend their NHS Breast Screening appointment – to rebook patient can call the Hub on 020 3758 2024'</p>	<p>Every contact counts in addressing barriers to screening and maximising facilitators, such as primary care endorsement. Reminders on patient records can help prompt practice staff to remind patients to rebook and attend their breast screening appointment.</p>
<p>3. Send GP endorsed text messages to:</p> <ul style="list-style-type: none"> • Non responders who have not attended their scheduled appointment/s • 50-year-olds entering the Breast Screening programme • 69-year-olds who are due to exit the programme 	<p>Suggested text templates can be found on page 12.</p>	<p>Underserved communities and first-time invites are less likely to attend their appointment. Studies show that primary care endorsement increases participation in screening. Targeted text messages from GPs will encourage patients to attend their appointment or rebook their missed appointment. First-time invitees who attend their first appointment and have a positive experience, are more likely to attend future appointments.</p> <p>It is important that women aged 71 and above are informed that they will not be invited to attend screening, as part of the programme, but can request screening every three years.</p>
<p>4. Update patient details and screening results on GP systems:</p> <ul style="list-style-type: none"> • Upload clients Breast Screening results to patients' records, once received from The Hub (weekly by post) • Ensure trans women and men and non-binary people's genders are recorded correctly on the GP system. Only people registered with a GP as a female are routinely invited for breast screening. People registered with a GP as male with no chest reconstruction can arrange mammograms at their local hospital. 	<p>Update patient records once breast screening results received via post.</p> <p>Ensure patient gender is correctly recorded on GP systems.</p> <p>GPs can arrange mammograms at a local hospital for patients with no chest reconstruction, aged 50 to 70.</p> <p>NHS population screening: guidance for trans and non-binary people</p>	<p>Entering client results on the system will improve the quality of data available to inform future targeted interventions and improve patient quality of care.</p> <p>It is important trans women and men, and non-binary people genders are correctly recorded on the GP system, so they are invited for breast screening correctly.</p> <p>This will help increase uptake and reduce health inequalities.</p>
<p>5. Run targeted initiatives</p> <ul style="list-style-type: none"> • Support your local Breast Screening service to implement targeted initiatives to engage local communities with low uptake rates. 	<p>Work with Breast Screening service health promotion teams, contact details can be found on page 13.</p>	<p>Breast screening services undertake a range of health promotion activities and projects to improve breast screening participation, particularly among underserved groups. These communities are also likely to experience other health inequalities and engaging them to participate in screening could help improve the health of local communities and reduce health inequalities.</p>

Practices to complete the patient information form when requested by the Hub OR run patient reports yearly (NWL ICS have successfully developed these reports as best practice) emailing to RF-TR.LondonBreastScreeningHub@nhs.net

See [page 10](#) for further information.



The screenshot shows an Excel spreadsheet with the following content:

Request for patient information prior to invitation for breast screening

Please complete the table below for all women from the age of 50 up to their 71st birthday who have:

- had bilateral mastectomy (both breasts removed) (please provide a copy of the documentation that supports bilateral mastectomy e.g. pathology report / discharge summary)
- died within the last 3 months
- learning disabilities
- learning disabilities and would benefit from receiving 'easy read' invitation and result letters
- physical disabilities

General Practitioner name:

General Practitioner signature: **Date:**

GP practice name and address:

Please return completed spreadsheet **within 2 weeks of receipt** to: rf-tr.londonbreastscreeninghub@nhs.net

*** Patient Details ***										
NHS Number	Date of Birth	First name	Last name	Address	Postcode	Please select from the drop down menu if the patient has had bilateral mastectomy, is recently deceased or has learning or physical disabilities	If patient has had bilateral mastectomy, please give date of surgery and treating hospital	If patient is deceased, please provide date of death	If patient has a learning disability, does she require 'easy read' letters? Please select 'yes' or 'no'	If patient has a physical disability, please state any reasonable adjustments required



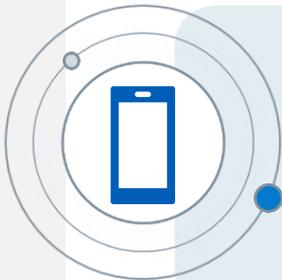
Breast Screening eligibility text messages to 50-year-olds

Dear <forename>, The NHS offers free breast cancer screening between 50-70. If you're eligible, you'll receive a letter every 3 yrs for a mammogram appointment with a female healthcare professional. The test helps find breast cancer early, when there is the greatest chance of cure. More info at <https://bit.ly/lonbreast> Regards <organisation_name>



Breast Screening text messages to all 69-year-olds who are due to exit the programme

Dear <forename>, After age 71, the automatic invitation for breast cancer screening will end, but you can still request a screen every 3 yrs. Contact <https://bit.ly/BreastContact>. Remember, breast cancer screening is for people without symptoms. If you have breast symptoms, contact us. Regards, <organisation_name>



Breast screening text messages to non-responders (following appointment outcome results)

Dear <forename>, We've been informed that you missed your breast screening appointment. We encourage you to attend screening, as the earlier we find cancer the more chance of cure. Contact <https://bit.ly/BreastContact>. Breast Screening Video – Don't ignore your screening invite: <https://youtu.be/FTGQJPbo91k>. Regards, <organisation_name>

London Breast Screening Service Health Promotion Teams Contact Details



Work with Breast Screening service health promotion teams to **support practices running targeted initiatives**

Outer
North East
London

Doris Butawan, Breast Care Nurse Specialist
Doris.Butawan@inhealthgroup.com

South
East
London

Francesca Fiennes, Health Promotion Specialist
francesca.fiennes@nhs.net

West of
London

Nipunika Silva, Health Promotion Manager
nipunika.silva1@nhs.net

South
West
London

Claire Bailey, Lead CNS Breast Screening
Claire.Bailey@stgeorges.nhs.uk

Central
East &
North
London

Mansi Tara, Health Promotion Lead
Mansi.tara@nhs.net



NHS Website

<https://www.nhs.uk/>

NHS Breast Screening Helping you Decide Leaflet

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1031049/BSP01_plain_text_A4_PDF.pdf

Breast Screening: GP Pre-Screening Pack

<https://www.gov.uk/government/publications/breast-screening-gp-pre-screening-pack>

Breast Screening: An Easy Guide Leaflet

<https://www.gov.uk/government/publications/breast-screening-gp-pre-screening-pack>

Breast screening: Guidance for Providers on 'Out-of-Area Screening'

<https://www.gov.uk/government/publications/breast-screening-women-wanting-to-attend-service-out-of-area/breast-screening-guidance-for-providers-on-out-of-area-screening>

Breast Screening for Women with a High Risk of Breast Cancer

<https://www.gov.uk/government/publications/nhs-breast-screening-high-risk-women/breast-screening-for-women-with-a-higher-risk-of-breast-cancer>

Protocols for the Surveillance of Women at Higher Risk of Developing Breast Cancer

<https://www.gov.uk/government/publications/breast-screening-higher-risk-women-surveillance-protocols/protocols-for-surveillance-of-women-at-higher-risk-of-developing-breast-cancer>

Breast Screening: Professional Guidance

<https://www.gov.uk/government/collections/breast-screening-professional-guidance>

Information for Trans People Leaflet

https://www.london-breastscreening.org.uk/files/Transgender_cross_programme_screening_leaflet.pdf

London Region Breast Screening Comms Toolkit

[London Breast Screening Communications Toolkit \(london-breastscreening.org.uk\)](https://www.london-breastscreening.org.uk)



Breast Screening



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Symptoms

- BS is not advisable for women with symptoms, such as lumps, pain, or discharge.
- **These cases should be referred by the GP to a symptomatic breast clinic**
- See [Breast Referral Guidance for Primary Care](#)

Results

- The client & GP will receive a letter with the results within 3 weeks of the screening appointment.
- **GP to scan letter and save on patient's records**

Very High-risk Women

- Women with family history of breast and/or ovarian cancer or those that have a gene mutation **can be referred by the GP to a genetic specialist for assessment**
- Moderate risk patients should be sent to Breast Symptomatic services

Transgender and non-binary

- GPs can arrange mammograms at a local hospital for patients with no chest reconstruction, aged 50 to 70.
- **Patients registered as male with a GP are not routinely invited for BS, nor can their GP arrange a BS appointment on their behalf**
- See [NHS population screening: guidance for trans and non-binary people](#)

Actions for GPs



Complete the patient information form OR run patient searches:

- To inform the Hub about clients who have had a bilateral mastectomy, died in the last 3 months or have learning or physical disabilities (for reasonable adjustments)



Add electronic alerts on patient records for:

- Practice staff to remind clients to rebook missed Breast Screening appointments.



Send GP endorsed text messages:

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Update GP systems:

- Upload Breast Screening results to patient's record
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Run targeted initiatives

- Support your local Breast Screening service to implement targeted initiatives to engage local communities with low uptake rates.

Further information is available in the **London Region Breast Screening General Practice Engagement Pack**.
Please email england.ypa@nhs.net

Thank You



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