INTRODUCTION
Hello, □ VERIFY WHO SPEAKING WITH
My name is… I am phoning from… □ INSERT NAME OF GP PRACTICE
There’s nothing to worry about, I’m phoning about the national bowel screening programme. Is it okay to have a chat with you about this? □ IF NOT, ARRANGE CONVENIENT TIME TO CALL BACK

RECEIPT OF BOWEL SCREENING KIT
We have received information from the National Bowel Screening Centre that you didn’t return your bowel screening test kit. Can I just check that you received your kit? □ MENTION DATE IT WAS SENT FROM THE SCREENING HUB

YES
Can I ask your reasons why you didn’t return the kit? □ RECORD WHY AND PROVIDE NON PATIENT IDENTIFIABLE FEEDBACK (GENERAL THEMES) TO EARLYDIAGNOSIS@CANCER.ORG.UK

- Wants to participate but didn’t get round to it
- Unsure whether to complete or not
- Doesn’t want to participate

□ SUGGEST PRACTICAL TIPS TO COMPLETE THE KIT

Common issues:
- How to collect poo
- Where to store Kit
- Collecting 3 samples

□ DISCUSS REASONS FOR AND AGAINST SCREENING

Benefits:
Bowel screening saves lives from bowel cancer. It’s thought that by 2025, bowel screening will save over 2000 lives a year in the UK.

Risks:
Screening can miss bowel cancers; you may have to have further tests before finding out you don’t have cancer; if you get an abnormal result, you will be invited for a colonoscopy. In a very small proportion of cases this can lead to bleeding or tearing the wall of the bowel.

NO
□ CHECK IF THE ADDRESS IS CORRECT
□ ENCOURAGE THE PATIENT TO CALL THE HELPLINE NUMBER

□ ORDER REPLACEMENT KIT. CALL: 0800 707 6060

Wishes to participate

Doesn’t want to participate