**SAMPLE TELEPHONE SCRIPT**

**Introduction**
Hello (verify who speaking with)
My name is.... I am phoning from your Doctor’s 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 kit.
Can I just check that you received your kit? (Mention data was sent from the Screening Hub).

- **YES**
  - Can I ask your reasons why you didn’t return the kit?
    - 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
    - Discuss reasons for and against screening
    - Common issues:
      - ✔️ How to collect Poo
      - ✔️ Where to store Kit
      - ✔️ Collecting 3 samples
    - 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 some cases this can lead to bleeding or tearing the wall of the bowel

- **NO**
  - Check if the address is correct
  - Offer to order replacement kit on behalf of patient
  - Order replacement kit.
    - Call:
      - **England:** 0800 707 6060
      - **Scotland:** 0800 0121 833
      - **Wales:** 0800 294 3370
      - **Northern Ireland:** 0800 015 2514

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**Source:** Cancer Research UK (2015)

For further information or support around using this resource in your area or any feedback, please contact the early diagnosis team at earlydiagnosis@cancer.org.uk