

Nottingham City CCG Clinical Assessment Service (CAS) Recall process analysis

1. Introduction

Nottingham City CCG implemented the CAS Recall process in April 2016. The steps in the process are:

- **Hub data upload** – the Bowel Screening Hub upload a file monthly directly to eHealthscope containing details of patients who have been invited for screening and not responded within the 3 month time frame.
- **Practice data check** – practices have 2 week to download the list of patients for their practice and update eHealthscope to confirm that the Clinical Assessment Service should send the patient a letter on their behalf.
- **CAS Intervention** – the CAS download the approved patient data from eHealthscope. Patients will then be sent the standard invitation letter (appendix 1) on the letterhead for their practice. The CAS will record this activity on eHealthscope.

2. Results

Practice level results are given in Appendix 2.

The headlines are

- 48 out of 56 Nottingham City CCG practices have signed up to the process.
- To date 7,513 letters have been sent to patients resulting in an additional 391 patients being screened.
- 5.2% of patients contacted by the CAS were screened.
- The process has directly increased the CCG's overall uptake by 2.4% from a baseline uptake rate (July 2016) of 51.2%.

However, it should be noted that the average uptake rate for practices not participating in the CAS recall process increased from 51.3 to 55.1%, an increase of 3.8%, between 2015 and 2016. This could be due to a number of reasons including practices having their own initiatives in place.

3. Conclusion

The CAS recall process has had a direct and significant positive impact on Nottingham CCG's bowel screening uptake rate for relatively little cost (£4,200 / year).

Simon Oliver
Cancer Commissioning Manager

April 2017

EXAMPLE OF LETTER/TEMPLATE
Written on Practice headed paper

Dear *(enter patient name)*

Routine bowel cancer screening on the NHS

We wrote to you recently asking you to take part in routine bowel cancer screening. Some of our patients have not completed and returned the test kit they were sent in the post and we would like to remind you how important this test is.

What to do next:

1. If you no longer have the orange cardboard test kit that was sent in the post to you, then you can request a new test kit by calling free on **0800 707 60 60** during office hours, Monday to Friday.

2. If you have any questions or would like to request a kit through the surgery, please make a routine appointment with your doctor or the practice nurse as soon as possible.

Why do the test?

1. The treatment of cancer is far more effective if problems are diagnosed early. Even if you don't have any symptoms, the test kit can help to pick up very early signs of bowel cancer – this could save your life.

2. You do the test in your own home and it is free and completely confidential. You will be contacted straight away if the results suggest you need further advice or treatment.

3. This screening is funded by the NHS for anyone aged 60 to 74 years. You will be invited to complete and return a bowel cancer screening test kit every two years until the age of 75. After the age of 75 you can carry on with regular testing if you want to.

This letter is from your GP practice

Thank you for taking the time to read this letter. We have your health and wellbeing in mind and would recommend that you request a screening test kit as soon as possible. Why not call today? **0800 707 60 60**.

If you have already returned your bowel cancer screening test then 'thank you' and please ignore this letter.

Yours sincerely,

Dr

For more information go to www.cancerscreening.nhs.uk/bowel

Appendix 2

GP practice	% uptake (National July 2016)	Invites / year	Total non-responders	Patients contacted by CAS	No. contacted patients screened	% contacted patients screened	% uptake increase through CAS recall
St Albans Medical Centre	46.2	474	277	259	9	3.5%	1.9%
Elmswood Surgery	55.4	667	335	324	16	4.9%	2.4%
Family Medical Centre	52.3	464	299	294	20	6.8%	4.3%
The University of Nottingham Health Service	66.7	127	53	49	4	8.2%	3.1%
Churchfields Medical Practice	52.2	648	385	380	17	4.5%	2.6%
Derby Road Health Centre	52.2	542	371	349	20	5.7%	3.7%
Leen View Surgery	48.3	520	328	318	5	1.6%	1.0%
Deer Park Family Medical Practice	66.9	663	267	3	0	0.0%	0.0%
Clifton Medical Practice	51.6	489	286	271	22	8.1%	4.5%
Rivergreen Medical Centre	49.6	590	362	351	11	3.1%	1.9%
Greenwood & Sneinton Family Medical Centre	41.3	408	231	226	2	0.9%	0.5%
Parkside Medical Practice	52.0	407	288	240	8	3.3%	2.0%
Wellspring Surgery	43.9	456	289	239	12	5.0%	2.6%
Hucknall Road Medical Group	51.7	766	471	469	19	4.1%	2.5%
John Ryle Health Centre	54.3	459	263	259	25	9.7%	5.4%
Victoria & Mapperley Practice	57.6	514	310	2	0	0.0%	0.0%
Aspley Medical Centre	45.5	422	260	258	11	4.3%	2.6%
Meadows Health Centre - Shankar	39.7	221	153	151	3	2.0%	1.4%
Radford Health Centre	50.5	174	106	106	4	3.8%	2.3%
The Forest Practice	46.0	203	151	0	0	0.0%	0.0%
Dr OP Sharma - Greenfields MC	32.3	88	74	62	0	0.0%	0.0%
The Fairfield Practice	48.9	273	132	112	12	10.7%	4.4%
Melbourne Park Medical Centre	58.8	546	284	6	1	16.7%	0.2%
Radford Medical Practice	53.5	127	88	87	6	6.9%	4.7%
Wollaton Park Medical Centre	64.3	480	238	237	16	6.8%	3.3%
Rise Park Surgery	65.8	576	262	256	33	12.9%	5.7%
Queens Bower Road Surgery	49.5	280	136	1	0	0.0%	0.0%
St Lukes Surgery	38.1	155	125	107	6	5.6%	3.9%
Springfield Medical Centre	36.7	149	107	72	1	1.4%	0.7%
Meadows Health Centre - Larner	50.0	131	85	50	11	22.0%	8.4%
Zulu Road Medical Centre	45.1	108	69	52	5	9.6%	4.6%
Mapperley Park Medical Centre	42.2	125	28	0	0	0.0%	0.0%
Tudor House Medical Practice	58.1	340	184	164	6	3.7%	1.8%
Sherwood Rise Medical Practice	37.2	203	159	157	9	5.7%	4.4%
Lenton Medical Centre	29.6	66	3	0	0	0.0%	0.0%
Wollaton Vale Health Centre	58.7	164	89	70	7	10.0%	4.3%
Bilborough Surgery	60.0	156	81	81	6	7.4%	3.8%
Boulevard Medical Centre	49.4	122	71	52	1	1.9%	0.8%
Welbeck Surgery	52.0	210	136	88	3	3.4%	1.4%
The Dale Surgery	43.5	137	81	75	1	1.3%	0.7%
Mayfields Medical Practice	32.4	96	82	80	1	1.3%	1.0%
RHR Medical Centre	30.3	106	77	76	1	1.3%	0.9%
Sherrington Park Medical Practice	50.3	231	132	123	9	7.3%	3.9%
The Windmill Practice	46.2	351	254	4	0	0.0%	0.0%
Bilborough Medical Centre	45.5	483	290	1	0	0.0%	0.0%
High Green Medical Practice	30.4	196	182	180	5	2.8%	2.6%
Bakersfield Medical Centre	54.9	350	187	130	9	6.9%	2.6%
Limetree Surgery	45.0	189	111	4	0	0.0%	0.0%
Alice Medical Centre	53.1	106	77	76	6	7.9%	5.7%
Strelley Health Centre	41.3	164	123	80	4	5.0%	2.4%
Beechdale Surgery	51.5	260	144	112	3	2.7%	1.2%
Sunrise Medical Centre	64.7	19	14	14	1	7.1%	5.3%
Riverlyn Medical Centre	48.7	183	104	92	2	2.2%	1.1%
NEMS Platform One Medical Practice	46.3	144	112	102	11	10.8%	7.6%
Grange Farm Medical Centre	63.5	169	120	115	5	4.3%	3.0%
SSAFA Southglade Health Centre	48.9	34	53	47	2	4.3%	5.9%
Nottingham City CCG	51.2	16731	9979	7513	391	5.2%	2.4%
Practices not signed up to CAS recall process							