



CervicalCheck Charter: Our commitment to you

Our charter tells you what you can expect when you use our screening and colposcopy services. It shows you how you can help us make our services work better for you and for others. We worked with women who use our screening services, our staff and our partners to develop this charter.

Taking part



- ★ We offer free screening every 3 or 5 years to women and people with a cervix aged 25 to 65.
- ★ You can book your test at any clinic or GP practice registered with us for cervical screening.
- ★ We work to make our services easy to access. Let us know if we meet your needs and if not, how we can make it better for you.
- ★ We know that some people find it difficult to come for cervical screening. You can talk to your doctor or nurse about this or call us on 1800 45 45 55.
- ★ We'll let you know if you need a free, follow-up hospital appointment at a colposcopy clinic.
- ★ We ask sample takers and colposcopists to make sure you have privacy during your appointment. You can have a support person with you.

Communication and information



- ★ We will send you a letter in the post when you are due your next screening test. You can also check online to find out when your next test is due. You don't need a letter to book a test.
- ★ We will send you information when we invite you for screening, and when we send your results, to help you make an informed choice.
- ★ We will send you and your doctor your test results and information about any next steps within 4 weeks of your screening appointment.
- ★ We will invite you to colposcopy within 8 weeks of you receiving your test results, if you need further tests.
- ★ Please let us know if you change your address. You can use our website to update your name and address, register for cervical screening or check when your test is due. You can also call us on 1800 45 45 55.

Responsibility



- ★ We are part of the HSE's National Screening Service and provide regular reports on how we are doing.
- ★ We will let you know if we find we have made a mistake, and we will do everything we can to prevent it from happening again to you or anyone else.
- ★ We welcome your feedback. If you want to tell us about your experience with cervical screening, you can call us on Freephone 1800 45 45 55 or email us on info@cervicalcheck.ie.
- ★ We will keep your feedback and consider it when making improvements to our programme.

Respect and privacy



- ★ We will listen to you, respect you and treat you with kindness.
- ★ We support, educate and train our staff to treat everyone fairly, and to respect everyone's background and cultural identity.
- ★ We will keep your personal information (name, address, date of birth, PPSN) safe and secure on our database.

Improving health



- ★ We use the best available screening test. It screens for the HPV virus.
- ★ We will give you information about the symptoms of cervical cancer. A small number of women who have regular cervical screening will develop cervical cancer, even after a normal screening result.
- ★ You can ask us to review your screening history if you are diagnosed with cervical cancer.

Safe and effective services



- ★ We have guidelines and standards for each part of the screening process that we track to ensure we are providing an excellent service.
- ★ We make improvements to our programme to ensure we continue to save lives and improve people's health.
- ★ We update our websites regularly with information for you about our service.

CervicalCheck
AN CLÁR NÁISIÚNTA SCAGTHÁSTÁLA CEIRBHEACS
THE NATIONAL CERVICAL SCREENING PROGRAMME

www.hse.ie/cervicalcheck

