

# Cervical Check Audit

# Daily Report

May 5, 4pm

**The HSE Serious Incident Management Team has been working to respond to the failings revealed by the CervicalCheck audit. This report will be provided daily to outline and provide a progress update on the response to this situation.**

CervicalCheck carried out an audit of women who had been diagnosed with cervical cancer over the last 10 years. The audit happened after their cancer was notified to CervicalCheck. Not all of these women were told about the audit or that, in some cases, the audit found their screening test could have provided a different result and recommended earlier follow-up.

## 1. Contact with women directly affected

Hospitals have been working since the SIMT was established to contact all the women affected and to discuss the audit with them.

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Cases where the audit showed their test could have provided a different result:	209* women
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Contact made to date with:	198 women /families
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\*The work of the SIMT to review information available has identified an additional woman that requires follow-up.

Most women have at this stage been contacted and meetings either held or arranged to discuss the audit and the response. As some women are out of the country or not contactable, this record of contacts will be updated after Tuesday May 9<sup>th</sup>.

## 2. Women diagnosed with cancer but not notified to CervicalCheck

The HSE is working with the National Cancer Registry of Ireland and the Department of Health to identify any other women who had cervical cancer during this time, who may also have had a CervicalCheck test. Reconciliation of data on relevant cases is currently ongoing between CervicalCheck and NCRI.

## 3. Contact from women concerned about the CervicalCheck audit

This week women in Ireland have been understandably worried following the failures in communication about this audit. An information line was provided to women from April 28<sup>th</sup>, and women were offered the facility to receive a call-back from a member of our clinical staff.

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	28 April	29 April	30 April	1 May	2 May	3 May	4 May	May 5	Total
Calls Answered	866	1,076	1,891	2,109	1,991	1,619	983	196	10,731
Call back requests	744	935	1,725	1,473	1,327	849	373	95	7,521
Avg. wait times	7:28	7:06	17:26	2:55	3:40	0:41	0:16		

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The service provided on our information line and waiting times have improved steadily during the week, but our call team remain extremely busy, and our priority is women with specific clinical queries or a history of cervical cancer. Calls are being returned to women following a careful exercise of checking records, checking data quality and assigning calls to health professionals. To date, 1,406 calls have been returned to women. The available team of

health professionals available to return calls has increased each day and calls will be returned throughout the coming weekend and the following week.

## Public Information - Advice and Support for Women

We have been working to address the worries that have been created by this audit and we have very clear advice for women who have had a CervicalCheck test and previously received a normal result.

Ads will appear in three national newspapers tomorrow directing women to cervicalcheck.ie for advice on what to do if they have a concern and urging women to continue to participate in the cervical screening programme.

The clinical advice is that women who have had normal test results in the past can continue to participate in the cervical screening programme according to their normal schedule. We are working to provide information to women across a range of channels to assist those whose query can be answered without the need for them to call the CervicalCheck information line.

Since we began measures to provide public information across a range channels, the proportion of callers having their information needs met and not requesting a call back has dropped significantly.

Text messages issued to women who called the Information line	Approx. 7000 SMS issued May 3
Visits to CervicalCheck.ie	151,065 since April 26 493,930 page views, 14,269 checked the register
Top Sources of traffic to cervicalcheck.ie	Organic searches, social media, news sites like thejournal.ie
Video advice for women with normal results	Featuring Dr. Peter McKenna, Consultant Obs/Gynae. Views: 4,068
Facebook Activity:	
Posts from CervicalCheck/HSE	9
Comments on page	800 comments reviewed by HSE Comms
Private Messages	160 all replied to by HSE Comms
Twitter Activity:	52 Tweets since Friday 27 <sup>th</sup> April 244,2130 impressions 6,428 engagements
Google Search Ads	3120 Impressions and 500 clicks

## Health Professional Information - Advice and Support for Women

The clinical advice is that women who have had normal test results in the past can continue to participate in the cervical screening programme according to their normal schedule, and women with a history of normal test results are advised to read the information on cervicalcheck.ie and then make contact with their GP if they remain concerned. CervicalCheck has issued an update to GPs and smear-takers participating in the programme, and to colposcopy clinics and cancer centres nationwide.

Information for GPs and Smear-takers	Published on cervicalcheck.ie May 2 Posted to GPs/Smear-takers May 2 and 3 Updated Q&A and Advice Sheet for Women being published on cervicalcheck.ie May 4
Information for Colposcopy Clinics and Cancer Centres	Circulated by email May 3

Information about the CervicalCheck audit, and advice for anyone concerned, is being updated daily on cervicalcheck.ie.

## Laboratory Data

CervicalCheck tests are now processed in three laboratories, one in the USA and two in Ireland, all of whom have ISO accreditation. The HSE is making the data from the screening laboratories available today for the years 2013 - 2016. This data allows for comparison across the laboratories that do the testing for cervical smears for the following;

- Activity volumes
- Positive Predictive Values (PPVs)
- Satisfactory and unsatisfactory sample rates
- Negative or NAD (No Abnormality Detected)
- High vs low grade abnormality findings

This shows that high volumes of smears are analysed by each lab every year and that within this the PPVs are at the levels of best international practice. The programme PPV values are steady and the relationship between PPV and NAD is also appropriate.

Some variation would be expected to arise from demographic variations across the population for which the labs are testing. Overall, the trends are consistent which indicates a high quality across all labs that are in line with international standards. Further information will be available in due course.

Screening year	2013/14						
Laboratory	A		B		C		Total
No. smear tests	159952		24705		136760		321417
%	49.8%		7.7%		42.5%		100.0%
PPV	82%		83%		85%		
<b>Cytology outcomes</b>							
Unsatisfactory or inadequate sample	2007		485		2984		5476
Broken or damaged or expired vial or sample	287		2		244		533
<b>Satisfactory smear tests</b>	No.	(%)	No.	(%)	No.	(%)	
<b>Negative or NAD</b>	<b>138018</b>	<b>87.54%</b>	<b>20801</b>	<b>85.89%</b>	<b>125783</b>	<b>94.20%</b>	<b>284602</b>
<b>Low Grade Total</b>	<b>16981</b>	<b>10.77%</b>	<b>2874</b>	<b>11.87%</b>	<b>5456</b>	<b>4.09%</b>	<b>25311</b>
<b>High Grade Total</b>	<b>2659</b>	<b>1.69%</b>	<b>543</b>	<b>2.24%</b>	<b>2293</b>	<b>1.72%</b>	<b>5495</b>
Total satisfactory	157658	100.00%	24218	100.00%	133532	100.00%	<b>315408</b>

Screening year	2014/15						
<b>Laboratory</b>	<b>A</b>		<b>B</b>		<b>C</b>		<b>Total</b>
No. smear tests	145925		24862		124430		295217
%	49.4%		8.4%		42.1%		100.0%
PPV	86%		83%		84%		
<b>Cytology outcomes</b>							
Unsatisfactory or inadequate sample	1246		402		3489		5137
Broken or damaged or expired vial or sample	370				320		690
<b>Satisfactory smear tests</b>	No.	(%)	No.	(%)	No.	(%)	
<b>Negative or NAD</b>	<b>128148</b>	<b>88.80%</b>	<b>21261</b>	<b>86.92%</b>	<b>111206</b>	<b>92.19%</b>	<b>260615</b>
<b>Low Grade Total</b>	<b>14301</b>	<b>9.91%</b>	<b>2672</b>	<b>10.92%</b>	<b>6777</b>	<b>5.62%</b>	<b>23750</b>
<b>High Grade Total</b>	<b>1860</b>	<b>1.29%</b>	<b>527</b>	<b>2.15%</b>	<b>2638</b>	<b>2.19%</b>	<b>5025</b>
Total satisfactory	144309	100.00%	24460	100.00%	120621	100.00%	289390

Screening year	2015/16						
<b>Laboratory</b>	<b>A</b>		<b>B</b>		<b>C</b>		<b>Total</b>
No. smear tests	127541		24035		116096		267672
%	47.6%		9.0%		43.4%		100.0%
PPV	87%		84%		87%		
<b>Cytology outcomes</b>							
Unsatisfactory or inadequate sample	864		447		2200		3511
Broken or damaged or expired vial or sample	360		11		339		710
<b>Satisfactory smear tests</b>	No.	(%)	No.	(%)	No.	(%)	
<b>Negative or NAD</b>	<b>114528</b>	<b>90.67%</b>	<b>20823</b>	<b>88.32%</b>	<b>103950</b>	<b>91.54%</b>	<b>239301</b>
<b>Low Grade Total</b>	<b>10428</b>	<b>8.26%</b>	<b>2265</b>	<b>9.61%</b>	<b>7276</b>	<b>6.41%</b>	<b>19969</b>
<b>High Grade Total</b>	<b>1361</b>	<b>1.08%</b>	<b>489</b>	<b>2.07%</b>	<b>2331</b>	<b>2.05%</b>	<b>4181</b>
Total satisfactory	126317	100.00%	23577	100.00%	113557	100.00%	263451