

## Cancer Screening Clinical Audit & Quality Improvement Program –

### Quality Improvement Ideas for Improving Cancer Screening in Your General Practice

The following guide is designed to provide ideas for Quality Improvement (QI) activities that can help your General Practice team to improve your patients' participation in the National Cancer Screening Programs and the early detection of Cervical, Breast and Bowel cancer within your Practice. The guide is not exhaustive and General Practice teams are encouraged to develop their own QI ideas, activities and work-plans that are suitable for, flexible and have potential to be sustainable within their Practice environment.

<b>All National Cancer Screening Programs</b>	<ul style="list-style-type: none"> <li>✓ Establish a Practice <b>register</b> for Cervical, Breast and Bowel cancer screening within Practice clinical software (e.g. eligible patients: screened within last 2-years, due for screening, never screened).</li> <li>✓ 'Clean' the quality of your data within Practice clinical software, for example: marking relevant patients as 'inactive', delete or update all reminders/recalls once complete, create and clearly define a clear list of reminder reasons.</li> <li>✓ Put in place processes and systems for <b>Provider</b> (GP or Nurse) '<b>Reminders</b>' within your Practice clinical software, such as within Medical Director or Best Practice that provide a prompt for GPs and Practice staff when age-eligible patients are due or overdue for Cervical, Breast and Bowel cancer screening. Consider:             <ul style="list-style-type: none"> <li>☑ Mapping the workflow of your Reminder 'system', including management of incoming correspondence and test results -&gt; ensure all staff understand the practice 'system'</li> <li>☑ Consistent recording of test results, entering recalls / reminders, and follow up of abnormal results</li> <li>☑ Targeting under-screened groups, such as men 50-54 years, and Aboriginal and CALD men</li> </ul> </li> <li>✓ Provide <b>Patient 'reminders'</b> to age-eligible patients at their clinical appointment when they are due or overdue for their first / next Cervical, Breast or Bowel cancer screening test – <b>AND</b> book another appointment to conduct a Cervical screen, refer to a BreastScreen mammogram, &amp;/or provide advice about the National Bowel Cancer Screening Program (NBCSP) FOBT test process.</li> <li>✓ Send a <b>reminder</b> to age-eligible patients who are due or overdue for their first / next Cervical, Breast or Bowel cancer screening test (by letter, phone call and or sms) – advise to make an appointment at the Practice for a Cervical screening test, refer to a BreastScreen mammogram, reminder to return an FOBT sample to the National Bowel Cancer Screening Program (NBCSP), or to request a replacement FOBT test kit from the <b>NBCSP Information Line</b> (1800 118 868). <b>Note</b> – your PHN Support Officer has example letter templates available for you to use for each screening program.</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Register for the <b>NSW Pap-test e-reminder service</b> (email: <a href="mailto:PTRReminder@cancerinstitute.org.au">PTRReminder@cancerinstitute.org.au</a>) to identify female patients that have not had a Pap Test for 27+ months, directly within Practice clinical software.</li> </ul>

<b>Cervical Cancer Screening</b>	<ul style="list-style-type: none"> <li>✓ Nurse in your Practice attends the Well-Women’s screening course available through Family Planning NSW (PHN has <a href="#">funding available to support 1 Nurse per Practice</a>). Contact your Support Officer to express interest in attending a course in your local area (<a href="https://www.fpnsw.org.au/education-training/courses/well-womens-screening-course">https://www.fpnsw.org.au/education-training/courses/well-womens-screening-course</a>).</li> <li>✓ Opportunistically / systematically identify women due or overdue for screening via use of a <b>Women’s Health Checklist</b> – female patients to complete in the waiting room (see example checklist in this resources folder).</li> <li>✓ Discuss key educational messages within consultations that inform women about Cervical screening and the <b>Cervical Screening Renewal Program</b>, risks, benefits and the follow-up process for potentially abnormal Pap / HPV test results. Further information is available at: <a href="https://www.csp.nsw.gov.au/information-and-resources-for-health-professionals/your-role-in-screening/">https://www.csp.nsw.gov.au/information-and-resources-for-health-professionals/your-role-in-screening/</a> <a href="https://www.rcpa.edu.au/getattachment/89656b2d-2afd-4929-a6fc-217aff484b89/National-Cervical-Screening-Healthcare-Professiona.aspx">https://www.rcpa.edu.au/getattachment/89656b2d-2afd-4929-a6fc-217aff484b89/National-Cervical-Screening-Healthcare-Professiona.aspx</a>.</li> <li>✓ Provide educational materials at clinical appointments or within mailed reminders that inform women about Cervical screening. Free resources may be downloaded or ordered from: <a href="https://www.csp.nsw.gov.au/information-and-resources-for-health-professionals/publications">https://www.csp.nsw.gov.au/information-and-resources-for-health-professionals/publications</a></li> <li>✓ Create public awareness: display information about Cervical Screening in your Practice.</li> </ul>
<b>Breast Cancer Screening</b>	<ul style="list-style-type: none"> <li>✓ Register for Practice for and utilize the new <b>BreastScreen NSW Electronic Messaging Service</b>, enabling electronic delivery of BreastScreen NSW mammogram results to a women’s nominated GP, as well as direct GP e-referrals to BreastScreen (available from April 2017, ask your Program Officer for further information).</li> <li>✓ <b>Refer</b> women to a local BreastScreen service (referral template available in Best Practice / Medical Director if your Practice registers for the BreastScreen NSW Electronic Messaging Service), or electronic BreastScreen referral template (available from your PHN Support Officer).</li> <li>✓ Nurse in your Practice attends the Well-Women’s screening course available through Family Planning NSW (PHN has <a href="#">funding available to support 1 Nurse per Practice</a>). Contact your Support Officer to express interest in attending a course in your local area (<a href="https://www.fpnsw.org.au/education-training/courses/well-womens-screening-course">https://www.fpnsw.org.au/education-training/courses/well-womens-screening-course</a>).</li> <li>✓ Opportunistically / systematically identify women due or overdue for screening via use of a <b>Women’s Health Checklist</b> – female patients to complete in the waiting room (see example checklist in this resources folder).</li> <li>✓ Discuss key educational messages within consultations that inform women about Breast screening risks, benefits and the follow-up process for potentially abnormal mammogram test results. Further information is available at: <a href="http://www.breastscreen.nsw.gov.au/media/348167/CANC10019_A4_Fact-Sheets_Combined_R4.pdf">http://www.breastscreen.nsw.gov.au/media/348167/CANC10019_A4_Fact-Sheets_Combined_R4.pdf</a></li> <li>✓ Provide educational materials at clinical appointments or within mailed reminders that inform women about Breast screening. Free resources may be downloaded and ordered from: <a href="http://www.breastscreen.nsw.gov.au/publications">http://www.breastscreen.nsw.gov.au/publications</a></li> <li>✓ Create public awareness: display information about Breast Screening in your Practice, including the locations of local BreastScreen Sunflower mammogram services.</li> </ul>

## Bowel Cancer Screening

- ✓ **Register with Laverty Pathology Services** (the pathology provider contracted to NBCSP) to receive FOBT test results electronically within Practice clinical software -> call the Laverty Office for Electronic Downloads (phone: 02 9005 7819, email: [laverty.edi@laverty.com.au](mailto:laverty.edi@laverty.com.au))
- ✓ Practice staff attend 'Engaging men in Primary Health Care" training – May 2017 (ask your Support Officer about how to register or for further information) -> Practice team identifies Practice QI activities designed to better engage men in your Practice and in regular bowel cancer screening.
- ✓ Discuss key educational messages within consultations that inform patients about the NBCSP, benefits of screening, how to collect FOBT samples and the follow-up process for FOBT results. Further information is available at:  
[http://www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/6721EA76135C2AE0CA257D720005C9FB/\\$File/GP%20Information%20Brochure.PDF](http://www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/6721EA76135C2AE0CA257D720005C9FB/$File/GP%20Information%20Brochure.PDF)  
<http://www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/role-of-GPs>
- ✓ Provide educational materials at clinical appointments or within mailed reminders that inform patients about the NBCSP and the 1800 118 868 info line. Free resources may be downloaded or ordered from:  
<http://www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/resources-menu-bowel>
- ✓ Appropriately manage patients according to their level of bowel cancer risk. RACGP 'Red Book' guidelines – 'Early detection of cancers' is available at: <http://www.racgp.org.au/your-practice/guidelines/redbook/>
- ✓ Create public awareness: display information about the NBCSP in your Practice.