

Service Level Agreement

By signing up to the 1:1 Cervical Cancer Support Service, you are confirming that you have read and agree to our 1:1 Cervical Cancer Support Service - Service Level Agreement.

Please read it below.

The 1:1 Cervical Cancer Support Service is a remote service in place to help address the needs of people, their partners and family members living with or beyond a cervical cancer diagnosis. Providing personalised support, this service will allow you the time and space to ask questions and talk your situation through in a relaxed and convenient way.

Who we are

We're the UK's leading cervical cancer charity. Our vision is a future where cervical cancer is a thing of the past.

Our mission

To see cervical cancer prevented and reduce the impact for everyone affected by cervical cell changes (abnormal cells) and cervical cancer through providing the highest quality information and support, and campaigning for excellence in cervical cancer treatment and prevention.

What the 1:1 Support Service will provide

- Time to talk in a supportive and convenient environment
- Reliable and trustworthy information
- Emotional support
- Reduced isolation
- Signposting to local and national services / organisations

Our Support Service Advisors are not medical professionals and, as such, are unable to administer or recommend any medical intervention, treatment or drugs.

Who the service is for

- All cervical cancer patients: Historical and current
- Newly diagnosed
- Those still going through treatment

- Those who are further from treatment and who may now be experiencing survivorship issues
- Partners / adult family members

Appointments

- Each service user will be offered up to **6** sessions with a Support Services Advisor, with sessions lasting 30-60 minutes.
- If an appointment cannot be kept, either party should be informed via phone or e-mail as soon as possible.

Keeping in touch with us

Office hours

- Phone lines and e-mails are open for questions and confirmation of appointments, Monday to Friday from 9am – 5pm. We are closed on weekends and national holidays.
 - E-mail: Hannah.Dwyer@jostrust.org.uk

Support hours

- Phone, video call and email appointments should be arranged by you and your support service advisor, for a convenient time Monday – Friday.

Compliments and Complaints

We operate a compliments, suggestions and complaints system which allows you to bring to our attention any concerns or comments you may have about the service you receive from Jo's Cervical Cancer Trust. Should you wish to make a suggestion or raise a concern or complaint, please contact us at support@jostrust.org.uk or call on 020 3096 8100.

Diversity

At Jo's Cervical Cancer Trust we believe that everyone should have equal chances in life no matter what their ability, ethnicity, gender, religious beliefs, sexuality, circumstances or life experiences may be.

- We want to make sure that our services and support are available to everyone and that they are used by people from different communities.
- We value difference and want to recruit and retain a diverse workforce to increase the range of skills and talents in Jo's Cervical Cancer Trust. This makes us stronger as an organisation.

If you have any specific requirements in relation to your religion, culture or ethnicity, we will endeavour to meet those needs.

Review of the Service

To ensure that you receive a high quality service, the Head of Support Services for Jo's Cervical Cancer Trust may request to attend a session with you however you are within your rights to decline without prejudice.

Safeguarding Vulnerable Adults Policy

We operate a protection of vulnerable adults policy and our Support Service Advisor has been DBS checked. Any accusations of abuse will be taken seriously. For a copy of our safeguarding vulnerable adults policy please email support@jostrust.org.uk.

Data Protection Agreement

In order for us to run our services, including the 1:1 Support Service, we collect personal and sensitive data. This information is managed separately to other data provided to the charity, stored confidentially and only accessed by trained staff. We collect this information to enable us to monitor the service, improve it and provide additional support to those who request it. We may also use anonymised data as part of our research, policy or campaigning work. Our Privacy Policy is available online at jostrust.org.uk/privacy-policy.

Anonymised service user information will be shared for research, evaluation and monitoring purposes.