

## Appointments

“I’m sorry that you have not come to the right place, unfortunately as a charity we don’t have screening as a service that we offer. Cervical screening is booked through your GP, and in some areas local sexual health clinics may do this also.

I’m sorry that we can’t be of more assistance to you, is there anything else I can help with today.”

## Results

“I am sorry but you haven’t come to the right place. Unfortunately as a charity we aren’t part of the process for screening results, your GP will send these off to your most local lab, who process and report back.

You should get your cervical screening (smear test) results within 2 weeks after your test, but it can take longer depending on where you live. It can take up to 6 weeks or more to receive your results. Please do get in touch with your GP to see if they have received a copy of your results yet and if not see how long the wait is.

I’m sorry that I wasn’t able to help with giving you your screening results today but is there anything else I can help with at all”

## Further reading for helpline volunteers or signposting to callers

You may find these links useful in supporting you with questions on screening

- <https://www.jostrust.org.uk/information/cervical-screening/results>
- <https://www.jostrust.org.uk/about-us/news-and-blog/blog/delays-smear-test-results-why-and-what-do-if-youre-affected>