

# Drop-in cervical screening clinics

## A planning tool for primary care



It is important to consider the benefits of running a drop-in clinic for your place of work. Try to think wider than just cervical screening – you might want to engage with a particular group of patients, increase awareness or highlight certain risk factors. Start by considering the following questions:

- Why do you want to run a drop-in clinic?
- What does success look like to you?
- What do you want to achieve?

Plan	Action
<p><b>Patient demographic</b></p> <ul style="list-style-type: none"> <li>• Will you target any specific groups that have low uptake?</li> <li>• What barriers might that target group face?</li> <li>• What is the age range of the patients you want to invite?</li> <li>• Which languages do your target group speak?</li> <li>• Are there any cultural barriers you might need to consider?</li> </ul>	
<p><b>Date and time</b></p> <ul style="list-style-type: none"> <li>• Run a drop-in clinic at a time that suits your patients – consider evenings or weekends.</li> <li>• Try not to clash with public holidays or other important events.</li> </ul>	
<p><b>Capacity</b></p> <ul style="list-style-type: none"> <li>• Ideally, how many patients do you want to come to your drop-in clinic?</li> <li>• How big is your waiting room?</li> <li>• How much time have you allotted for your drop-in clinic?</li> <li>• How many appointments can you offer in that time?</li> </ul>	

Planning tool continues on the next page.

<p><b>Promotion</b></p> <p>We recommend:</p> <ul style="list-style-type: none"> <li>• Text message invitations (be aware of GDPR protocols for texts and health services).</li> <li>• Posters (digital and physical).</li> <li>• Social media, websites and newsletters.</li> <li>• Letters (for patients who do not have a phone number listed).</li> <li>• Telephone calls.</li> </ul>	
<p><b>Evaluation</b></p> <p>Think about the best way to evaluate your drop-in clinic. We recommend collecting data on demographic and the patient experience of the event.</p>	
<p><b>On the day</b></p> <ul style="list-style-type: none"> <li>• Who will be welcoming patients?</li> <li>• Who will be taking questions from patients?</li> <li>• Will there be a private area for questions?</li> <li>• Will patients be able to book appointments if they don't want cervical screening on the day?</li> <li>• Will you provide refreshments?</li> <li>• Will you have an information stand?</li> <li>• How will you decorate your work place?</li> </ul>	
<p><b>Preparing for different outcomes</b></p> <p>A large response is considered a positive outcome, as it shows that patients have engaged with the service. If there is overwhelming uptake:</p> <ul style="list-style-type: none"> <li>• use reception staff to alleviate pressure by checking whether all patients are eligible</li> <li>• welcome patients and book them an appointment in following days or weeks</li> <li>• offer patients refreshments and any relevant information.</li> </ul> <p>If a small number or no patients attend, there are things to consider:</p> <ul style="list-style-type: none"> <li>• Ensure you follow these guidelines to increase the chance of patients attending.</li> <li>• It is important to monitor the number of patients that may attend. If patients are not engaging with the offer during promotion, you may need to rethink your approach.</li> <li>• In the event of low uptake or gaps between patients, ensure there is alternative work for staff to complete, such as admin work, checking PNLs and phone calls.</li> </ul>	