

Chapter 7 - Providing a NCSP Regional Service

Table of Contents

Overview	7.2
Service Providers and their Location	7.3
Roles and Responsibilities	7.5
Internal Quality Control Policy	7.7
Targeting Priority Group Women Policy	7.8
NCSP Unspecified Health Centre Policy	7.9
Overview	7.10
Telephone Communication Policy	7.11
Written Communication Policy.....	7.12
Letters.....	7.13
Smear History Report Policy.....	7.16
Security of Data on the NCSP-Register	7.17
Disposal of Data and Confidential Information	7.19
Tracking Reports	7.20
Performance Reports	7.21
Management Reports.....	7.22
Statistical Reports.....	7.25
Recording Abnormal Smears and Ensuring Follow up.....	7.26
Developing and Implementing a Health Performance Plan	7.27
Maintaining at Least 80 % Participation in the NCSP.....	7.28
Correct Processing of all Cytology Results.....	7.29
Correct Processing of all Histology Results.....	7.30
Communicating to all Women Newly Enrolled in NCSP..... for Both Cytology and Histology	7.31
Distributing the Quality of Smear Report Annually	7.32
Sending Reminder Letters to Women	7.33
Sending Results to Women	7.34
Handling Telephone Calls.....	7.35
Accuracy of Data on the NCSP-Register	7.36
Maintaining Confidentiality of Information.....	7.37
Disposing of Confidential Information	7.38

Chapter 7 - Providing a NCSP Regional Service

Overview

About this chapter

This chapter aims to provide operational policies and quality standards for the National Cervical Screening Programme (NCSP) Regional Services to ensure efficiency and effectiveness of delivery of service.

Conventions

Please note the following conventions in this chapter:

- policies are mandatory
 - standards are the established measures of performance expressed in terms of time, quantity and quality.
-

Chapter 7 - Providing a NCSP Regional Service

Service Providers and their Location

Introduction The NCSP Regional Services are contracted through 13 District Health Boards (DHBs). The services provided by each DHB vary depending on their contract and service specification.

The NCSP Regional Services have responsibility for health promotion, smear-taking to priority group women, and regional coordination with smear taker and colposcopy providers in their areas, including responsibilities for NCSP-Register related updates adhering to the NCSP-Register Operating Protocols.

In addition, the NCSP Regional Services with Register responsibilities have responsibility for processing cytology and histology results from laboratories, including coordinating with laboratories and generating letters to women, adhering to the NCSP-Register Operating Protocols.

NCSP Regional Services providers The NCSP Regional Services are listed in the table below.
Note: See also map on page 7.4.

NCSP Regional Services	Coverage Area of NCSP-Register
Northland	
*Auckland Note: This DHB provides NCSP-Register responsibilities only.	Auckland and Northland regions
*Waikato	Waikato and Tairāwhiti regions
*Bay of Plenty	Bay of Plenty
Tairāwhiti	
*Taranaki	Taranaki
Hawkes Bay	
MidCentral	Manawatu, Wanganui, and Hawkes Bay regions
*Hutt	Wellington, Nelson, Marlborough regions
Nelson / Marlborough	
West Coast	
*Canterbury	Canterbury and West Coast regions
*Otago / Southland	Otago / Southland, Taranaki, Waikato and Tairāwhiti region

Note: *Denotes responsibility for the local management, generation of letters and data entry of laboratory results onto the NCSP-Register.

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Chapter 7 - Providing a NCSP Regional Service

Service Providers and their Location, Continued

Location of service providers

The map below shows the geographical location of the NCSP Regional Services.



Chapter 7 - Providing a NCSP Regional Service

Roles and Responsibilities

Introduction The NCSP Regional Services have a variety of roles and responsibilities. Each NCSP Regional Service does not necessarily fulfil every role (see **Note** on page 7.3).

NCSP roles The NCSP Regional Services roles include:

- regional programme coordination
- health promotion
- local management and data entry of laboratory and colposcopy results and associated services onto the NCSP-Register for NCSP Regional Services with Register responsibilities
- provision of smear taker services for priority groups.

Coordination role NCSP Regional Services' coordination role may include:

- developing and maintaining a proactive relationship with providers
- liaison with NCSP providers to promote NCSP objectives in a planned and cohesive manner
- adhering to relevant sections of the NCSP-Register Operating Protocols.

Health promotion role NCSP Regional Services' health promotion includes:

- coordinating the development of an NCSP regional health promotion plan with local and regional stakeholder groups
- submitting the health promotion plan to the National Screening Unit (NSU) annually for approval
- implementing the regional health promotion plan.

Note:

Health promotion strategies must:

- uphold the following:
 - Te Tiriti o Waitangi
 - the international standards of the Ottawa Charter requirements under Chapter 3 of this document
 - be consistent with the National Health Promotion Strategy of the NSU.
-

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Chapter 7 - Providing a NCSP Regional Service

Roles and Responsibilities, Continued

**Register
responsibility
role**

NCSP Regional Services with Register responsibilities role includes:

- processing cytology and histology results received from laboratories
 - liaison and coordination with laboratories
 - generating NCSP letters to women.
 - adhering to NCSP-Register Operating Protocols.
-

Chapter 7 - Providing a NCSP Regional Service

Internal Quality Control Policy

Purpose

The purpose of this policy is to ensure:

- compliance with the data integrity checking process
 - maintenance of highest possible level of information consistency.
-

Policy

The following policies apply:

- All NCSP Regional Services must correct errors and identify the reason for errors identified through the data integrity checking process undertaken by the National Screening Unit (NSU).
 - All NCSP Regional Service staff must maintain the highest possible level of consistency of information.
-

See also

See also:

- Standard 711, page 7.36
 - NCSP-Register Operating Protocols.
-

Chapter 7 - Providing a NCSP Regional Service

Targeting Priority Group Women Policy

Purpose The purpose of this policy is to identify and target priority group women for health promotion and smear-taking.

Policy Health promotion initiatives must be targeted at priority group women. The NCSP Regional Services may offer a smear-taking service for priority group women.

Details The priority groups are women who:

- have never had a smear
- have not had a smear within the last five years
- are aged over 40
- are Māori
- are Pacific.

See also See also:

- Chapter 4, Providing a Smear-taking Service.

Chapter 7 - Providing a NCSP Regional Service

NCSP Unspecified Health Centre Policy

Introduction Each NCSP Regional Service may from time to time find it necessary to allocate an individual woman to that region's Unspecified Health Centre code, which equates to the NCSP Regional Service itself.

Note: The NCSP Operational Policy and Quality Standards allows smear takers, unable to contact women for recall after following the protocol on page 4.25 to refer such cases to the NCSP Regional Service. Once a smear taker has advised the NCSP Regional Service of this then the NCSP Regional Service should allocate that woman to the Unspecified Health Centre code for that region and implement the steps below.

Purpose The purpose of this policy is to outline the procedure when a woman is allocated to the Unspecified Health Centre code.

Policy When women are moved to the NCSP Regional Services' Unspecified Health Centre code (i.e. no new health centre / smear taker is identified) the NCSP Regional Service must:

- follow the procedure listed under Details in the NCSP-Register Operating Protocols
 - retain complete documentation for all women allocated to this status.
-

Chapter 7 - Providing a NCSP Regional Service

Communications Policy

Overview

**Women's
access to their
data**

Access to and information regarding an individual woman may only be disclosed if the disclosure is:

- to, or authorised by, the individual woman
 - for further treatment or management of the individual woman
 - for the administrative aspects of that treatment or management.
-

Chapter 7 - Providing a NCSP Regional Service

Telephone Communication Policy

Purpose The purpose of this policy is to ensure that telephone calls are managed consistently and professionally.

Policy Telephone calls must be managed consistently and professionally.

Details Specific details include the following:

- NCSP Regional Service must ensure that there is a consistent method of responding to telephone enquiries
- when answering the telephone, the following must be stated:
 - name of the NCSP-Regional Service
 - the name of the person answering the call
- any requests from the woman for change of address, name or her personal information must be recorded accurately
- the NCSP-Register must be updated as soon as possible if there is a change in information
- information must never be given directly over the telephone to an unidentified caller
- women who wish to discuss their results or require other clinical information are advised to contact their own smear taker
- only information included in the NCSP pamphlets, resources and distributed information are to be communicated to health professionals, women and their families.

See also See also:

- Standard 710, page 35.

Chapter 7 - Providing a NCSP Regional Service

Written Communication Policy

Purpose

The purpose of this policy is to:

- provide immediate and consistent written information
 - maintain an accurate and consistent record.
-

Policy

The following policies apply.

- NCSP pamphlets, resources and information contained within them may be distributed
 - any clinical information provided must be in accordance with the DHB protocols for the management of requests for clinical advice.
-

Details

Specific details include:

- written enquiries:
 - of a clinical nature must be handled by a nurse or health professional
 - from a smear taker, woman and others must be overseen by the NCSP-Register Regional Coordinator or Programme Manager
 - woman's letters identifying change of details must be updated on the NCSP-Register, filed with her forms or filed as appropriate to the NCSP Regional Service filing system
 - NCSP Regional Services must send letters as described in the table on page 7.13.
-

See also

See also:

- Standard 706, page 7.31
 - Standard 708, page 7.33
 - Standard 709, page 7.34.
-

Chapter 7 - Providing a NCSP Regional Service

Letters

Purpose

The purpose of this policy is to:

- explain the different types of letters sent to the women
- identify the inclusions of the letters
- establish the conditions under which letters should be sent.

Policy

Once enrolled in the NCSP, women must expect to receive letters from the NCSP. Letters are automatically generated by the NCSP-Register and are based on laboratory recommendations, the woman's smear and histological history, and relevant clinical information.

General details

The main types of letter sent to the women are:

- initial or welcome letter
- abnormal result and recommendation letter
- reminder letter
- letters to women who no longer require cervical smear tests.

Letters and pamphlets

The table below describes the letter types and pamphlets sent to women.

Type	Sent
Welcome letter	When a woman is enrolled (immediately).
Reminder letter	To a woman with: <ul style="list-style-type: none"> • a normal smear history who is six months or more overdue for her next smear. • an abnormal smear history who is three months or more overdue for her next smear. <p>Note: You must make at least two contact attempts.</p>
Pamphlet <i>Cervical smear tests - what women need to know</i>	With the welcome, re-enrolment and reminder letters
Result and recommendation letter	To a woman who has a result that is not normal. <p>Note: This letter is delayed by approximately 20 days to allow the smear taker time to inform the woman of her result.</p>

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Chapter 7 - Providing a NCSP Regional Service

Letters, Continued

Letters and pamphlets (continued)

Type	Sent
Pamphlet <i>Understanding Cervical Smear Test Results</i>	With the result and recommendation letter.

Note: For further details see below.

Details for initial, welcome or re-enrolment letter

The initial, welcome or re-enrolment letter will:

- confirm the result of the initial smear at time of enrolment
- give recommendation for the next smear or referral
- show the woman's details held on the NCSP-Register
- encourage the woman to contact the NCSP to update any missing or incorrect information
- include the pamphlet on *Cervical smear tests - what women need to know*.
- include the pamphlet on *Understanding Cervical Smear Test Results* if result is abnormal.

Details for result and recommendation letters

The result and recommendation letter contains:

- laboratory results to allow women to initiate appropriate ongoing care when necessary
- pamphlet on *Understanding Cervical Smear Test Results*
- recommendation for recall or referral.

Details for reminder letters

The following rules apply for reminder letters:

- For women with a normal smear history who are overdue by six months, there must be at least two contact attempts.
- For women with an abnormal smear history who are overdue by three months, there must be at least two contact attempts.

Note: The reminder letter will include the pamphlet *Cervical smear tests - what women need to know*.

Continued on next page

Chapter 7 - Providing a NCSP Regional Service

Letters, Continued

See also

See also:

- Standard 706, page 7.31
 - Standard 708, page 7.33
 - Standard 709, page 7.34.
-

Chapter 7 - Providing a NCSP Regional Service

Smear History Report Policy

Introduction This report lists the previous smear and histology results for all specified women.

Purpose The purpose of this report is to provide laboratories with a woman's smear history report when processing a woman's slides.

Policy NCSP Regional Services with Register responsibilities respond within four working hours of receipt of the laboratory request for a smear history report.

Details Upon request by the laboratory, the NCSP Regional Service provides the smear history report, which gives the details of the woman's previous cytology and histology results as recorded on the NCSP-Register.

See also See also:

- Management Reports, page 7.22.

Chapter 7 - Providing a NCSP Regional Service

Security of Data on the NCSP-Register

Purpose The purpose of this policy is to ensure security of data and handling of data.

Policy The following policies apply.

- All NCSP Regional Services must follow the National Security Protocol (1996).
- Where a NCSP Regional Service has a Regional Security Protocol this must be used in conjunction with the National Security Protocol.
- Data on the database must be secure.
- Any additional information relating to the women and/or results held by the NCSP Regional Service must be secure.

Details Specific details include:

- all confidential information must be locked away at night
- all staff working in the NCSP Regional Services must be familiar with and adhere to the Security Protocol 1996
- where office doors have combination locks, all care must be taken that the combination is not disclosed to non-programme staff, and if the combination is divulged it must be changed immediately
- all result information coming to the NCSP Regional Services, be it on disk or paper, must be collected by hand or sent by courier
- all possible measures must be taken to ensure disks and other confidential information are delivered directly to the NCSP Regional Services, and handed to a staff member personally rather than being left in a mailbox
- the office manager must be informed of any incident outside the security protocol.

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Chapter 7 - Providing a NCSP Regional Service

Security of Data on the NCSP-Register, Continued

Details,
continued

Specific details include:

- no information regarding individual women must be disclosed inside or outside the NCSP Regional Service, unless that disclosure is to, or authorised by, the individual woman, or is for the management or treatment of the individual woman
 - when documenting problems or complaints, the woman's registration number (NHI number), not the woman's name, is to be used.
-

See also

See also:

- Standard 712, page 7.37.
-

Chapter 7 - Providing a NCSP Regional Service

Disposal of Data and Confidential Information

Purpose	The purpose of this policy is to ensure disposal of data and confidential information is carried out in an appropriate manner.
Policy	All paper-based confidential information to be destroyed must be shredded. Computerised records must be rendered unreadable and converted to a form so that their reconstruction in whole or part is unachievable.
Details	Separate bins must be provided for the shredding of confidential information.
See also	See also: <ul style="list-style-type: none">• Standard 713, page 7.38.

Chapter 7 - Providing a NCSP Regional Service

Tracking Reports

Purpose The purpose of this policy is to ensure that women enrolled in the NCSP are properly monitored and followed up in accordance to the NCSP-Register Operating Protocols.

Policy All tracking reports must be prepared and submitted on the specified dates.

Details The table below shows the different tracking reports and schedule of submission.

Code and description	Frequency of submission	Responsibility
DSO1/DSO2 Delayed sign-on – sign out of programme for treatment	Every two months	All NCSP Regional Services
MF1 Missed follow-up – abnormal smear recommended for referral and not yet referred	Monthly	All NCSP Regional Services
MF2 No treatment since abnormal smear	Quarterly	All NCSP Regional Services
OCS Overdue for next smear	Quarterly	All NCSP Regional Services
SNR Smear not received on the NCSP-Register	Every six months	All NCSP Regional Services with Register responsibilities
SRR Smear takers' recall report	At the smear takers' request	All NCSP Regional Services

See also See also:

- NCSP-Register Operating Protocols, Reports.

Chapter 7 - Providing a NCSP Regional Service

Performance Reports

Introduction The purpose of this policy is to ensure the Quality of Smears and Service Turn-Round Times Reports are generated.

Policy All performance reports must be prepared and submitted on the dates specified.

Details The table below shows the different performance reports and the frequency of submission.

Code and description	Frequency of submission	Responsibility
QOS Quality of smears	Every six – 12 months	All NCSP Regional Services
STT Service turn-round times	Monthly	All NCSP Regional Services

See also See also:

- NCSP-Register Operating Protocols, Reports.

Chapter 7 - Providing a NCSP Regional Service

Management Reports

Purpose The purpose of this policy is to generate management reports according to the specified timeframes.

Policy All management reports must be prepared and submitted on the dates specified.

Details The table below shows the different management reports and the frequency of submission.

Code and description	Frequency of submission	Available to
AFND AFR note detail	Monthly HNRLAB and HNSRFR	All NCSP Regional Services
CytoByMonth Number of smears received from laboratories per month	Monthly	All NCSP Regional Services with Register responsibilities
HCWSFL Histology correlation with smears for laboratories	Monthly	All NCSP Regional Services with Register responsibilities
HistoByMonth Number of histology results received from laboratories per month	Monthly	All NCSP Regional Services with Register responsibilities
IWD Individual woman's details	On request	All NCSP Regional Services
Name / DOB Month Women with possible name / DOB duplicates	Monthly	All NCSP Regional Services with Register responsibilities
NSS Non specialist smears since sign out	Monthly	All NCSP Regional Services

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Chapter 7 - Providing a NCSP Regional Service

Management Reports, Continued

Details (continued)

Code and description	Frequency of submission	Available to
Over 70s All women who are over 70 with a normal or low grade abnormal history and who have had at least two normal smears since	Every three months	All NCSP Regional Services with Register responsibilities
Overprinting Overprinting of information	Monthly	All NCSP Regional Services may request additional enrolment forms NSU runs the report-
RegRefRep Register generated referral	Weekly	All NCSP Regional Services with Register responsibilities
Smear History Report Previous smear and histology results for specified woman	On request	All NCSP Regional Services Note: Responsibility for bulk reports - NCSP Regional Services with Register responsibilities
STCL Smear takers client lists	On request	All NCSP Regional Services Note: Responsibility for processing response - NCSP Regional Services with Register responsibilities
Transfer Women who have transferred between regions	Monthly	All NCSP Regional Services
WBS Women by status – search for GNA and NRR with abnormal history and normal history	Every six months	All NCSP Regional Services Note: Responsibility for processing response - NCSP Regional Services with Register responsibilities
Returned recall letter	Monthly	All NCSP Regional Services with Register responsibilities

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Chapter 7 - Providing a NCSP Regional Service

Management Reports, Continued

See also

See also:

- NCSP-Register Operating Protocols, Reports.
-

Chapter 7 - Providing a NCSP Regional Service

Statistical Reports

Purpose The purpose of this policy is generate statistical reports.

Policy All statistical reports must be prepared as required.

Details The table below shows the different statistical reports and the frequency of submission.

Code and description	Frequency of submission	Available to
RRP Regional reporting patterns	Monthly	All NCSP Regional Services
SAFR AFR extended sign-out period	Monthly	All NCSP Regional Services
SHE1, SHE2 Smear history at enrolment	Monthly	All NCSP Regional Services
SPMS Number of cytology and histology results processed monthly	Monthly	NCSP Regional Services with Register responsibility
LET Letters generated over period	Monthly	NCSP Regional Services with Register responsibility
TEW Total eligible women	Annually	All NCSP Regional Services
Total number of smears	Monthly	All NCSP Regional Services

See also See also:

- NCSP-Register Operating Protocols, Reports.

Chapter 7 - Providing a NCSP Regional Service

Recording Abnormal Smears and Ensuring Follow up

Standard number 701

Standard All practitioners whose patients require colposcopy, but for whom histology results have not been received, are contacted according to NCSP Register Operating Protocol.

Target 85% of all practitioners whose patients require colposcopy, but for whom colposcopy results have not been received on the NCSP-Register, are contacted according to NCSP Register Operating Protocol.

Method of measurement The following methods of measurements are used:

- MFI report
- audit.

Chapter 7 - Providing a NCSP Regional Service

Developing and Implementing a Health Promotion Plan

Standard number 702

Standard The standards are:

- NCSP Regional Services are responsible for developing an annual regional health promotion plan
- the health promotion plan must be developed in partnership with local and regional stakeholders
- the health promotion plan is agreed to by the National Screening Unit (NSU).

Notes:

- Developing the health promotion plan in partnership with stakeholders encourages the collaboration that is necessary for the initiatives' successful implementation.
 - Examples of local and regional stakeholder groups include, but are not limited to, Public Health Units, primary health service providers, community groups, Iwi and Independent Service Providers.
-

Target 90% of performance indicators in the health promotion plan are achieved.

Measurement The following methods of measurements are used:

- quarterly progress report submitted to NSU.
-

Chapter 7 - Providing a NCSP Regional Service

Achieving at least 80 % Participation in the NCSP

Standard number

703

Standard

Women aged between 20 and 69 are aware of and participate in the NCSP.

Target

- 80% of women aged between 20 and 69 participate in the programme.

Method of measurement

The following methods of measurement are used:

- participation and coverage targets (see Appendix 6)
 - audit.
-

Chapter 7 - Providing a NCSP Regional Service

Correct Processing of all Cytology Results

Standard number	704 NCSP Regional Services with Register responsibilities.
Standard	All cytology results must be fully processed including posting within five working days of receipt of results at the NCSP Regional Service with Register responsibilities.
Target	95% of cytology results must be fully processed including posting within five working days of receipt of the result at the NCSP Regional Service with Register responsibilities.
Method of measurement	The following method of measurements are used: <ul style="list-style-type: none">• turn-round report for cytology• number of results processed within five working days compared to the number of results received• monthly report to NSU.

Chapter 7 - Providing a NCSP Regional Service

Correct Processing of all Histology Results

Standard number	705 NCSP Regional Services with Register responsibilities.
Standard	All histology results must be fully processed including posting within 10 working days of receipt of the result at the NCSP Regional Service with Register responsibilities.
Target	95% of histology results are fully processed including posting within 10 working days of receipt of the result at the NCSP Regional Service with Register responsibilities.
Method of measurement	The following methods of measurements are used: <ul style="list-style-type: none">• turn-round report for histology• number of results processed within 10 working days compared to the number of results received.

Chapter 7 - Providing a NCSP Regional Service

Communicating to all Women Newly Enrolled in NCSP for Both Cytology and Histology

Standard number

706

NCSP Regional Services with Register responsibilities.

Standard

All women newly enrolled in the NCSP for both cytology and histology results are sent a welcome letter and pamphlet.

Targets

100% of newly enrolled women are sent the appropriate welcome letter and pamphlet.

Method of measurement

The following methods of measurement are used:

- number of welcome letters sent are compared to number of new enrolments
 - audit.
-

Chapter 7 - Providing a NCSP Regional Service

Distributing the Quality of Smear Report Annually

Standard number	707 NCSP Regional Services with Register responsibilities.
Standard	The quality of smear report is distributed to all smear takers 6-12 monthly.
Target	100% of smear takers receive their quality of smear report 6-12 monthly.
Method of measurement	The following methods of measurements are used: <ul style="list-style-type: none">• number of QOS reports generated over the number of smear takers on the NCSP-Register for the region.• QOS report• audit.

Chapter 7 - Providing a NCSP Regional Service

Sending Reminder Letters to Women

Standard number	708 NCSP Regional Services with Register responsibilities.
Standard	Reminder letters are sent to women, eligible to continue in cervical screening, with: <ul style="list-style-type: none">• normal smear history, who are overdue by six months• abnormal smear history, who are overdue by three months.
Target	100% of women, eligible to continue in cervical screening, with: <ul style="list-style-type: none">• normal smear history, who are overdue by six months• abnormal smear history, who are overdue by three months.
Method of measurement	The following methods of measurements are used: <ul style="list-style-type: none">• ratio between the number of women who are recalled and the number of women who must have been recalled compared with the same ratio of women in the previous three years• audit.

Chapter 7 - Providing a NCSP Regional Service

Sending Results to Women

Standard number	709 NCSP Regional Services with Register responsibilities.
Standard	Women with abnormal results are sent result and recommendation letters within 20 working days of the NCSP Regional Service with Register responsibilities receiving the result.
Target	100% of women with an abnormal result are sent a letter within 20 working days of the NCSP Regional Service with Register responsibilities receiving the result.
Method of measurement	The following methods of measurement are used: <ul style="list-style-type: none">• evaluation of the time lag between the date the result was posted and the date when the actual smear was taken• evaluation of the time lag between the date the result was posted and the date when the result was received by the NCSP-Register• audit.

Chapter 7 - Providing a NCSP Regional Service

Handling Telephone Calls

Standard number

710

Standard

All telephone calls must be dealt with in a consistent and appropriate manner in accordance with NCSP Register Operating Protocol.

Target

Telephone protocols are developed and implemented. Accurate call records are kept.

Method of measurement

The following method of measurement is used:

- audit.
-

Chapter 7 - Providing a NCSP Regional Service

Accuracy of Data on the NCSP-Register

Standard number

711

Standard

Data entered on to the NCSP-Register is accurate and valid and is measured by data integrity checks. These are carried out on all data as per NCSP-Register Operating Protocols by the NSU.

Target

No target.

Method of measurement

The following method of measurement is used:

- errors identified by data integrity checks are corrected.
-

Chapter 7 - Providing a NCSP Regional Service

Maintaining Confidentiality of Information

Standard number

712

Standard

All confidential information is to be kept secure at all times. This means that:

- NCSP-Register security protocol is followed as per security plan
 - all result information coming to the NCSP Regional Service (disk or paper) must be collected by hand or sent by courier
 - No information regarding an individual woman may be disclosed unless that disclosure is to, or authorised by, the individual woman, or is for the further treatment or management of the individual woman, or for the administrative aspects of that treatment or management.
-

Target

100% compliance with the NCSP-Register Security Protocol is followed. This means that:

- a security plan is implemented and documented
 - bins for disposal of confidential information are provided.
-

Method of measurement

The following method of measurements is used:

- audit.
-

Chapter 7 - Providing a NCSP Regional Service

Disposing of Confidential Information

Standard number

713

Standard

Health Information relating to an individual woman that is no longer required either by the individual woman or the NCSP Regional Service, and may be disposed of, must be disposed of in a manner which ensures its confidentiality.

- All paper based, confidential information must be shredded.
 - Separate bins must be provided for the shredding of confidential information.
 - Computerised records must be rendered unreadable and converted to a form so that their reconstruction in whole or part is unlikely.
-

Target

Health Information relating to an individual woman that is no longer required either by the individual woman or the NCSP Regional Service, and may be disposed of, must be disposed of in a manner which ensures its confidentiality.

- All paper based, confidential information must be shredded.
 - Separate bins must be provided for the shredding of confidential information.
 - Computerised records must be rendered unreadable and converted to a form so that their reconstruction in whole or part is unlikely.
-

Method of measurement

The following method of measurements is used:

- audit
-