

CSL Frequently asked questions



In addition to the information on sample taker supplies, courier pick-ups and key contact information supplied with Sample Taker Update 3 please see the FAQs below which address specific queries we have received to date.

Who are the commissioners of the new HPV primary screening service for London?

The service is being commissioned directly by NHSE/NHSI.

What are the critical dates for implementation and who set them?

The two mandatory dates below are set by PHE:

- Conversion – all women to be offered HPV primary screening by 31 December 2019
- Consolidation – all testing to be conducted from a single site by April 2020

Who will provide this service for London and when will it start?

NHSE/NHSI has commissioned Health Services Laboratories (HSL) to provide the primary HPV screening service for London. They will do this under the brand Cervical Screening London (CSL).

TDL Collect couriers will be picking up the cervical screening samples, who are TDL?

TDL (The Doctors Laboratory) and HSL are both Sonic Healthcare UK companies. HSL was formed by a joint venture with UCLH and The Royal Free Trusts to tender for NHS contracts. TDL Collect is the specialist pathology courier division which provides logistics for both TDL and HSL entities and will pick up samples for CSL.

We have been asked to connect to tQuest order comms before December 2nd, what if I can't successfully connect before the start date?

It is very important that all primary care sites connect to tQuest for requesting and successfully test the electronic return of results to their practice management system. Details on how to do this were distributed with recent Sample Taker Updates and are available on our website www.hslpathology.com/csl.

Note: Even if you currently send samples to HSL or TDL and/or use tQuest you need to set up CSL as a new trading partner to request primary HPV cervical screening tests from CSL and get the results returned electronically to your practice management system.

If you are a current tQuest user with label print functionality please note sample labels will not print for CSL specimens at go live however we will work toward adding this feature as soon as practicable post Dec 2nd.

If for some reason you cannot successfully connect before December 2nd you will still be able to send your cervical screening samples to CSL by:

- printing a paper request using the HMR101 form available on Open Exeter.

The return of results for practices currently receiving electronic results from HSL/TDL will be via:

- electronic transfer into the unmatched mailbox of your practice management system in the same manner as other pathology results. **Please ensure the unmatched mailbox is checked daily and results referred to the requesting sample taker within your practice.**

For practices not currently receiving electronic results from HSL/TDL:

- encrypted email if a designated email address has been supplied to our helpdesk at helpdesk@tdlpathology.com
- posted hard copy.

After December 2nd CSL will continue to encourage and support those practices not yet connected to complete connection to CSL in order that all practices benefit from these electronic solutions.



Do colposcopy clinics, CASH/GUM services and other secondary referral centres also have to connect to tQuest?

Colposcopy clinics and secondary referral centres function differently and will be contacted individually to discuss their options for ordering tests and return of results. In most cases they will need to request using a printed HRM101 form accessed via Open Exeter.

There results will initially be emailed back via scanned pdf to a designated email. Post go live other options such as the eView portal will be offered.

If you operate a secondary referral centre and have any specific queries or have not yet been contacted to arrange a visit or call please contact CSL on 020 7460 4851.

How will direct referral and failsafe follow up functions work after December 2nd?

CSL will coordinate the direct referrals to colposcopy centres for all of London. A database of current referral pathways has been produced to reflect the current referral pathways.

CSL will also carry out the required failsafe follow up procedures.

Will primary recalls be done the same way?

Yes they will continue to be sent by CSAS (Cervical Screening Administration Service) recently transferred from PHE to NHSE. CSL will send result files directly to CSAS to facilitate appropriate call/recall functions.

Will sample taker numbers change?

No they will remain the same and NHSE will continue to maintain the sample taker database during the transition.

What if I accidentally pack a non CSL sample in the CSL purple transport bags supplied?

It is very important that only cervical screening samples for CSL are placed in the specific purple transport bags. If we receive a sample in error that is not for CSL we will try to direct it to the correct laboratory but depending on the stability of the sample the delay involved may mean the sample is not valid for testing. We will contact the referring practice to alert them to the error.

What happens if I send samples to the wrong laboratory?

The clearly identifiable purple transport bags should ensure this doesn't happen however, if cervical screening samples are incorrectly sent to your current provider the laboratory managers at these sites have been informed to contact CSL to arrange for the samples to be sent to the CSL laboratory for processing.

Who will report samples that have been taken prior to 2nd December?

All samples collected prior to Monday December 2nd should be sent to your current provider who will complete processing and reporting of these tests.

Do we hold onto samples taken on 28th/29th November so that they can be sent to CSL?

No, as above all cervical screening samples taken before December 2nd should be referred to your current provider.