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Re: Label Printer Deployment to GP Practices 24th September 2021

Good Afternoon,

We are contacting you regarding Berkshire and Surrey Pathology Services' (BSPS) deployment of label printers to GP practices within our geographical area to support the cervical screening programme, and implementation of a pass-through numbering solution. This follows on from the initial communications that were issued by our managed service partner, C&C on the 25th August.

Firstly, we would like to thank you for your support and engagement throughout this project. It has been encouraging to see the take up within the GP practices. We acknowledge that there have been some concerns raised regarding this deployment and a desire to understand more about the programme, its objectives, and planned benefits.

We very much want to increase our level of engagement with you as we move forward with this deployment. As such we want to let you know that we are planning to do the following:

1. To continue with the current programme of deploying one label printer to each GP practice. Where several practices have requested more than one label printer, we will record these requests for additional printers as we assess how we can support the wider demand.
2. To better understand your existing estate of printers so that we can assess if there is a shortfall against our current plans, what this may be and how we can address it. We understand the need to implement with minimal impact on your current working practices, and that there are also a number of practices that have printers that could be re-purposed to print the labels required. We would like to investigate this option so there is no limitation on rooms that can be used for cervical smears.
3. To address questions to date regarding the ongoing ownership and support arrangements for the label printers. BSPS are currently working with NHSE to ensure this is made clear to all stakeholders.
4. To host a Teams meeting session with all CCGs under the BSPS cervical screening locality to answer further questions and ensure stakeholders are aligned.
5. To develop improved and more regular communications from BSPS on the status of this programme and how it supports the end of end sample tracking requirement, a reduction in mis-labelling errors and overall benefits in patient care and efficiencies.

In the meantime, please do feel free to raise questions and comments using the following details:

Telephone: 01603 988 101

E-mail: bsps.projectsupport@nhs.net

Your sincerely,

Patricia Ruwona.
Chief Operating Officer for BSPS