



FORENAME SURNAME

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2nd May 2018

Reference: BSC Code/NHS No

Dear Forename Surname

We are writing to you because we recently discovered that we did not invite you to the breast screening appointment that you should have had between your 68th and 71st birthdays.

The NHS Breast Screening Programme invites all women aged 50 to 70 for breast screening every 3 years. Because of a technical problem, we did not send your final invitation at the right time. We are incredibly sorry about this and any concern it may cause.

You will be invited for a catch-up breast screen and do not need to do anything now. Invitations to women who are registered with a GP practice in England will be sent week commencing 14 May and will continue over the following weeks. All women affected who wish to have a breast screen will receive an appointment to take place before the end of October 2018.

If you have changed address or GP then please call our free helpline on: **0800 169 2692**

We have enclosed a leaflet about breast screening. It contains information to help you decide if you want to attend for screening or not.

If you have been diagnosed with breast cancer at any time since you were 71 years old:

We understand that finding out we did not send your invitation for screening at the right time might be upsetting. You may have questions about what this means for you.

Our experts say that in many cases missing a single breast screen at around 70 years of age is unlikely to make a significant difference to the course of a woman's breast cancer diagnosis and treatment. However, we understand the importance of looking at your individual case to see if it has affected you. If you would like to discuss this with a nurse, please ring our free helpline on **0800 169 2692**. Please tell the helpline operator you have breast cancer and they will be able to support you.

There is also information on the NHS Choices website at <https://www.nhs.uk/pages/home.aspx>.

At the end of this letter there is more about what went wrong and what Public Health England and NHS Breast Screening Services are doing to fix it.

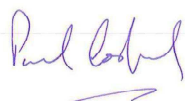
Public Health England and NHS England has also sent this letter to your GP so that they know what is going on and can help support and advise you.

So we can give you the best advice, it would be helpful to have this letter with you if you call the helpline. The person who answers will ask you for the number at the top of the letter. The following information is also helpful:

- the reference number at the top of this letter
- your date of birth
- your address
- the name and address of your GP
- if you are under the care of a breast cancer team, their name or location

Again, the free helpline number for any questions about this letter is: 0800 169 2692

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Paul Cosford', with a horizontal line underneath it.

Professor Paul Cosford CB

Director for Health Protection & Medical Director

What went wrong?

Following upgrading the NHS Breast Screening computerised invitation system, Public Health England found some technical issues with the software. These led to variations in how local breast screening services send out their invitations. This meant we didn't send your final breast screening invitation to you.

What have we done to fix things?

Public Health England has now checked through the whole system, including looking through the data back to 2009. We have carried out urgent work on the IT software. We have also introduced an extra failsafe (safety) system to make sure this problem doesn't happen again in the future.