



# Improving Access Services

## Safety Alert

### **\*\*Possible Cervical Screening Text Messaging Scam\*\***

**Distribution:** All Staff / All Services

**From:** Dr Simon Hincks, Improving Access Clinical Lead

#### **Message from Public Health England:**

We ask that all practice staff, especially those dealing with enquiries from the general public, are made aware of the following alert relating to a possible cervical screening text messaging scam.

Please follow the advice below and alert us to any reports of suspicious calls or concerns using our generic email address [phe.Screening-ImmsSSAT@nhs.net](mailto:phe.Screening-ImmsSSAT@nhs.net)

**We have received reports today of a possible scam. Some women are being contacted by text message, claiming to be from the call and recall service to advise they are overdue for screening. The message asks them to call a mobile number and provide personal details.**

**These messages are not from the NHS Cervical Screening Programme.**

The Action Fraud Line has been contacted.

Staff dealing with queries from general practices and the public should be:

- aware of the situation
- handle any suspicious calls and concerns by:
  - reporting them according to local organisational policies
  - alerting the screening and immunisation team (SIT) and the screening quality assurance service (SQAS) by email [phe.Screening-ImmsSSAT@nhs.net](mailto:phe.Screening-ImmsSSAT@nhs.net)