



BowelScreen Charter

Our commitment to you

Our charter tells you what you can expect when you use our screening programme. It shows how you can help us make our services work better for you and for others. We worked with people who use our screening services and our staff to develop this charter.

Taking part



We offer free bowel screening to people aged 57 to 71 every 2 years. Over time, we will offer bowel screening to people aged 50 to 74.

Bowel screening is a test you can do at home. We will send you a home test kit. You collect a small stool (poo) sample and return it to our laboratory by post.

You can use our website hse.ie/bowelscreen to:

- check the eligible age range
- register for bowel screening
- find out when your next test is due
- request a home test kit
- update your contact details.

You can also call us on freephone 1800 45 45 55 or email us at info@bowelscreen.ie

If you have a disability or need support, contact our access officer at access@bowelscreen.ie or call us on freephone 1800 45 45 55.

Communication and information



We will send you a letter in the post when you are due your next screening test. You can also check our website to find out when it is due.

We will send you information when we invite you for screening, and when we send your results. This will help you make an informed choice.

We will send you and your doctor your test results within 4 weeks of receiving your home test kit.

Most people have a normal test result. If your result is not normal, we will invite you for a free follow-up test, called a colonoscopy, at a hospital clinic. A nurse will call you to discuss and assess your suitability for a colonoscopy. We will offer you a colonoscopy appointment within 4 weeks of assessment.

A nurse will also be available to support you after your colonoscopy.

We will talk to you about any tests or treatment you need following your colonoscopy.

Responsibility



We are part of the HSE's National Screening Service, and we regularly report our performance on our website.

If we find that we have made a mistake, we will let you know and do everything we can to prevent it from happening again to you or anyone else.

We welcome your feedback. If you want to tell us about your experience with bowel screening, call us on freephone 1800 45 45 55 or email us at info@bowelscreen.ie

Your Service Your Say is how we listen and respond to your feedback about our services. Email your.say@screeningservice.ie to make a:

- comment or suggestion
- compliment or positive feedback
- formal complaint.

We will keep your feedback and consider it when making improvements to our programme.

Respect and privacy



We will listen to you, respect you and treat you with kindness.

We support, educate and train our staff to treat everyone fairly, and to respect everyone's background and cultural identity.

We are committed to protecting and respecting your personal data, and we take your privacy rights seriously. We will handle your personal information with care and keep it secure. We will process your data lawfully, fairly and transparently.

Screening is a choice.

- You can decide not to take part when we invite you.
- You can opt out of receiving invitations from us at any time. You can opt in again if you change your mind and are still eligible to take part.

Safe and effective services



We follow our [Standards for Quality Assurance in Colorectal Screening](#) and monitor our performance to make sure we operate to the highest standards.

We make continuous improvements to help save lives and improve people's health.

We update our website regularly with information about BowelScreen.

Improving health



Bowel screening can help prevent bowel cancer and find it early when it is easier to treat. Screening can save lives.

We will give you information about common bowel cancer symptoms.

Changes in your bowel can happen between screening tests, and a small number of people will develop bowel cancer after having a screening colonoscopy.

You can ask us to review your last screening colonoscopy if you are diagnosed with bowel cancer within 3 years of your screening colonoscopy.

