Bowel Cancer Screening for Scotland (BoSS)
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Bowel Screening System (BoSS)

Background

The National Bowel Screening System (BoSS) application is currently a standalone web-based system accessible only by staff members of the Scottish Bowel Screening Centre.

DLM 470 brings the functionality to allow data from BoSS to be delivered directly into the patient's clinical record. The change will widen the scope of communication between the BoSS Screening Programme and GPs, delivering improved data quality and workflow within GP practices.

What this Guide Covers

This user guide gives detail of the following:

- **Overview of the BoSS message process** - See *Overview of the BoSS process* (page 6).
- **Practice Pre-Checks** - See *Practice Pre-Checks* (page 6).
- **The different type of BoSS messages** - See *The Types of BoSS Messages* (page 8).
- **Viewing the BoSS message** - See *Viewing BoSS messages in Mail Manager* (page 14).
- **How to Process BoSS messages** - See *How to Process BoSS Messages* (page 16).
- **BoSS messages in Consultation Manager** - See *BoSS Messages in Consultation Manager* (page 17).
- **Troubleshooting** - See *Troubleshooting* (page 20).
Overview of the BoSS process

Below is an overview of the BoSS message process:

**BoSS Messages are sent from the Bowel Cancer Screening Centre. There are two types of messages:**

- **BoSS Results** – these consist of:
  - Positive and Negative BoSS results
- **BoSS Non Results** – these consist of Exclusion messages

**The Messages are received into Mail Manager - Incoming Mail**

- **BoSS and BoSS Non Results** should have a status of Filed if:
  - Autofiling is switched on
  - The message is assigned to a patient
  - The messages are Allocated to the Usual GP

**The Messages are processed in the same way as other messages in Mail Manager**

- **BoSS and BoSS Non Results** should be:
  - Filed
  - Read
  - Actioned
  - Completed
  - Archived

Practice Pre-Checks

Before introducing any new messaging system we recommend you consider the following:

- **Autofiling** - BoSS messages can be filed automatically. To switch on Autofiling - See *To Switch on Autofiling* (page 7).
- **Staff Access** - In order to monitor all incoming messages it is important that staff have access to appropriate mailboxes. See *Staff Access - Mail Maintenance* (page 7).
- **Date Filter** - Check that the date filter is set correctly. See *Date Filter - Mail Manager* (page 8).
To Switch on Autofiling

In Mail Manager choose Tools - Options - Autofiling. Tick the box Bowel Screening System. Click OK.

Staff Access - Mail Maintenance

As per all other message types, when receiving BoSS messages, the messages are received into your Incoming Mail Folder in Mail Manager. By default they are filed into the Usual GP’s mailbox. In order to view and process BoSS messages you must make sure that staff have access to these Mailboxes.

From the Vision front menu, select Management Tools - Control Panel. Go to Mail Maintenance and select the Staff Access tab.

To check staff access

1. Highlight the staff member on the Staff Access tab.

2. Displayed on the right hand side of the screen is a list of mailboxes to which that member of staff has access. Make sure GP mailboxes and Unallocated Mail is listed.

System Supervisor,

Mail Maintenance - Staff Access
To add staff access

1. Right click on the staff member and select Add.
2. From the Access Rights - Add screen, scroll down and select the user whose mailbox you want to view.
3. To provide access to the mailboxes for an unlimited time ignore the valid from and until dates - click OK.

Date Filter - Mail Manager

The number of messages shown in Mail Manager is determined by a date filter which is a user specific setting and only messages within this date range are displayed. When setting a date you need to consider the different message types and how often they are managed, eg most messages are processed daily, whereas others may be dealt with less frequently and the date filter needs to reflect this to avoid messages being missed.

Select Mail Manager - choose Filter from the menu. Select the appropriate date option.

The Types of BoSS Messages

There are two types of BoSS messages:

- **BoSS Results** - These are messages that contain the Bowel Cancer screening result. This result can either be positive or negative. See BoSS Result Messages (page 9).
- **BoSS Non Results** - These messages are classified as Exclusions, see BoSS Non Results (Exclusion) Messages (page 10), and are sent if:
  - A patient declines the test
  - The patient does not respond to the screening invitation
  - The test is inappropriate for that patient
If the screening testing kit is spoilt

BoSS Result Messages

Patients can have a BoSS result which consists of the following details:

- **Bowel Cancer Screening Program (BCSP) Faecal Occult blood test Negative.** See Bowel cancer screening program (BCSP) Faecal occult blood test - Negative (page 9).

- **Bowel Cancer Screening Program (BCSP) Faecal Occult blood test Positive.** See Bowel cancer screening program (BCSP) Faecal occult blood test - Positive (page 10).

BoSS Results Messages

Bowel cancer screening program (BCSP) Faecal occult blood test - Negative

A BoSS result that is negative shows the patient details and the negative result. To view the result in Consultation Manager - See BoSS Messages in Consultation Manager (page 17).
Bowel cancer screening program (BCSP) Faecal occult blood test - Positive

Some BoSS messages are sent that contain a Positive (abnormal) result. Also included is recommended management which advises the practice that the patient has been referred for Colonoscopy. See BoSS Messages in Consultation Manager (page 17) to see how the message is filed in Consultation Manager.

**BoSS Positive Result**

**BoSS Non Results (Exclusion) Messages**

BoSS non result (Exclusion) messages cover the following scenarios:

- **Faecal occult blood testing second kit spoilt.** See Faecal occult blood testing second kit spoilt (page 11).
- **Patient is no longer resident in Scotland.** See Patient is no longer resident in Scotland (page 11).
- **Patient is not eligible for bowel cancer screening programme.** See Patient ineligible for bowel cancer screening programme (page 12).
- **Bowel cancer screening declined.** See Bowel cancer screening declined (page 13).
- **Non Responder to bowel cancer screening invitation.** See Non responder to bowel cancer screening invitation (page 14).
**Note** - To see how the messages look in Consultation Manager - See *BoSS Messages in Consultation Manager* (page 17).

**Faecal occult blood testing second kit spoil**

This message displays where a patient is excluded from screening because their second kit is spoiled and cannot be tested.

**Patient is no longer resident in Scotland**

This message is shown where a patient has been excluded from bowel screening because they are no longer resident in Scotland. The Exclusion reason is stipulated as "Transferred out of Scotland" and the Report comment varies depending on the result of the test.
### Patient ineligible for bowel cancer screening programme

This message is displayed where a patient is excluded from screening because they are ineligible for bowel cancer screening. It may also include the message "Patient has no colon".
### BoSS Patient not Eligible

**Bowel cancer screening declined**

This message displays when the patient has declined the Bowel cancer screening programme.

---

<table>
<thead>
<tr>
<th>CHI Number</th>
<th>5555555555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>ROBINSON, MARISSA</td>
</tr>
<tr>
<td>Date Of Birth</td>
<td>11/01/1955</td>
</tr>
<tr>
<td>Registered GP</td>
<td>Z8975</td>
</tr>
<tr>
<td>Practice Code</td>
<td>Z39087</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report Date</th>
<th>12 Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter ID</td>
<td>310009158243</td>
</tr>
<tr>
<td>Exclusion Reason</td>
<td>Ineligible</td>
</tr>
<tr>
<td>Report Comments</td>
<td>Not eligible for bowel cancer screening programme (90w2)</td>
</tr>
<tr>
<td>Invitation Date</td>
<td>N/A</td>
</tr>
</tbody>
</table>

---

**BoSS Non Result - Patient declined**

- The Exclusion reason stipulates that the patient is Ineligible.
- The Exclusion reason states that the patient has opted out and a Read code of declined is recorded.
Non responder to bowel cancer screening invitation

This message is displayed where the patient has not responded to the Bowel cancer screening invitation.

**BoSS Non Responder**

**Viewing BoSS messages in Mail Manager**

**Mail Category Filters**

In **Mail Manager**, within **Incoming Mail** you can sort messages by category. This allows you to view messages by type, for example, you can click the ☐ in front of **Screening** to view Bowel Screening messages.

**Note** - SCCRS results are also listed under the new **Screening** category.
Viewing a BoSS message

Highlight the BoSS message and the result appears in the Message details box. The content of the message will vary but all messages display in the same format:

- Patient details (CHI, Surname, Date of Birth)
- GMC Code of the GP in the message (typically the Usual GP) and the Practice National Code
- BoSS unique Letter and Kit ID (this is generated by the Bowel screening system)
- The Report date
- The result along with the relevant Read code, Comments and Recommended Management
- Where applicable, the exclusion reason, comments and invitation date

Viewing a BoSS Message in Mail Manager

Filing Status

All BoSS results are automatically filed into the patient’s journal provided the message is assigned to a patient and the autofiling is switched on. See - To Switch on Autofiling (page 7). The filing status in Mail Manager displays \textit{Filed} unless the message is unassigned in which case the status will state \textit{Available for filing}. See - How to Process BoSS Messages (page 16).
How to Process BoSS Messages

On receipt of DLM 470 BoSS messages are automatically collected from eLinks via Mail Gateway. They are transferred into Mail Manager and filed (provided autofiling is switched on and the patient is assigned).

BoSS messages should be managed in the same way as other messages in Mail Manager using the standard steps below:

<table>
<thead>
<tr>
<th>Processing BoSS Messages</th>
<th>Refer to the Mail Manager on-screen help for:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assigned to a Patient</strong></td>
<td>Assign to Patient</td>
</tr>
<tr>
<td>All messages will be assigned to a patient provided they match on CHI, Surname and Forename. If the message is not assigned use the Assign to Patient function.</td>
<td></td>
</tr>
<tr>
<td><strong>Allocated to a Mailbox</strong></td>
<td>Allocate a Mailbox</td>
</tr>
<tr>
<td>All messages are automatically allocated to the Usual GP’s mailbox. If unallocated you need to allocate the message, or if you want to allocate to another Mailbox use the Allocate Function.</td>
<td></td>
</tr>
<tr>
<td><strong>Filing a Message</strong></td>
<td>Filing a Message</td>
</tr>
<tr>
<td>All messages should be autofiled and have a status of Filed. If not they should be manually filed.</td>
<td></td>
</tr>
<tr>
<td><strong>Reading a Message</strong></td>
<td>Marking a Message as Read</td>
</tr>
<tr>
<td>In order for the results to be completed and archived the message must be Read.</td>
<td></td>
</tr>
<tr>
<td><strong>Actioning a Message</strong></td>
<td>Add a New Action to a Message</td>
</tr>
<tr>
<td>All messages should be actioned. To action a message use the Add action function.</td>
<td></td>
</tr>
<tr>
<td><strong>Completing a Message</strong></td>
<td>Completing an Action</td>
</tr>
<tr>
<td>In order for BoSS messages to be archived the action must be completed. To complete an Action use the Complete an Action option.</td>
<td></td>
</tr>
<tr>
<td><strong>Archiving BoSS Messages</strong></td>
<td>Archiving</td>
</tr>
<tr>
<td>Archiving should be performed regularly in order to keep Mail Manager running quickly. We therefore recommend BoSS messages are archived along with other Mail Manager messages.</td>
<td></td>
</tr>
</tbody>
</table>

💡 **Training Tip** - You can setup Actions in **Control Panel - Mail Maintenance - Actions** that enable you to Read, Action and Complete a Message in one go. For more information refer to the Control Panel - Mail Maintenance on-screen help.
BoSS Messages in Consultation Manager

When the BoSS message is filed onto the patient record in Consultation Manager, either manually or automatically, it is entered under the consultation type of **Results Recording**. Once filed, the message can be updated, audited etc using the right mouse click.

Depending on the type of result, the message is recorded in either:

- **Faecal Occult Blood Testing screening Structured Data Area (SDA)**
- **Medical History**
- **Data Entry Caution Codes**
- **Recalls**

**Note** - Some messages record multiple entries.

Below is an explanation of how the different BoSS message types are recorded in Consultation Manager.

**Viewing BoSS Results**

**Bowel cancer screening programme (BCSP) Faecal Occult blood test Negative**

- **Faecal occult blood test normal**
  - **Faecal occult blood test (SDA)** - Read code 686A (faecal occult blood test normal)
  - **Notes** - "No action required"

**Bowel Cancer screening programme (BCSP) Faecal Occult blood test Positive**

- **Faecal occult blood test Positive**
  - **Faecal occult blood test SDA** - Read code 686B (faecal occult blood test abnormal)
- **Notes** - "Has been referred for colonoscopy"

**Viewing BoSS Non Results (Exclusions)**

**Faecal Occult Blood Testing Second Kit Spoilt**

- **Faecal occult blood test SDA** - Read code 6867 (Faecal occult blood testing kit spoilt)
- **Data Entry Caution code** - Read code of 68W2 (Bowel cancer screening programme) with the reason shown as "Second Kit Spoilt" and Exclusion dates From and To

**Patient is no longer resident in Scotland**

- **Faecal occult test abnormal - Patient transferred out of Scotland**
  - **Faecal occult blood test SDA** - Read code 686A or 686B (Negative or Positive respectively)
  - **Data Entry Caution Code** - Where the result is Positive a Data Entry Caution code is also recorded and displays *Patient Transferred out of Scotland* in the comments along with From and To Exclusion dates
  - **Medical History** - Read code 68W2 (Bowel cancer screening programme) is used where no result is taken (check this)
Patient Ineligible for Bowel cancer screening

- **Medical History** - Read code 9Ow3 (Not eligible for bowel cancer screening programme)
- **Data Entry Caution code** - This is recorded with a Read code of 68W2 (Bowel cancer screening programme) along with a Reason of "Ineligible", and From and To Exclusion dates

Bowel Cancer Screening Declined

- **Medical History** - Read code of 8IA3 (Bowel cancer screening declined)
- **Data Entry Caution code** - This is also recorded with a Read code of 68W2 (Bowel cancer screening programme) along with the caution reason "Patient is Opted Out" and exclusion dates.

Non Responder to bowel cancer screening

- **Medical History** - Read code of 68W2 (Bowel cancer screening programme)
- **Recalls** - Recall date and a Read Term for Recall Reason of 9Ow2 (No response to bowel cancer screening programme) is recorded
- **Data Entry Caution code** - A caution code is recorded with a Read code of 66W2 (Bowel cancer screening programme) along with a caution reason of "Non-Responder", and Exclusion From and To dates.

**Mail for Patient**

BoSS messages also appear in the Mail for Patient icon in Consultation Manager.
**Data Entry Caution Codes**

Data Entry Caution codes are a good way of quickly seeing BoSS exclusions in Consultation Manager. They are listed under recalls in the navigation pane and hold the exclusion dates and reason.

**Troubleshooting**

**What if a BoSS non result is positive but the patient is no longer resident in Scotland?**

When viewing the BoSS non result in Mail Manager you will see the positive result and the exclusion reason. You need to deal with the message the same as you would if receiving correspondence/results for patients who require a follow-up but who are no longer resident in Scotland.

**What if a BoSS message does not belong to our practice?**

If a BoSS message is received for a patient who is not registered with the practice the result can simply be printed. Your HB should be able to advise who to send the report to.

**Will Mail Gateway look different?**

The only change to Mail Gateway is that the Task tab now shows the heading BoSS.

**Can I audit a BoSS message?**

BoSS messages can be audited in Mail manager by selecting the Audit tab.
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