

# **Cancer Risk Assessment and Screening Frequently Asked Questions – Policyholder FAQs**

## **What is the Cancer Risk Assessment and Screening service?**

A prevention-led digital cancer support service designed to help you:

- Understand your personal cancer risk
- Take evidence-based steps to reduce risk
- Stay on track with appropriate NHS screening
- Access Cancer Nurse Specialist guidance where clinically appropriate

The service is delivered by Perci Health, a CQC (Care Quality Commission) registered virtual cancer clinic.

## **Who is Perci Health?**

Perci Health is a UK-based, CQC-registered virtual cancer clinic that delivers this service on behalf of Westfield Health.

Through a secure digital platform, Perci Health provides access to personalised cancer risk assessment, screening guidance and support from specialist Cancer Nurse professionals.

Their clinical team works alongside NHS and private healthcare services, helping you understand your risk, take appropriate action and access the right support when you need it.

Perci Health is backed by Macmillan Cancer Support and operates within established UK clinical governance and safety standards.

## **What does the service include?**

The service includes:

- A clinically validated personalised cancer risk assessment
- Prevention guidance tailored to your risk profile
- NHS-first screening optimisation
- Access to private screening where clinically appropriate on a self-pay basis
- AI-supported skin risk indication (SkinVision)
- Secure messaging with a Cancer Nurse Specialist

### **Does this replace NHS screening?**

No. If you are eligible for NHS screening, you will be directed to the appropriate NHS pathway first.

Private screening does not replace NHS screening where you are eligible.

### **Can I access private screening?**

Yes, where clinically appropriate. Private screening is available on a self-pay basis. Screening tests identify possible risk or early signs of cancer. They do not confirm a diagnosis.

If results indicate increased risk or an abnormal finding, further clinical assessment will be required.

### **Can I speak to a Cancer Nurse?**

Yes. You can securely message a UK-based, NMC (Nursing and Midwifery Council) registered Cancer Nurse Specialist.

Where elevated risk, concerning symptoms or abnormal private screening results are identified, nurse support may be provided in line with clinically defined criteria.

Nurse support provides guidance and education. It does not replace GP, hospital or specialist care.

### **What is not covered?**

The service does not include:

- Diagnosis or treatment of cancer
- Emergency medical care
- Payment for private screening
- Guaranteed access to screening without clinical review
- Face to face consultations

If you have urgent symptoms, contact your GP or NHS 111.

### **What screening tests can I access?**

The screening tests available to you depend on your individual risk profile, age and eligibility.

Through the service, you will:

- Be guided to the appropriate NHS screening programmes first, where you are eligible
- Receive personalised recommendations based on your risk assessment
- Be able to access private screening options where clinically appropriate, on a self-pay basis

Private screening may include a range of at-home tests and in-clinic imaging, depending on your needs.

These services are delivered through trusted, accredited UK diagnostic partners, including:

- **Inuvi:** providing at-home screening kits including bowel, prostate and cervical testing
- **Scan.com:** providing access to imaging including mammograms and lung scans through a national network of clinics
- **SkinVision:** providing AI-supported skin risk indication for moles or skin changes

All partners operate to recognised UK clinical and laboratory standards, with fast access and turnaround times.

Home testing kits are typically delivered within a few days, with results returned shortly after samples are received. Imaging appointments are usually available within a few weeks, with results shared following clinical review.

All screening options are clinically reviewed and do not replace NHS screening where you are eligible.

If you are unsure which tests are right for you, you can message a Cancer Nurse Specialist for guidance.

### **What is SkinVision and how do I access it?**

SkinVision is a clinically validated mobile app that helps you check moles or skin changes for signs of skin cancer.

Using your smartphone, you can take a photo and receive a risk indication, with guidance on whether to monitor the area or seek further advice.

Where a higher-risk result is identified, you may also receive follow-up support from a Cancer Nurse Specialist.

SkinVision is fully integrated into your Cancer Risk Assessment and Screening service and can be accessed through the Perci Health platform.

### **How can a hearing-impaired person access the service?**

The service is designed to be accessible and inclusive for all users, including those who are deaf or hearing impaired.

You can access support through:

- Secure text-based messaging with a Cancer Nurse Specialist
- Captioned video content
- Written summaries following any consultations
- Optional British Sign Language (BSL) interpretation where needed

The platform is designed to be easy to use, with clear content and flexible ways to access support.

If you prefer not to use digital tools, you can still access support through alternative options, including telephone-based support and email communication. Where appropriate, the team can adapt how they communicate with you to ensure you are able to access guidance in a way that works best for you.

### **If I don't speak English, how do I access the service?**

The service is delivered in English, using clear, plain-language communication to make information as easy as possible to understand.

If you need additional support, there are options available:

- You can have a family member, friend or carer join appointments to support communication
- Written information and summaries are provided to help you review guidance in your own time
- British Sign Language (BSL) interpretation can be arranged where needed

Where appropriate, additional language support may be available during consultations, for example through interpreter services, to help you communicate with the clinical team.

If you are unsure, you can contact the team, and they will work with you to find the most suitable way to support your needs.