



# Quality issues in cervical screening and cytology

*John Crossley and Paul Cross*



## Summary

- Quality assurance is designed to prevent errors occurring.
- Quality control is designed to identify errors which occur despite quality assurance measures.
- Quality in cytology can be measured by the number of false negative results, the number of false positive results, and patient outcomes.
- The appropriate training, education, and continued professional development of all staff involved in the delivery of a cytology service or cervical screening programme underpin the quality of the service provision.
- Due to variations in individual performance and changes in standards and expectations, audit must be a continual process to ensure high quality and optimal patient outcomes.