



MCA Awards 2018 Finalist

Digital & Technology

Capita Transformations with Scottish Breast Screening Programme

The Scottish Breast Screening Programme (SBSP) identified the requirement for a digital method of capturing and storing images. They recognised an opportunity to reimagine and transform women's experience of breast screening. Capita Transformation worked in collaboration with SBSP transforming the client end-to-end pathways, introducing new ways of working and deploying a digital solution.

This resulted in integration of all information within the breast screening process that provides equity of access for residents, including those of the transgender community and those non-registered with a GP. The process is standardised with 100% of images, appointments and the patient pathway managed digitally resulting in better multidisciplinary working and elimination of time-consuming paper-based systems.