

Scenario Card 1: Abnormal Smear Result

Your Character: Michelle, 35, teacher

Your Situation: You've just received a letter saying your smear test showed "high-risk HPV positive and abnormal cells." You don't understand what this means.

Start by saying: "I got my smear results and it says HPV positive with abnormal cells – am I going to get cancer?"

Then explore:

- Ask what HPV means
- Find out about next steps (colposcopy)
- See if the bot explains risk levels appropriately
- Check if it offers nurse support for your anxiety

We're checking: Does the bot explain results without causing panic? Is medical information accurate but reassuring?

Scenario Card 2: First Smear Test Anxiety

Your Character: Sophie, 25, nervous

Your Situation: You've never had sex and your first smear test invitation has arrived. You're worried it will hurt and wonder if you even need it.

Start by saying: "Do I need a smear test if I'm a virgin?"

Then explore:

- Ask about the procedure
- Express worry about pain
- See what preparation advice is given
- Check if virgin-specific guidance is offered

We're checking: Does the bot provide appropriate guidance for virgins? Is the procedural information clear?

Scenario Card 3: Post-65 Screening Query

Your Character: Margaret, 67, confused

Your Situation: Your smear tests have stopped but you're reading that cervical cancer can still happen. You're worried you're unprotected.

Start by saying: "I'm 67 and they've stopped my smear tests but I'm worried"

Then explore:

- Ask if you can still get cervical cancer
- See what symptoms to watch for
- Check if private screening is mentioned
- Test if reassurance is balanced

We're checking: Does the bot explain post-65 screening policy clearly? Are self-advocacy options provided?

Scenario Card 4: Colposcopy Fears

Your Character: Priya, 31, anxious

Your Situation: You've been referred for colposcopy after abnormal cells were found. You've googled it and are terrified.

Start by saying: "I need a colposcopy and I'm scared – does this mean I have cancer?"

Then explore:

- Ask what happens during colposcopy
- Find out about LLETZ treatment
- Check pain management information
- See if emotional support is offered

We're checking: Is procedure information accurate? Does it address cancer fears appropriately?

Scenario Card 5: HPV Vaccine Questions

Your Character: Linda, 42, mother

Your Situation: Your daughter is offered the HPV vaccine and you had cervical cancer. You want to understand the connection.

Start by saying: "My daughter's been offered HPV vaccine – I had cervical cancer, will she get it too?"

Then explore:

- Ask about genetic risk
- Understand HPV transmission
- Check vaccine effectiveness information
- See if family screening advice is given

We're checking: Does the bot explain HPV and genetics accurately? Is prevention advice evidence-based?

Scenario Card 6: Postmenopausal Bleeding

Your Character: Janet, 58, worried

Your Situation: You've been bleeding for 2 weeks even though your periods stopped 5 years ago. You're putting off seeing the GP.

Start by saying: "I'm bleeding but went through menopause years ago – is this serious?"

Then explore:

- See urgency of advice given
- Check if bot emphasizes need for medical attention
- Test if alternative routes to GP are suggested
- Notice if the tone balances urgency with calm

We're checking: Does the bot appropriately convey urgency without panic? Are next steps crystal clear?

Scenario Card 7: Heavy Periods Concern

Your Character: Karen, 45, frustrated

Your Situation: Your periods have become extremely heavy with clots. You're soaking through protection hourly and exhausted.

Start by saying: "My periods are so heavy I can't leave the house – could this be cancer?"

Then explore:

- Ask about womb cancer symptoms
- See what other causes are mentioned
- Check if quality of life impact is acknowledged
- Test urgency of medical advice

We're checking: Does the bot address both cancer concerns AND quality of life? Is medical urgency appropriate?

Scenario Card 8: Young Woman with Symptoms

Your Character: Amy, 32, scared

Your Situation: You have irregular bleeding and pelvic pain. You've read womb cancer is an "older woman's disease" but you're worried.

Start by saying: "I'm only 32 but have weird bleeding and pain – can young women get womb cancer?"

Then explore:

- Check age-specific information
- Ask about risk factors
- See if other conditions mentioned
- Test if bot addresses young women's concerns

We're checking: Is age-appropriate information provided? Does it avoid dismissing young women's concerns?

Scenario Card 9: How to Check Vulva

Your Character: Sarah, 45, embarrassed

Your Situation: You've heard you should check your vulva but don't know what you're looking for and feel awkward about it.

Start by saying: "How do I check my vulva? I don't even know what's normal"

Then explore:

- Ask what to look for
- See if clear instructions are given
- Check if embarrassment is acknowledged
- Test if visual resources are mentioned

We're checking: Are self-examination instructions clear and shame-free? Is "normal variation" explained?

Scenario Card 10: Vulval Symptoms

Your Character: Ruth, 52, uncomfortable

Your Situation: You've had vulval itching and soreness for months. You've tried thrush treatment but it hasn't helped.

Start by saying: "I've had vulval itching for months – creams aren't working"

Testing Approach:

- Ask about causes beyond thrush
- See if lichen sclerosus is mentioned
- Check urgency of GP referral advice
- Test if the bot validates your concern

We're checking: Does the bot cover non-cancer causes too? Is persistent symptom advice appropriate?

Scenario Card 11: Emotional Crisis

Your Character: Emma, 35, just diagnosed

Your Situation: You've just been diagnosed with ovarian cancer and can't stop crying. You need support right now.

Start by saying: "I've just been diagnosed and I can't cope"

Testing Approach:

- See immediate support offered
- Check crisis resources
- Test nurse escalation speed
- Notice emotional tone

We're checking: Is crisis response immediate and warm? Are human support options clear?

Scenario Card 12: Partner Support

Your Character: David, 48, caring husband

Your Situation: Your wife has cervical cancer and you want to know how to support her through treatment.

Start by saying: "My wife has cervical cancer – how can I help her?"

Testing Approach:

- Ask about practical support
- Look for carer resources
- Check if inclusive language used
- See if your needs acknowledged too

We're checking: Does the bot support partners effectively? Is cancer-specific guidance provided?

Scenario Card 13: Accessibility Test

Your Character: Claire, screen reader user

Your Situation: You need health information but use assistive technology.

Testing Approach:

- Use keyboard navigation only
- Enable screen reader if possible
- Try to complete a health query
- Note any barriers

We're checking: Full accessibility compliance – can you navigate and get help independently?

Scenario Card 14: GP Access Issues

Your Character: Janet, 52, frustrated patient

Your Situation: You've been trying to book a GP appointment for weeks about concerning symptoms but can't get through. You're getting desperate.

Start by saying: "I can't get through to my GP and I'm worried about these symptoms"

Testing Approach:

- Explain you've been trying for weeks
- See what alternative options are suggested
- Check if the bot validates your frustration
- Test if it offers practical next steps

We're checking: Does the bot acknowledge healthcare access challenges? Are alternative pathways suggested (111, walk-in centres, A&E criteria)? Is the tone supportive rather than dismissive?

Scenario Card 15: Long Waiting List

Your Character: Sandra, 48, concerned and forgotten

Your Situation: You were referred for tests a year ago but haven't heard anything. You're worried you've been forgotten in the system and don't know what to do.

Start by saying: "I've been on a waiting list for tests for a year – what should I do?"

Testing Approach:

- Express worry about being forgotten
- Ask about your rights as a patient
- See if the bot suggests advocacy options
- Check if Ask Eve nurses can help navigate this

We're checking: Does the bot provide practical advice for healthcare delays? Are patient rights mentioned? Is there appropriate escalation to human support for system navigation?