FHBC = Family History Breast Clinic
FHQ   = Family History Questionnaire

See flow chart below

```
                    ┌─────────────────────────────────────┐
                    │   Your referral is received by the FHBC │
                    └─────────────────────────────────────┘
                                      │
                    ┌─────────────────────────────────────┐
                    │ We will send you a Family History Questionnaire (FHQ) │
                    │         appropriate to your age group │
                    └─────────────────────────────────────┘
                                      │
         ┌────────────────────────────┼────────────────────────────┐
         ▼                            ▼                            ▼
┌──────────────────┐      ┌──────────────────┐      ┌──────────────────┐
│ FHQ for under 40 │      │ FHQ for 40 – 50  │      │ FHQ for over 50  │
│ years            │      │ years            │      │ years            │
└──────────────────┘      └──────────────────┘      └──────────────────┘
         └────────────────────────────┼────────────────────────────┘
                                      ▼
                    ┌─────────────────────────────────────┐
                    │ Have you completed and returned the FHQ? │
                    └─────────────────────────────────────┘
              ┌───────────────────────┴───────────────────────┐
              ▼                                                ▼
          ┌──────┐                                        ┌──────┐
          │  NO  │                                        │ YES  │
          └──────┘                                        └──────┘
              │                                                │
              ▼                                                ▼
┌──────────────────────────┐                  ┌──────────────────────────┐
│ We will allow 4 weeks and then │   ┌─────┐  │ We will assess your risk/age │
│ send you a 2nd FHQ. Have you    │──▶│ YES │─▶│ and send you one of a choice │
│ completed and returned the 2nd  │   └─────┘  │ of two letters               │
│ FHQ?                            │           └──────────────────────────┘
└──────────────────────────┘                              │
              │                                   ┌────────┴────────┐
          ┌──────┐                                ▼                 ▼
          │  NO  │
          └──────┘
              │
              ▼
┌──────────────────────────┐      ┌──────────────────────┐   ┌──────────────────────────┐
│ A discharge letter will be │    │ You WILL be offered a │   │ You will NOT be offered an │
│ sent to you and your       │    │ FHBC appointment      │   │ appointment with an        │
│ doctor                     │    │ within 11 weeks.      │   │ explanation why            │
└──────────────────────────┘      └──────────────────────┘   └──────────────────────────┘
```