

Northern Ireland Breast Screening Programme

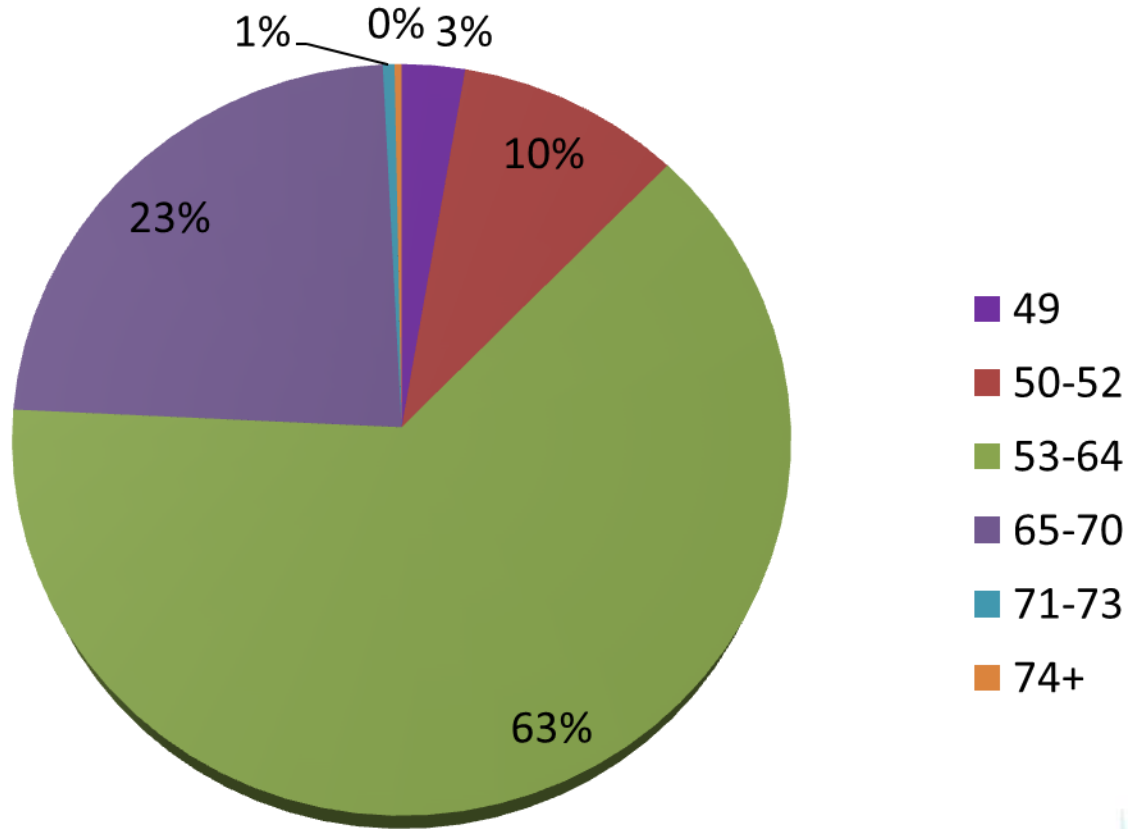
Satisfaction Survey

March 2021

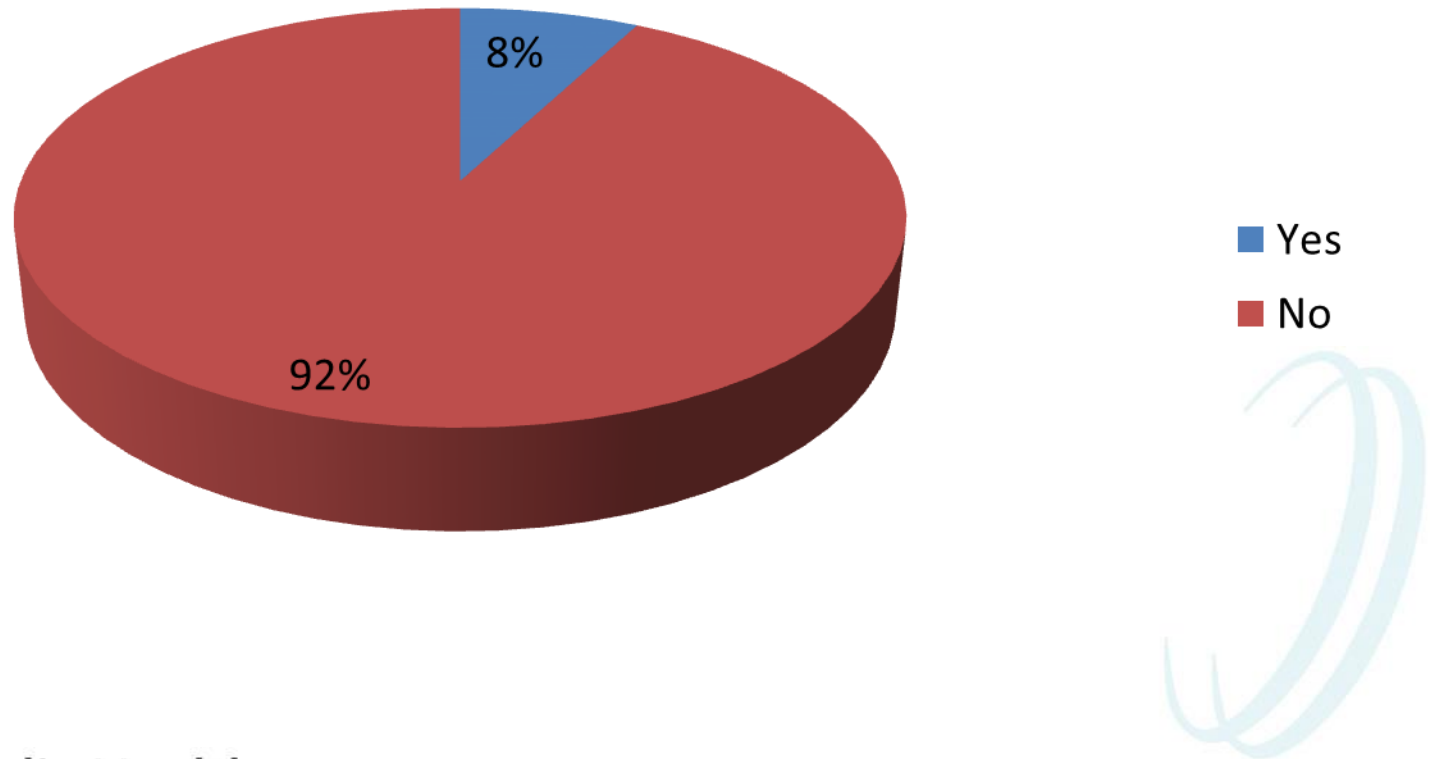
Response rate 42%

- 400 sent from the static site
- 200 sent from the mobile sites (1400)
- Total of 1800 text to survey sent
- Number of responses 597

Age Group



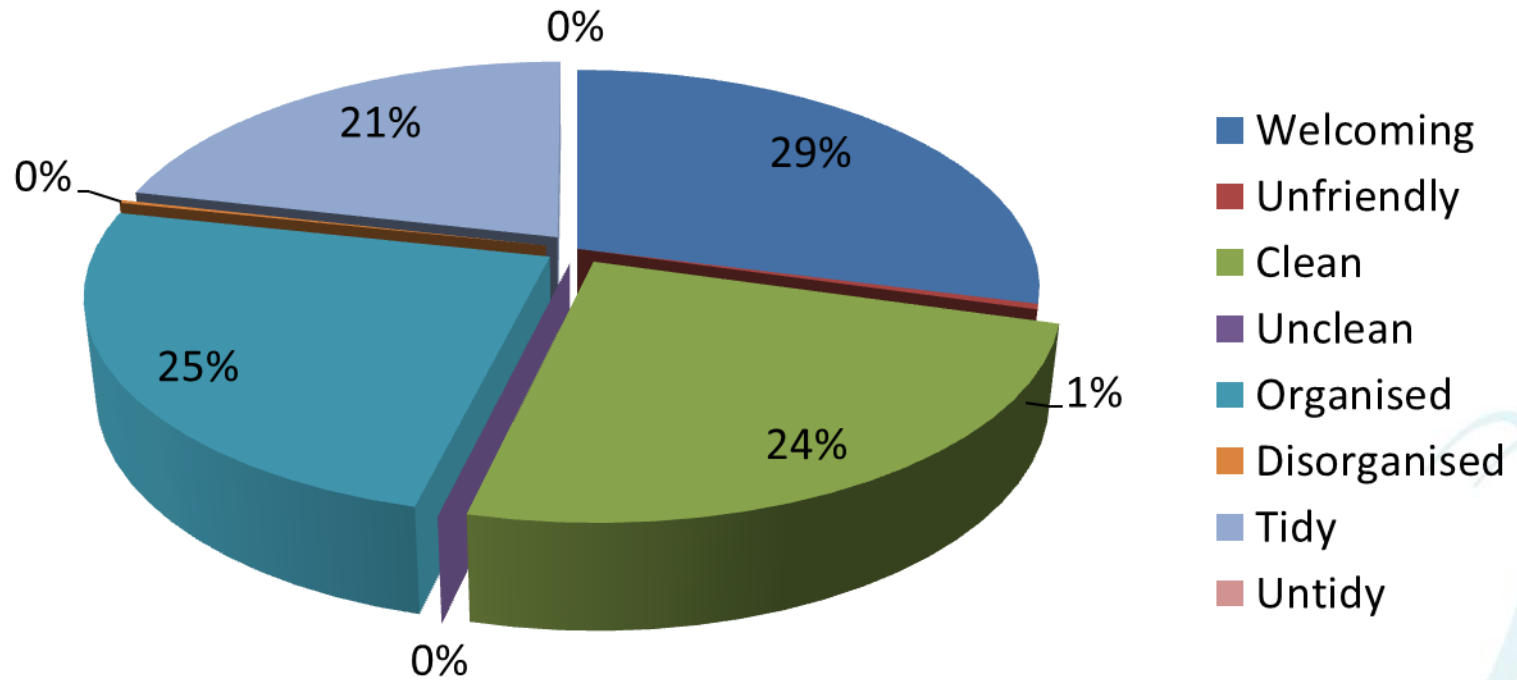
Is this the first time attended for breast screening?



Location

- 21% were invited to a different location than normally would be
- 93% were happy with the location
- 95% found the location easy to find

What were your first impressions of the Unit?

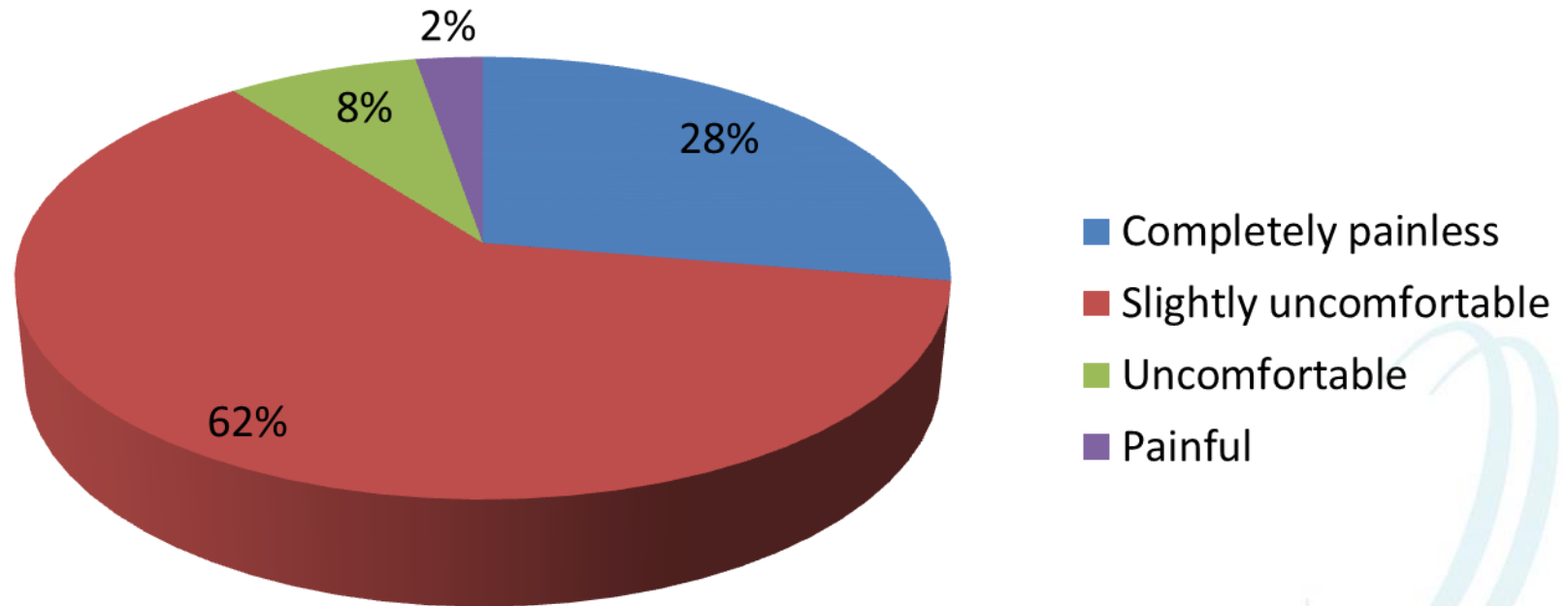


Safety

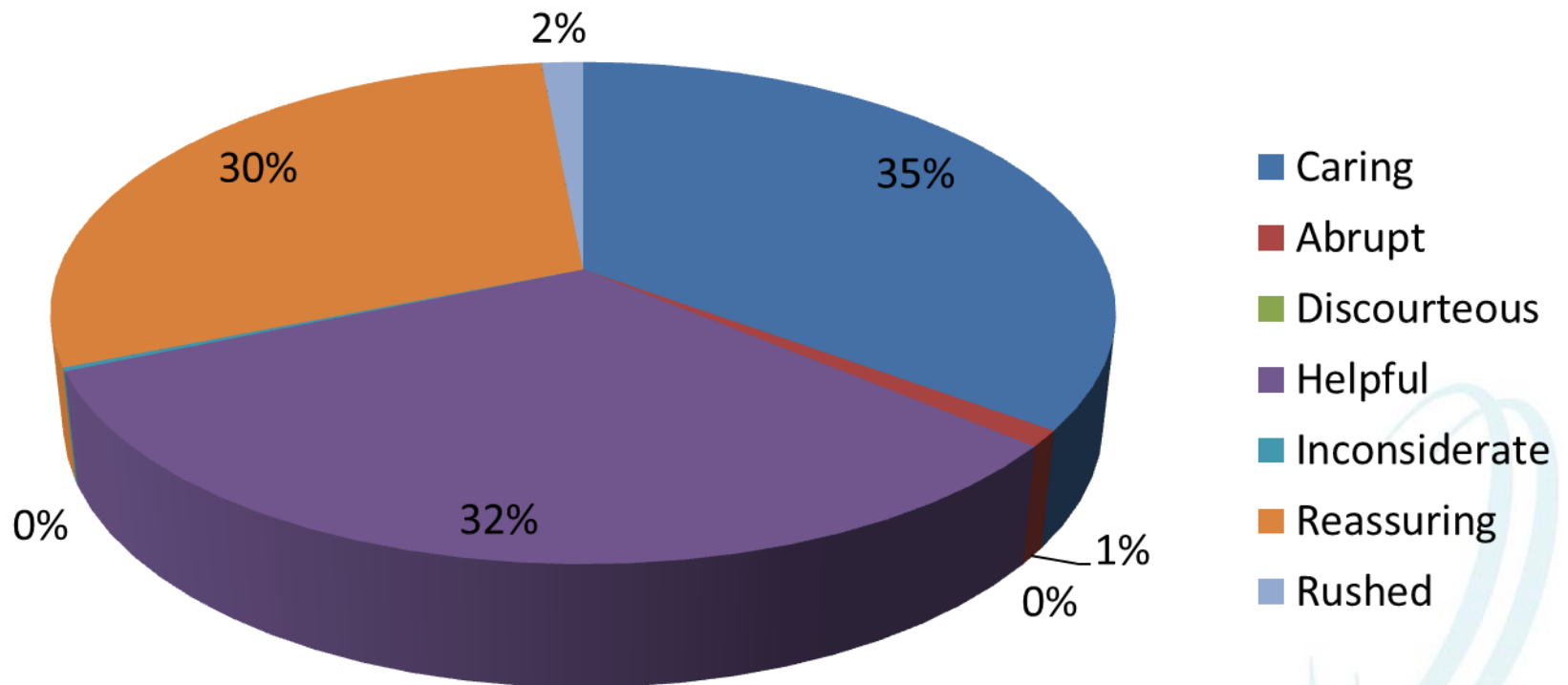
- 92% were confident about infection control measures in place, including social distancing and staff in appropriate PPE.
- 99% said they felt safe attending for the appointment

The procedure

96% were given an explanation of the procedure before it took place

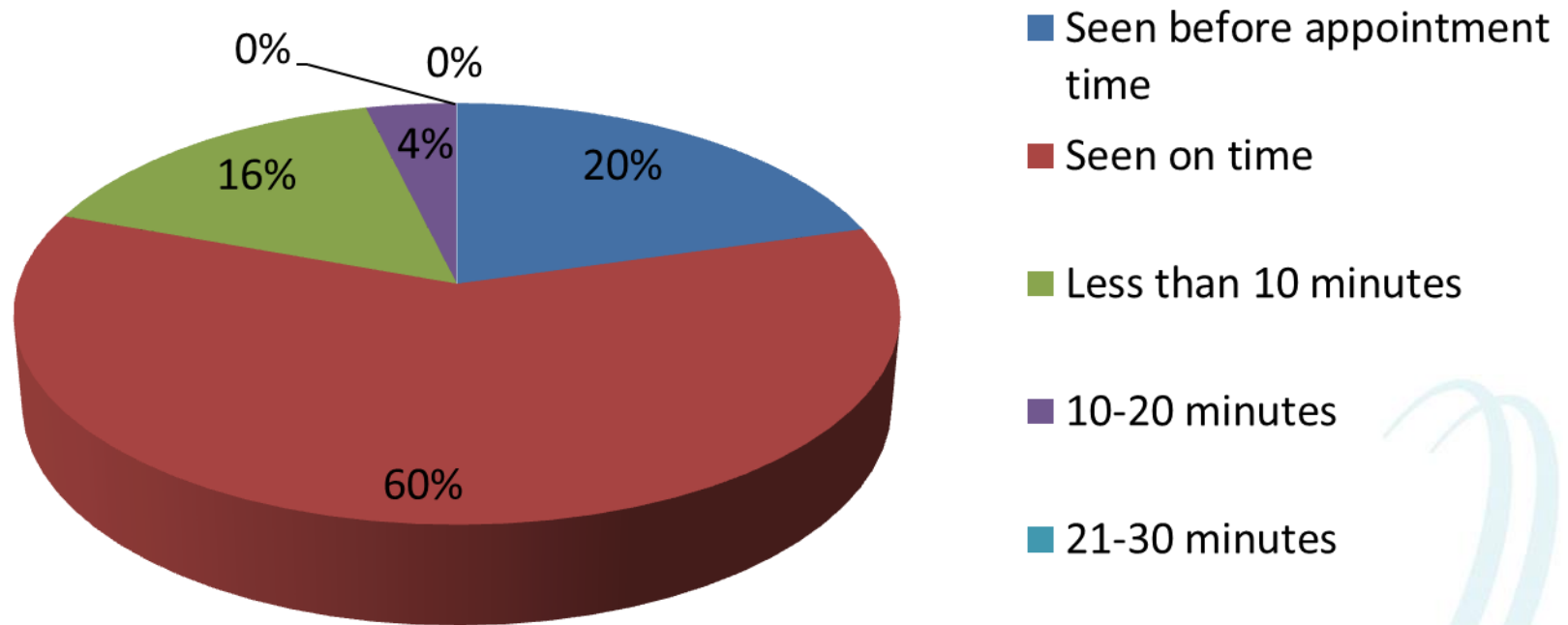


Experience of staffing



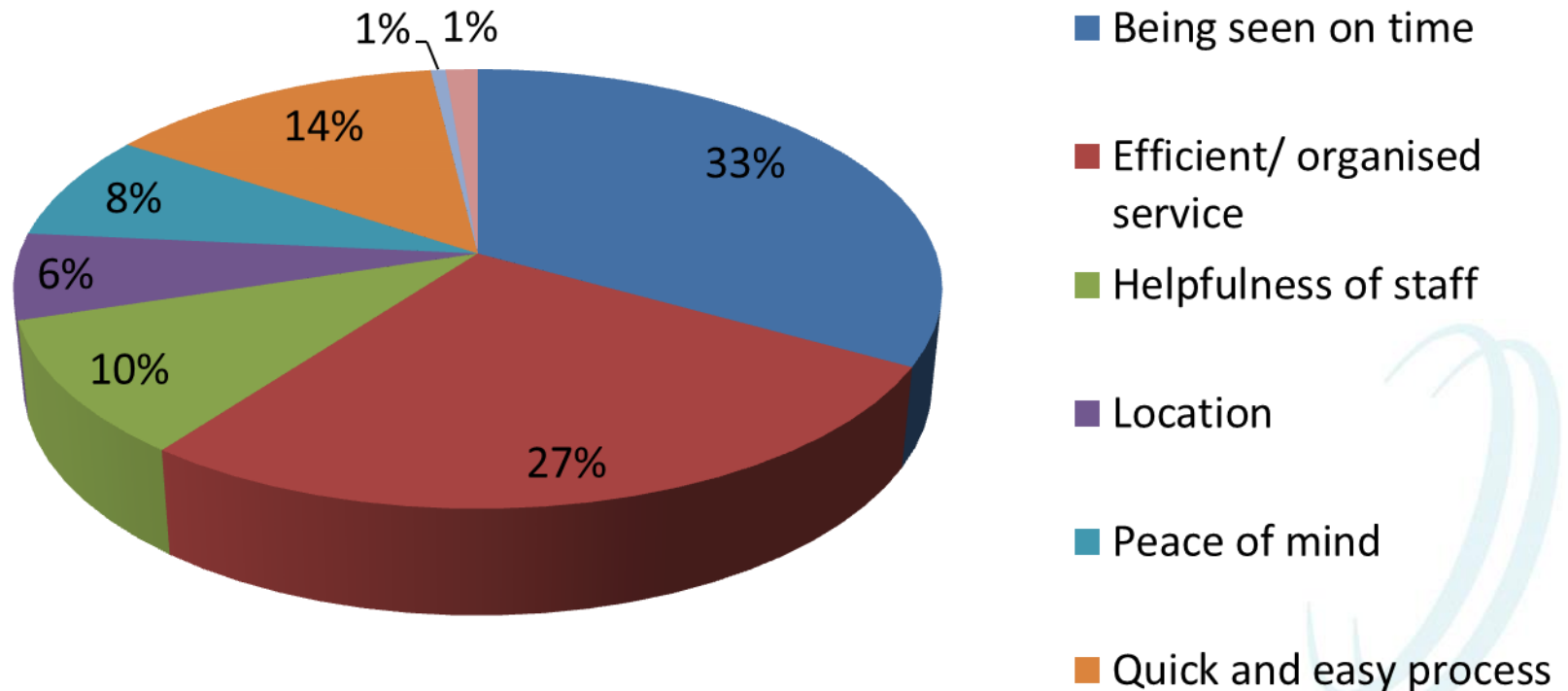
Appointment time

How long did you have to wait?

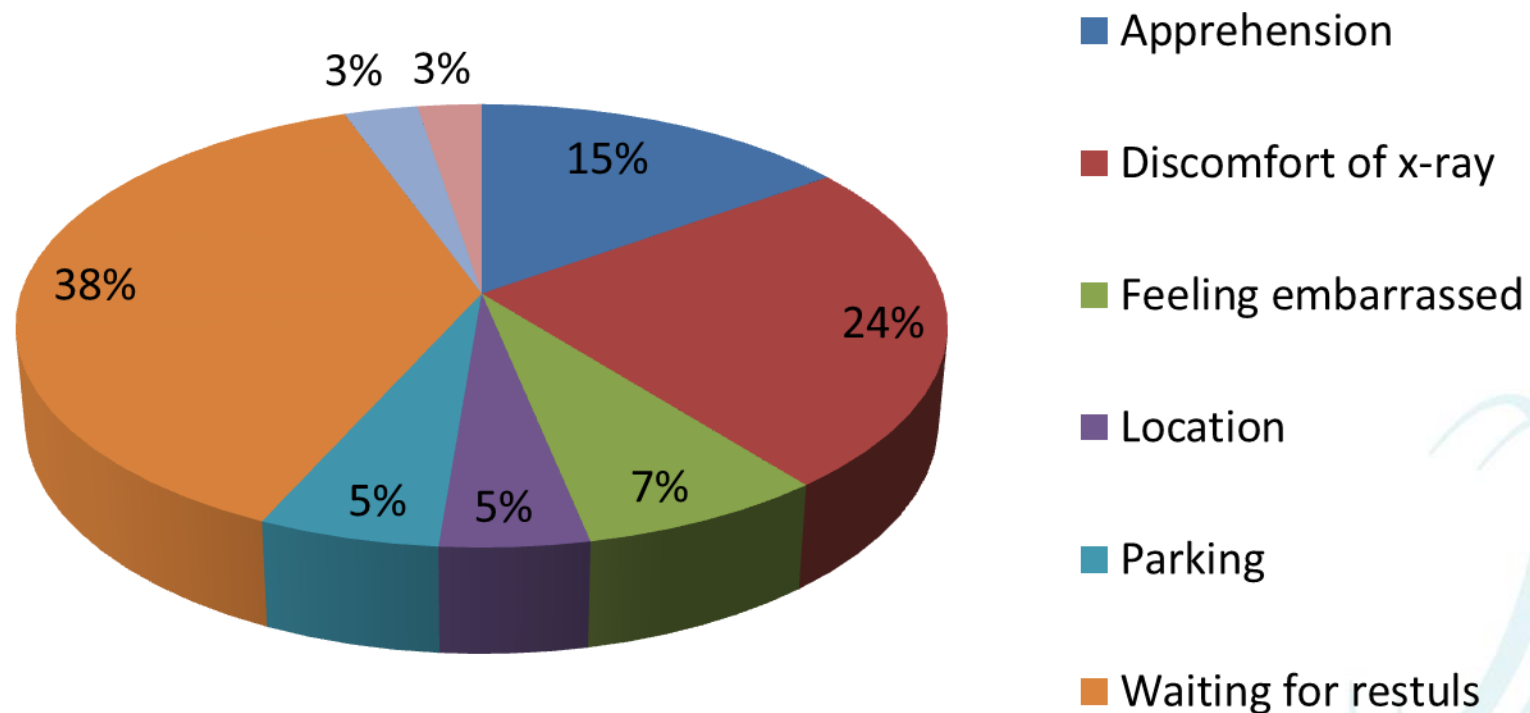


Best thing about the visit

99% said they were treated with dignity and respect



Worst thing about the visit



Following the visit

- 99% would encourage a friend/ colleague/ relative to attend for breast screening
- 98% are very likely to attend for breast screening in 3 years time