

HIGHER RISK BREAST SURVEILLANCE SCREENING Patient Satisfaction Questionnaire (2018)

A survey was distributed to Higher Risk Breast Surveillance Screening patients during April/July 2018, in order to evaluate the patient's views on the screening service. This was completed by those Higher Risk patients who attended their surveillance screening in both the Breast Screening Unit and the MRI Department of Antrim Area Hospital within the Northern Health and Social Care Trust. We received 52 completed questionnaires within 12 weeks.

The results outlined below show the patient's opinions on a number of aspects of the service, covering issues such as appointment times, staff encounters, travel time and details of the procedure. All questions within the survey are included below with figures. Some of the questionnaires were not fully completed as some patients did not answer certain questions, the results are as follows:

1. Please select your age from the following age bands

Age Category	<25	25-34	35-44	45-54	55-64	65-74	75>
Number of Patients	0	4	10	19	15	4	0

2. Is this the first time you have come for breast surveillance screening?

Yes	No
5	46

3. How happy were you with the written information you received before your visit?

Very happy	Fairly happy	Not happy
49	3	0

3.1. Would you have liked more information? (If yes please specify)

Yes	No
1	30

4. What was your travel time to Antrim Hospital?

Travel Time (Minutes)	<20	<40	<60	>60
Number of patients	11	16	7	17

4.1. Please state travel time:

Travel Time (Minutes)	10	20	60	65	70	75	80	90	Grand Total
Sum of Number of patients	1	1	1	1	3	3	2	4	16

5. When you arrived at the hospital how easy was it to find the screening location

Easy	Difficult
47	4

6. Overall, please rate the following items related to your impression of the clinic, using a scale of 1 to 5, with 5 being Excellent and 1 being Poor.

The clinic was welcoming

Rate	1	2	3	4	5
Number of patients	0	0	1	7	44

The clinic was clean

Rate	1	2	3	4	5
Number of patients	0	0	1	5	46

The staff were friendly

Rate	1	2	3	4	5
Number of patients	0	0	1	5	46

The service was fast

Rate	1	2	3	4	5
Number of patients	0	0	3	7	42

FOR THOSE WHO HAD AN X-RAY (MAMMOGRAM):

7. How long after the appointment time you were given, did you wait for your x-ray? (If more how long?)

Time	Seen before apt time	Seen on time	<10 mins	10-20	21-30	>30
Number of patients	9	15	14	4	1	0

7.1. If you waited more than 30 mins where you given a reason?

- No response

8. Did the person taking your x-ray (Mammogram) give you an explanation of the procedure before it took place?

Yes	No
40	1

9. Would you describe having the x-ray (Mammogram) as...?

Description	Completely painless	Slightly uncomfortable	Uncomfortable	Painful
Number or Patients	8	23	11	0

9.1 Other

“Knew it was required therefore went with it”

FOR THOSE WHO HAD AN MRI (SCAN):

10. Were you called on time for your MRI (scan)?

Yes	No
19	3

10.1. If you waited more than 30 minutes, were you given a reason?(If yes, what was the reason)

“An emergency patient, yes was given a reason”

11. Did the person taking your MRI (scan) give you an explanation of the procedure before it took place?

Yes	No
23	

12. Is there anything that would improve your experience of having an MRI (scan)?

“No, very quick and efficient”

“No”

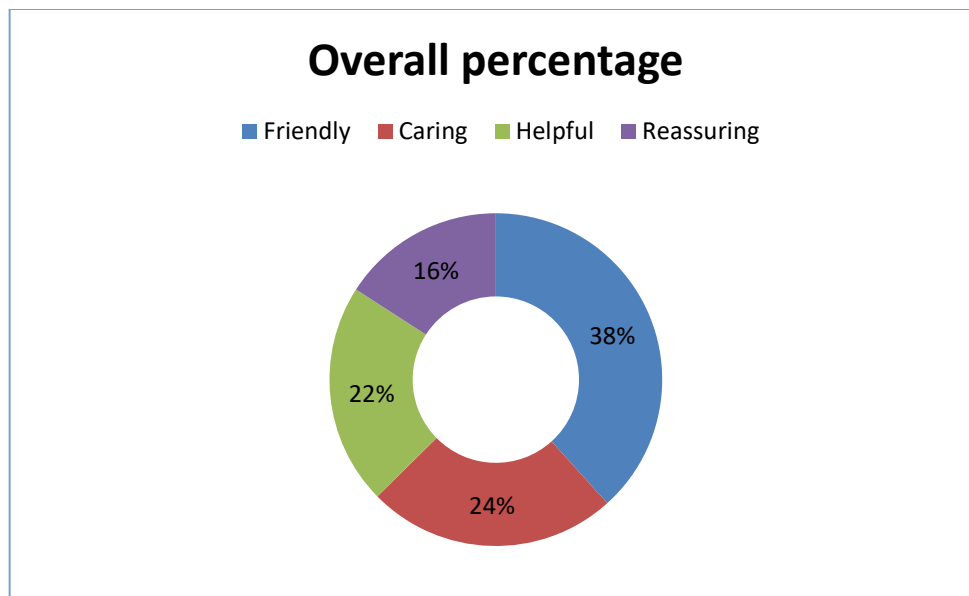
“No”

13. Did you feel you have been given enough information to understand your results when you receive them?

Yes	No
31	

14. In your opinion, the staffs during your visit were...?

Friendly	Caring	Discourteous	Aprupt	Inconsiderate	Helpful	Reassuring	Rushed
41	26	0	0	0	23	17	0



14.1. (If other please specify)

“Professional”

“Couldn’t fault the staff I met”

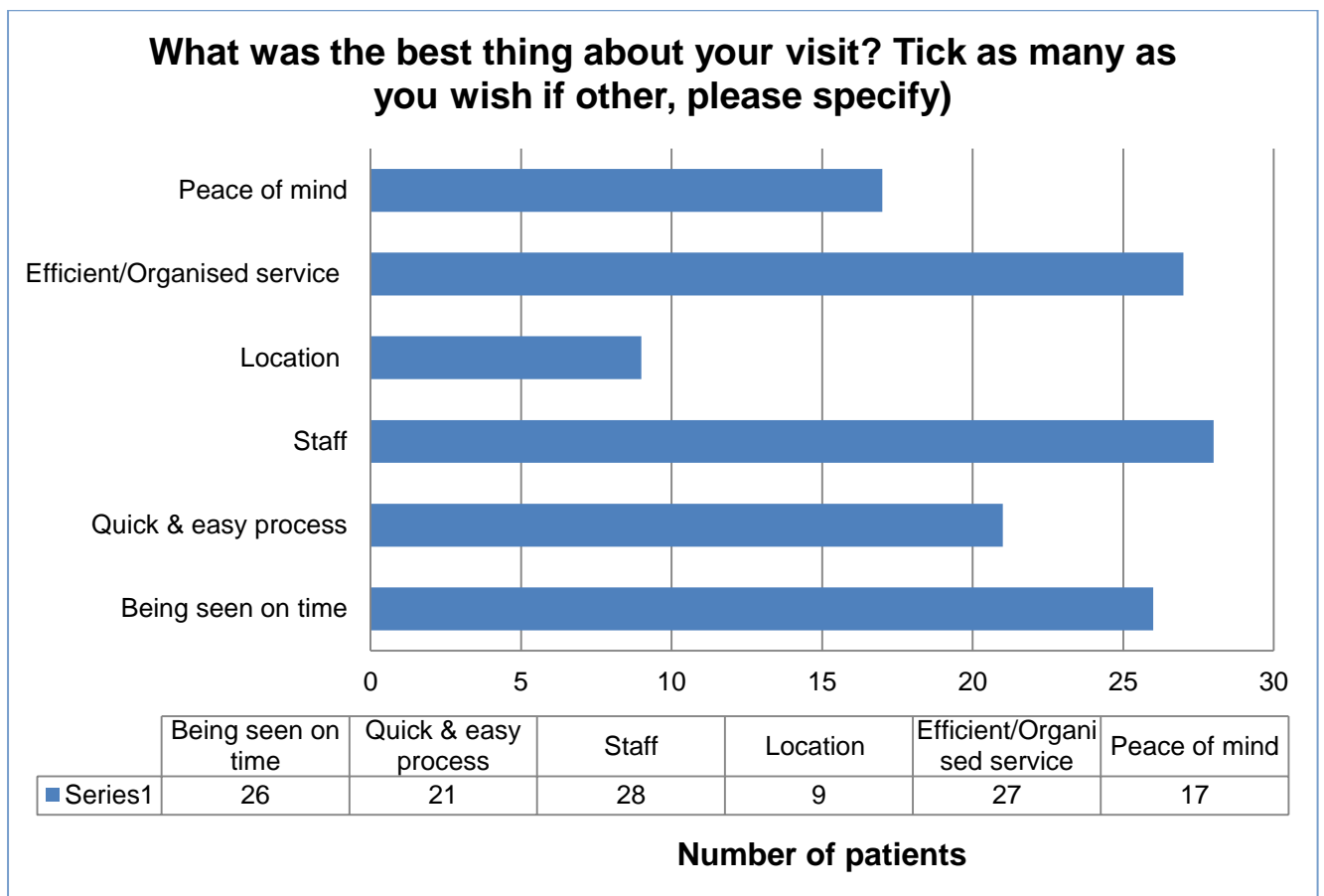
15. Did you have the opportunity to ask questions?

Yes	No
40	2

16. Approximately how long did your entire visit to the Screening unit take (from arrival to departure?)

Time (Min)	10	15	20	30	40	50	60	70	75	90	120	150
Number of Patients	1	3	4	2	1	1	1	1	1	1	2	1

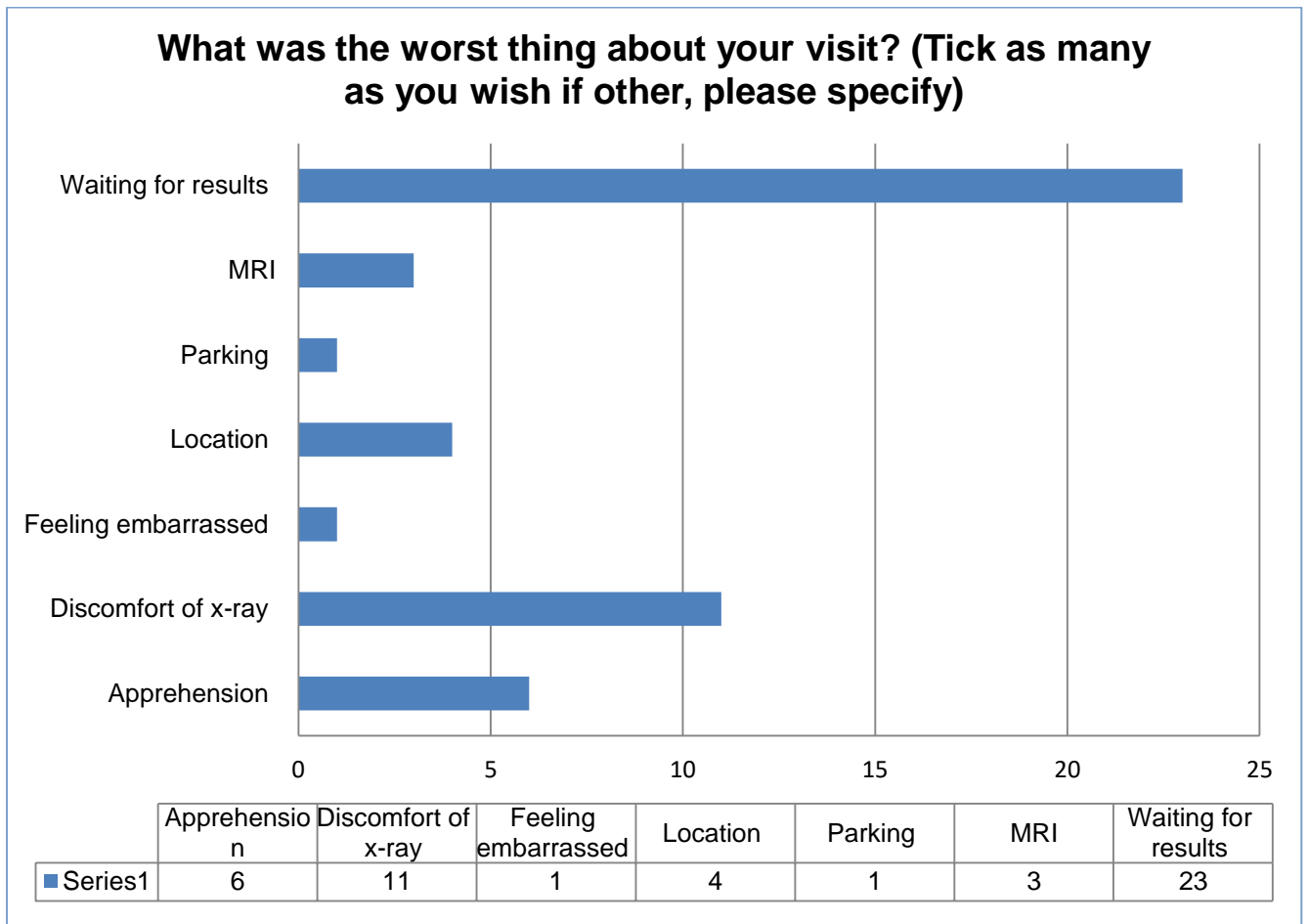
17. What was the best thing about your visit? (Tick as many as you wish, if other, please specify)



17.1. Other (please specify)

“Professional service for my good”

18. What was the worst thing about your visit? (Tick as many as you wish if other, please specify)



18.1. Other (please specify)

- “Nervous every time”
- “Nothing at all, no problems”
- “Far from home”
- “Waiting time”

19. Were you treated with dignity and respect during your visit?

Yes	No
45	0

20. Overall, how would you rate the level of service you received throughout the Breast Surveillance Screening Programme?

Excellent	Good	Fair	Poor	Unacceptable
41	5	0	0	0

21. How could we improve the experience of Breast Surveillance Screening?

- It would be great if the results could be issued on the same day
- As a BRCA carrier I truly value the yearly breast surveillance that I have, however, I believe it would be very beneficial to separate the appointments for mammogram and MRI over the year, so rather than being seen once a year I could have an MRI done and then a mammogram done after 6 months. This would give me more peace of mind over the whole year
- I don't think any improvement needed
- Excellent service
- Better signage, I couldn't find the right place to go
- Nothing absolutely excellent
- This is my first visit to Antrim Breast Screening following conformation of BRCA 1 gene – I have previously attended BCH familial screening programme for many years. The service provided was the best I have found in the NHS and I have a wide range of appointments. In particular, the mammography has been efficient and I have never had long waits for the X-Ray. As a NHS worker my only complaint is getting the breast examination appointment and the X-Ray on two different days, meaning two times off work, two journeys to hospital and two parking charges. Could both be done at the same time? Perhaps they are in NHSCT
- Quicker result service especially for higher risk patients
- All doing good job, always find staff at Antrim very friendly and helpful, 10/10
- Thank you very much all is well and excellent