

*Northern Ireland
Breast Screening Programme*

*Satisfaction
Survey
2011*



Public Health
Agency

BREAST SCREENING SATISFACTION SURVEY

Client Satisfaction questionnaires were completed throughout Northern Ireland on both the static and mobile breast screening sites during the months of May and June 2011.

The results demonstrates that the service is well accepted by ladies throughout Northern Ireland, greater than 90% found the process easy with staff providing clear instructions, a friendly and helpful environment.

Only 12 ladies found the procedure painful.

I would like to commend all staff for their continued efforts in providing a very worthwhile service.

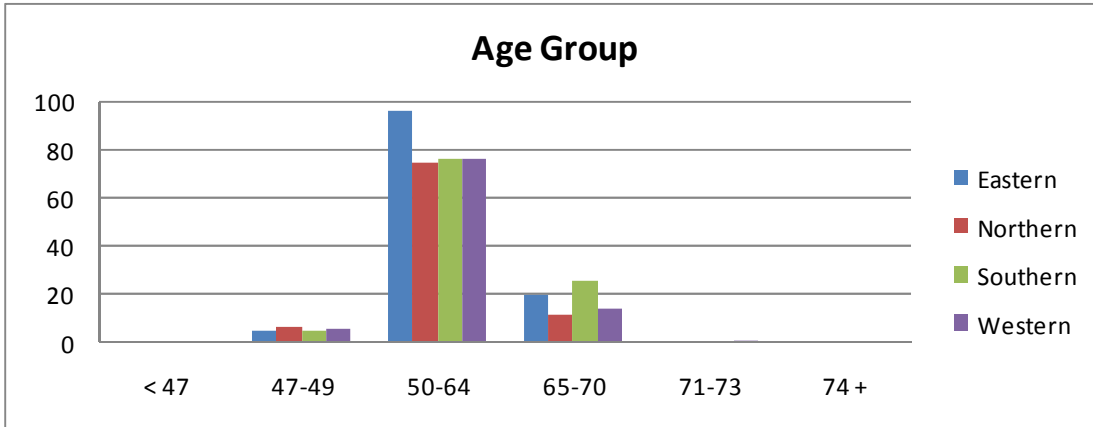
Marie McStay

QA Radiographer for Northern Ireland

CONSUMER SATISFACTION SURVEY



Age group: Below 47 47-49 50-64
 65-70 71-73 74+



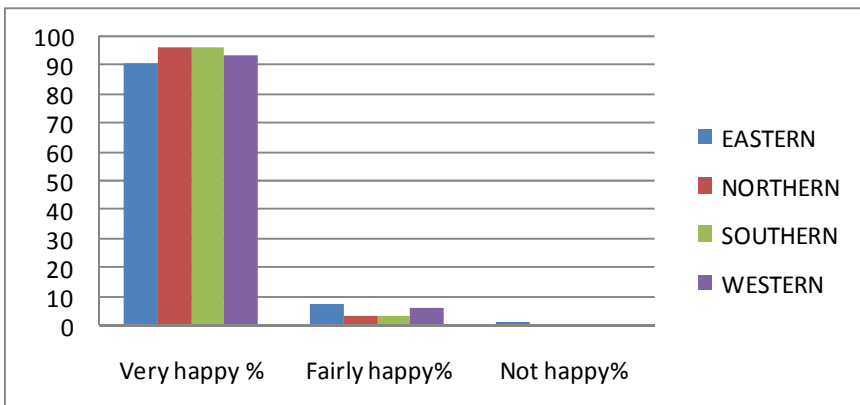
Q1. Is this your first visit to our breast screening unit? Y/N

	Yes	%	No	%	Total
Eastern	22	18	98	82	120
Northern	17	18	77	82	94
Southern	17	16	88	84	105
Western	11	11	85	89	96

Q2. Were you screened on a mobile screening van or in a hospital?

	Mobile	%	Screening Unit	%	Total
Eastern	54	44	68	56	122
Northern	95	100	0	0	95
Southern	0	0	108	100	108
Western	63	64	36	36	99

Q3. How happy were you with the location of your breast screening



*N.B
Problem with car parking x4*

Q4. What did you think about the invitation letter?

	Clear to read	Confusing	Frightening	Too impersonal	Well explained	Didn't read it	Other
Eastern	101	0	0	0	68	1	1
Northern	77	0	0	0	55	1	0
Southern	76	0	1	0	65	1	0
Western	72	0	0	0	50	0	0

Other— I did not receive the letter of invitation at first until I received 3 letters as to why I had not attended. This was a computer or printer error

Q5. Did the information contained in the NHS leaflet explain fully the breast screening process?

	No	Somewhat	Yes
Eastern	2	5	115
Northern	0	5	89
Southern	2	1	104
Western	0	1	95

Q6. Did you need to change the appointment you were sent?

	Yes	%	No	%	Total
Eastern	29	24	91	76	120
Northern	23	24	71	76	94
Southern	36	35	66	65	102
Western	18	18	81	82	99

If 'yes', how did you do this?

	Telephoned Screening Unit	%	Emailed	%	Other	%	Total
Eastern	29	100	0	0	0	0	29
Northern	23	100	0	0	0	0	23
Southern	36	100	0	0	0	0	36
Western	16	89	1	6	1	6	18

N.B other— Own doctor

Did you find this process.....?

	Very easy	%	Fairly easy	%	Difficult	%	Total
Eastern	25	93	2	7	0	0	27
Northern	23	100	0	0	0	0	23
Southern	33	92	2	6	1	3	36
Western	17	94	1	6	0	0	18

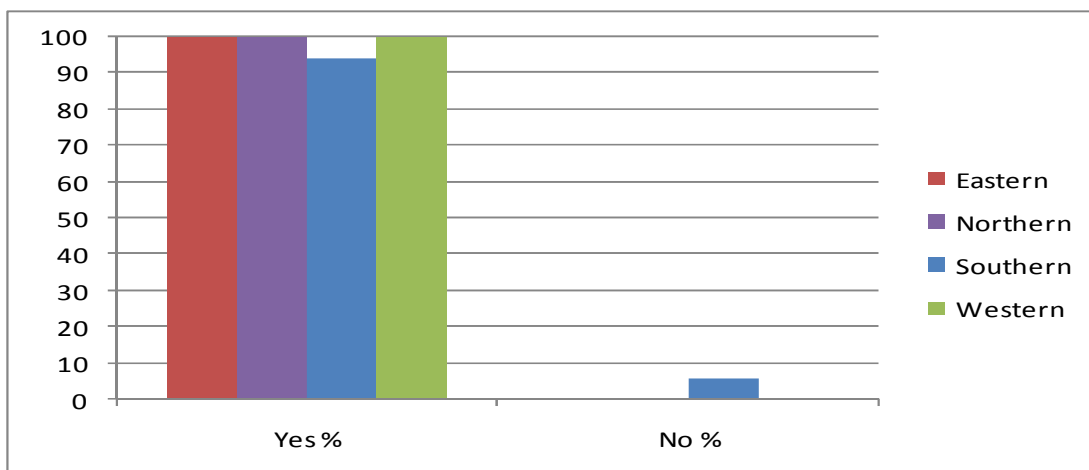
Q7 What were your first impressions of the unit

	Welcoming	Unfriendly	Clean	Unclean	Disorganised	Organised	Tidy	Untidy
Eastern	104	3	70	0	0	63	62	0
Northern	88	0	56	0	0	41	42	0
Southern	94	0	50	0	0	47	43	0
Western	90	0	34	0	0	25	28	0

Other

- I felt very uneasy (Eastern)
- Small (Eastern)
- Mobile steps and railings not so solid (Northern)
- Waiting room needs redecorating (Southern)
- Functional as required
- Exterior off putting (Western)
- Very much improved - Last time I felt I was interrupting a coffee break/ gossip (Western)

Q8 Did the person taking your x-ray give you an explanation of the procedure before it took place?



Q9 Would you describe having x-ray as...?

	Completely painless	Slightly uncomfortable	Uncomfortable	Painful
Eastern	12	78	21	6
Northern	21	58	12	1
Southern	19	67	13	3
Western	15	62	14	3

Q 10 With regard to your result, were you told...?

How would you get the result?

	Yes	%	No	%	Not sure	%	Total
Eastern	109	95	2	2	4	3	115
Northern	91	100	0	0	0	0	91
Southern	91	94	4	4	2	2	97
Western	88	98	1	1	1	1	90

How long would you would have to wait to get the results?

	Yes	%	No	%	Not sure	%	Total
Eastern	103	96	2	2	2	2	107
Northern	82	100	0	0	0	0	82
Southern	80	95	2	2	2	2	84
Western	69	96	2	3	1	1	72

Q 11 In your opinion, the staff during your visit were....?

	Abrupt	Caring	Discourteous	Friendly	Inconsiderate	Helpful	Reassuring	Rushed
Eastern	0	77	0	95	0	60	43	0
Northern	0	62	1	76	0	54	39	0
Southern	0	66	0	80	0	51	40	4
Western	0	61	0	61	0	41	28	1

Other :

- Very pleasant young women (Eastern)
- It varies or depends on the person. I had one experience of someone who was rushed and very impersonal or impatient, normally very good (Eastern)
- Impersonal (Eastern)
- Efficient (Eastern)
- Capable and busy (Eastern)
- The staff made me feel at ease (Northern)
- Professional and business like (Northern)
- Excellent (Southern)
- Very polite (Southern)
- Really brilliant (Southern)
- I had a problem with left arm and found nurse lovely and very reassuring (Western)

Q 12 How long after the appointment time were you given, did you wait for your x-ray?

	Seen before appointment time	Seen on time	< 10 min	10-20 min	21-30 min	30+min	40+ min	50 min
Eastern	40	40	23	10	3	0	0	0
Northern	16	50	16	8	1	0	0	0
Southern	15	54	18	8	1	0	0	0
Western	8	27	22	16	8	3	4	1

If you waited more than 30 minutes, were you given a reason?

No one was given a reason

Q13 what influenced your decision to attend your breast screening appointment?

	Benefits of screening	Doctor	Family/ friend influ-	Invitation letter	Location	Media informa-	Peace of mind	Personal Experience	Reading NHS breast screen-
Eastern	78	6	5	24	0	0	7	0	0
Northern	58	4	2	23	1	0	6	0	0
Southern	51	7	1	27	0	1	13	0	1
Western	50	6	3	22	0	0	11	0	0

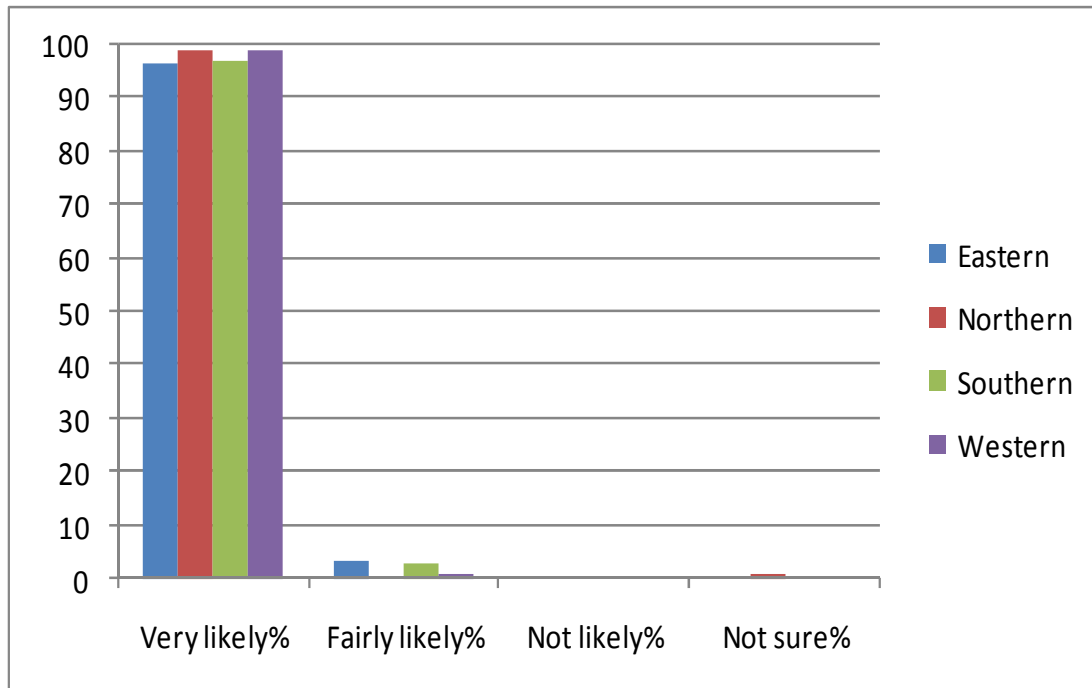
If other please comment:

- Media X5 (Eastern)
- At work through studies. My best friend is dying of breast cancer she was afraid to go (Eastern)
- Own knowledge ex GP (Eastern)
- RCN (Northern)
- Media (Northern)

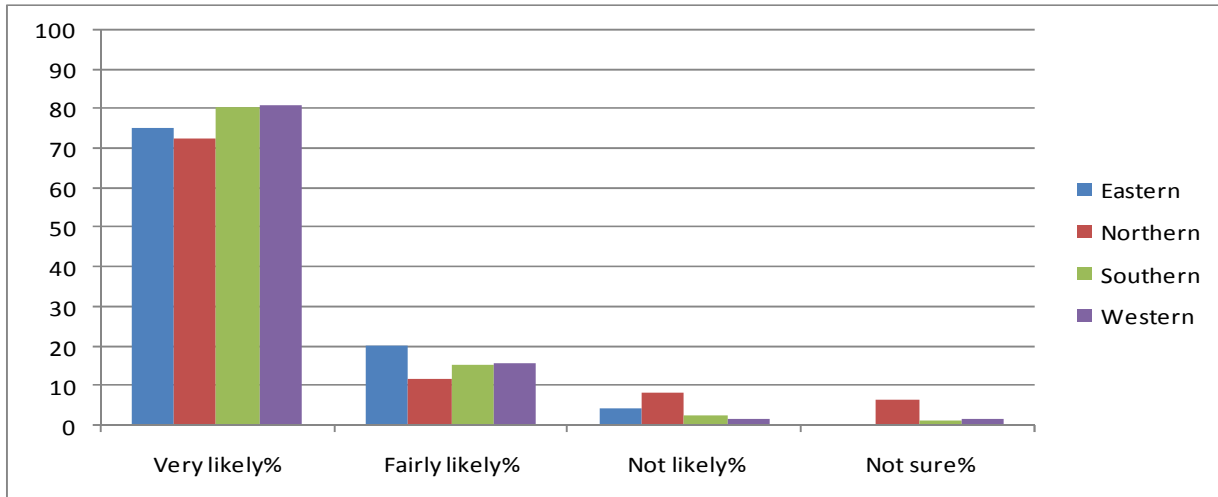
Q14 Where would you usually get information regarding health issues from?

	Magazines	Leaflets	Internet	Family doctor	Posters in GP practice	Other
Eastern	47	40	28	70	25	7
Northern	31	35	18	61	25	3
Southern	26	34	12	64	26	3
Western	32	29	14	48	28	4

Q15 If you will be in the screening age range in about 3 years time, how likely are you to attend for breast screening when you are invited again?



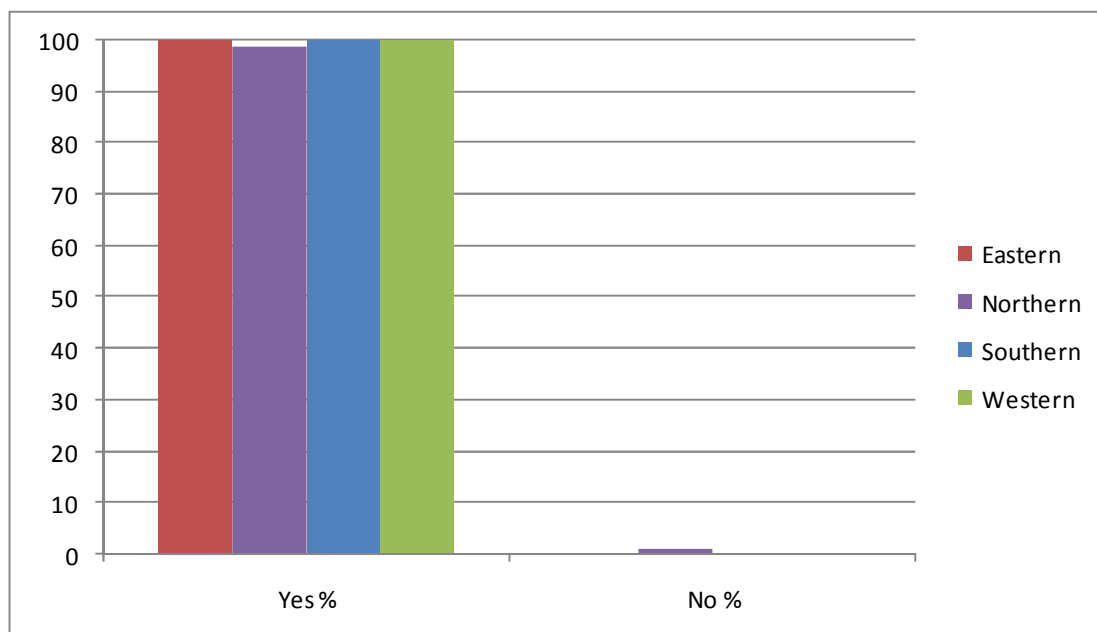
16 If you will no longer be within the screening age range in 3 years time, you can self refer for breast screening (telephone the unit for an appointment) How likely are you to self refer?



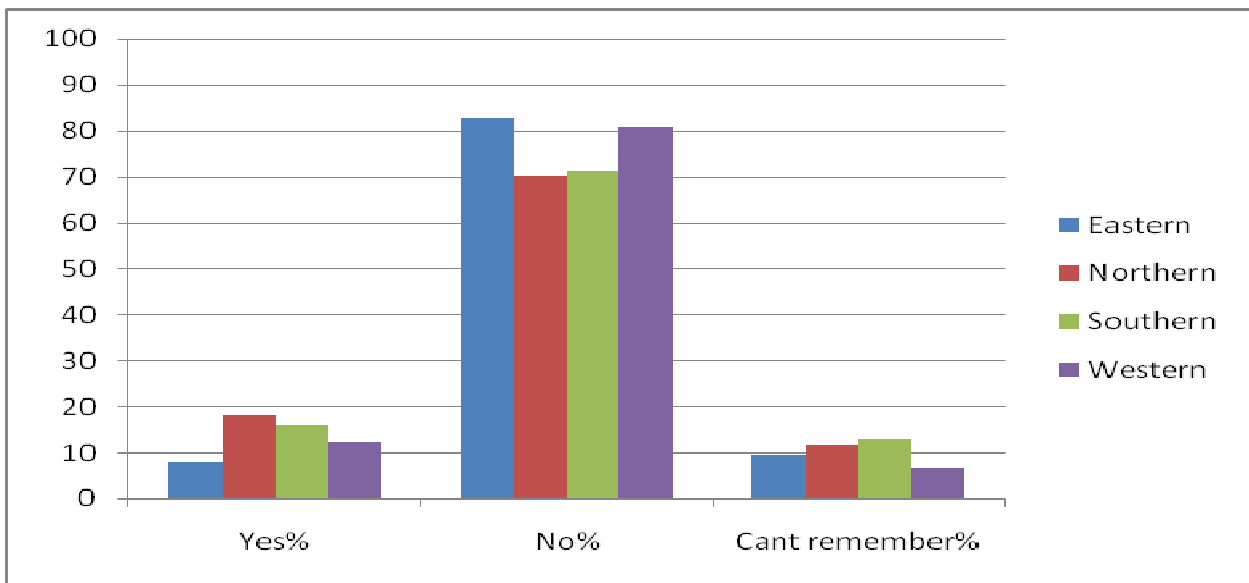
If “not likely” or “not sure” please give your reasons for this? (All comments from Northern Unit)

- Too old, give the appointment to others
- Never get round to it
- I would forget if not notified
- Wouldn't have arranged the appointment

Q17 Would you encourage a friend/colleague/relative to attend for breast screening?



Q 18 At your last doctor appointment, did your doctor or nurse mention breast screening of breast awareness to you?



Q19 What was the best thing about your visit? (Tick as many as you wish)

	Being seen on time	Efficient/Organised	Staff	Location	No best thing	Peace of mind	Quick and easy process	Other
Eastern	72	83	56	52	4	44	54	0
Northern	48	60	52	57	0	40	41	Advice from radiographer re family history
Southern	69	63	56	50	0	47	43	All Excellent
Western	37	53	40	44	3	44	39	0

Q 20 What was the worst thing about your visit?

	Apprehension	Discomfort of xray	Feeling embarrassed	Location	No worst thing	Parking	Waiting for the results	Other
Eastern	23	32	11	6	38	13	22	0
Northern	15	17	4	1	34	16	15	Whiteabbey hospital gardens are an absolute disgrace as grass can be so easily cut and tided
Southern	11	14	8	1	38	15	19	0
Western	7	14	3	2	37	19	17	Not being seen on time X2