



SCREENING SATISFACTION SURVEY 2006

1500 questionnaires were given to women screened by Breast Test Wales in early 2006. Questionnaires were self completed anonymously and returned by post. Approximately two thirds of the questionnaires were returned. The breakdown by each division is as follows:

Division	Surveys Sent Out	Surveys Returned	Response Rate	Areas
South East	500	340	68.0%	Cardiff, Penarth, Bridgend, Sarn, Cwmbran, Aberdare, Merthyr Tydfil
West	500	294	58.8%	Swansea, Pembroke Dock, Neath, Skewen
North	500	364	72.8%	Pwllheli, Blaenau Ffestiniog, Prestatyn, Newtown
Total	1500	998	66.5%	

Most of the women were screened on one of our ten mobile units. Some had been to our Screening Centres in Swansea or Cardiff.

Most of the questions asked respondents to rate a particular service from bad to good by ticking one of these:

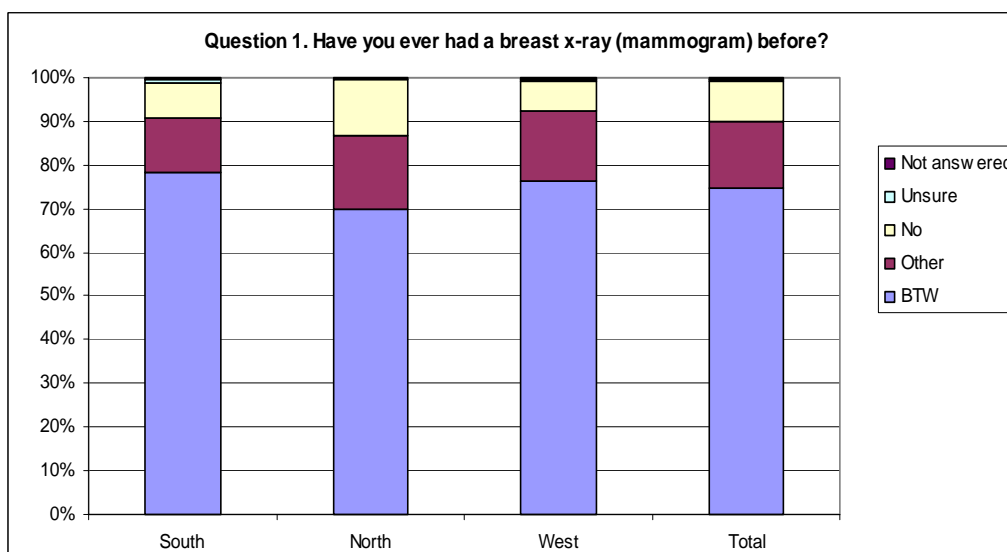


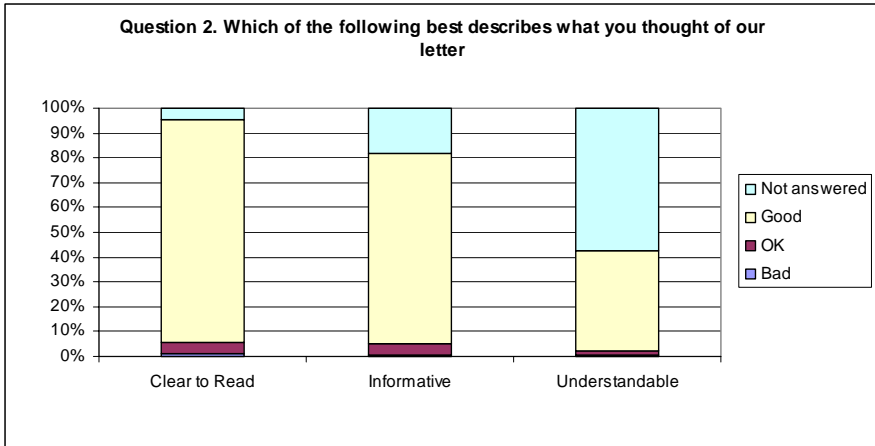
Many of the sections were followed by this question:

“How could we improve?

We received many comments in reply to these - we include some as illustrations. The vast majority were positive about the service. Where there were specific suggestions for improvement, we note these. The full lists have been made available to the local teams.

Here are the results of the survey:



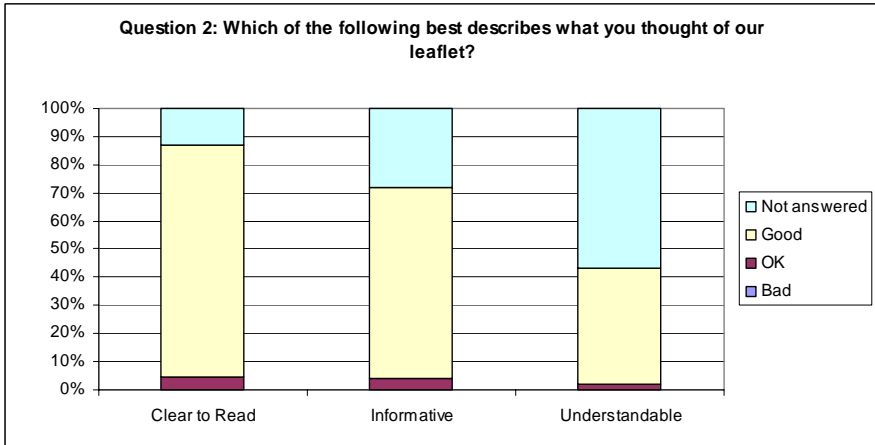


1010 people answered with 12 people ticking more than one answer.

- 11 ticked hard to read.
- 3 thought it was uninformative
- 4 thought it wasn't understandable.
- 7 people ticked "can't remember/didn't read it"

16 women hadn't had a letter as they had rung us to ask for an appointment.

Four asked that the Welsh be put on the other side of the letter, so that it could be clearer or in larger print. At the moment, our equipment can't do this but we are hoping that it will happen in time.



16 people ticked the "can't remember/didn't read it" option.

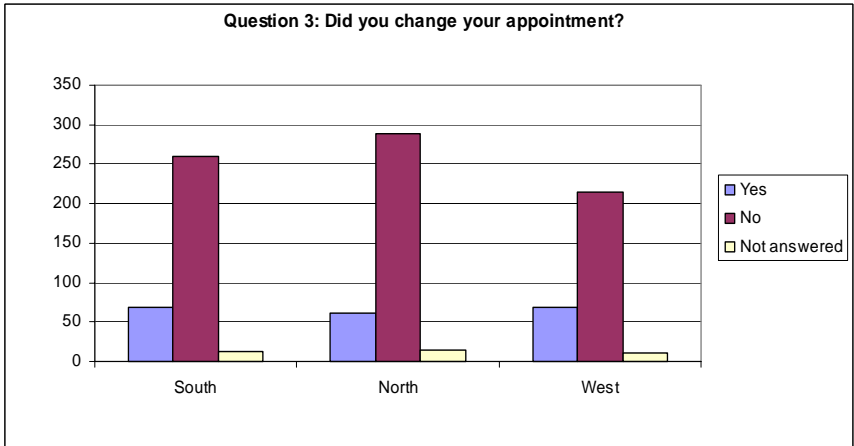
7 women (all from North Wales) had not received a leaflet with their letter.

- One said we should give a more unbiased view.

No-one said it was "bad" in any category!

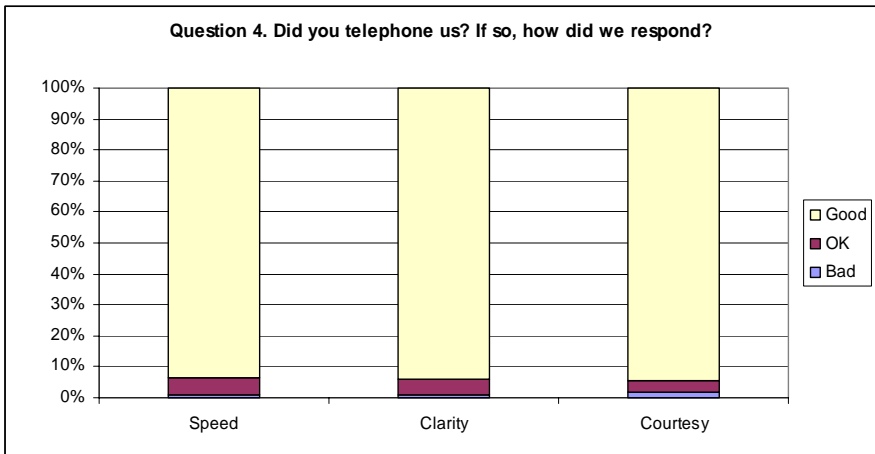
This is our first survey since introducing our new invitation leaflet. The above analysis and the many positive comments received show that women find it is clear, informative and understandable.

Action 1: We have already changed our procedures so that, where possible, women who contact us by phone get letters too. **We will ensure that all invited women receive our information leaflet with their letters.**



Of those who replied to this question, 20% said they had changed their appointment.

When asked if they were happy with their new appointment, 93% of these said they were.



People who did not answer are not included in this analysis.

For the bad responses:

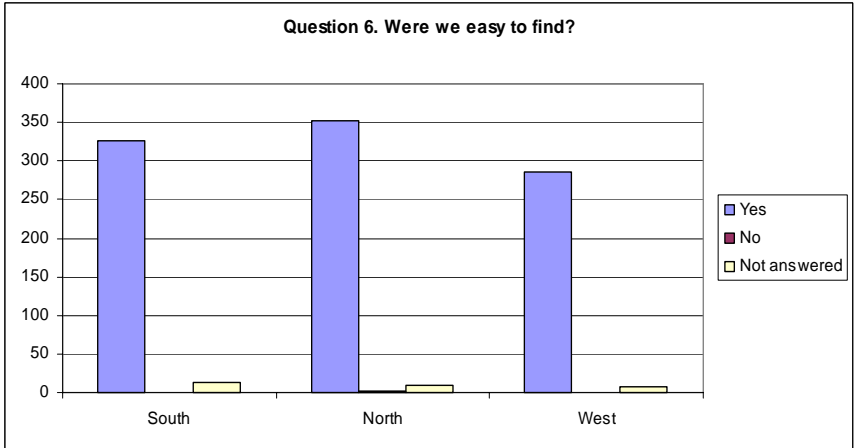
- 3 people ticked this for speed
- 2 for clarity
- 5 for courtesy.

Most comments supported the above and said we were good. However, there were some problems.

- Some women’s original appointments were cancelled because of bad weather or equipment breakdowns. One wasn’t told hers was cancelled. We gave them new appointments but up to six weeks later.
- We didn’t always respond to what women had told us, for example, when they were away, what time of day they preferred or where they wished to be screened.

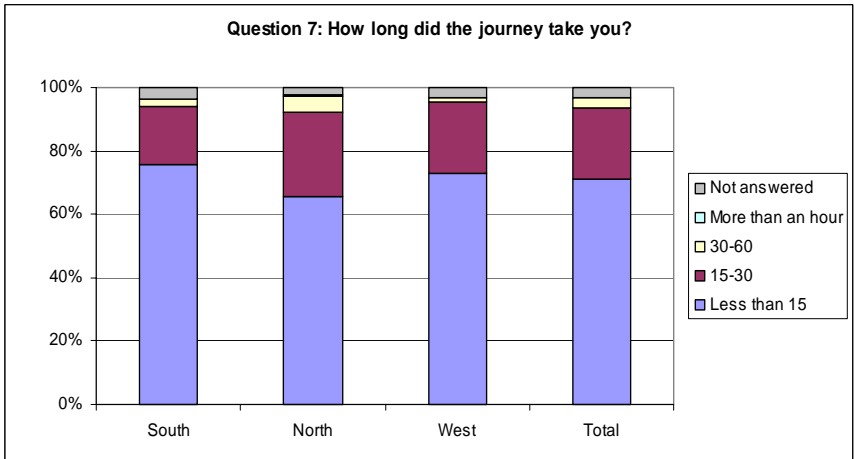
Action 2: We have already made more slots available for rebooked appointments. We have also put better systems in place for contacting women if we have bad weather or a breakdown.
We will improve our procedures for noting women’s preferences and try to fit in with them.

Question 5 asked women which town were they screened in, so that we could see where there might be problems in getting to us.



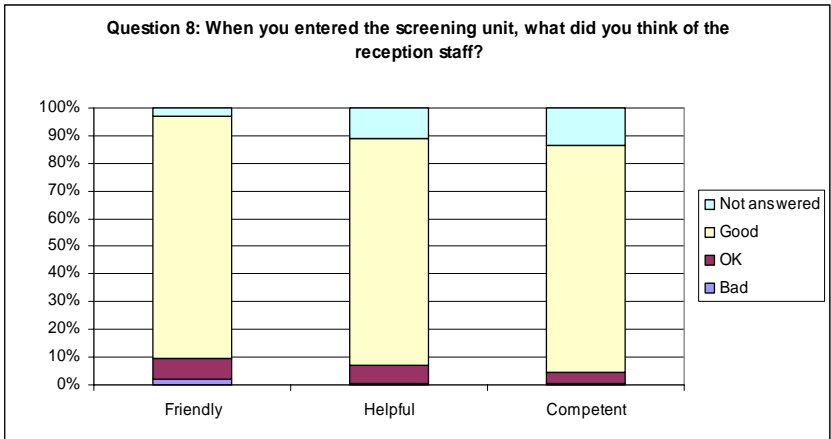
The two women who said they had difficulty in finding us were screened in Pwllheli:

- One needed a local map and
- One said you needed to know the area.



95% said their journey time was acceptable.

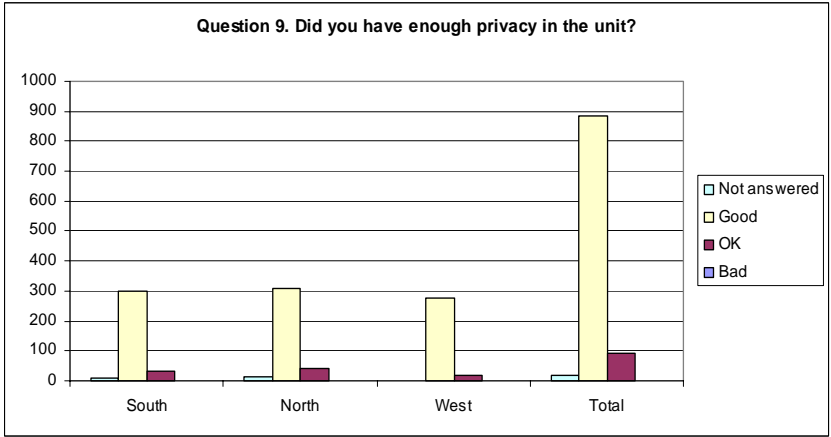
3 had actual parking difficulties (all in Cardiff) though several more said that it might be difficult (various sites).



The spread of answers to question 8 was similar for all three centres.

73 gave us comments about reception and privacy. 38 were positive e.g.

- can't improve,
- no improvement needed
- excellent
- fine.

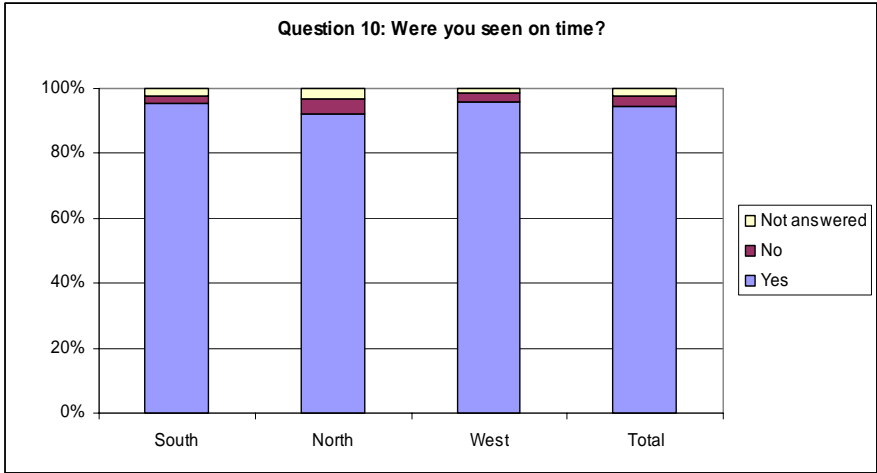


3 asked that the receptionist should smile. One of these said later that the same radiographer took her x-ray and was "great/excellent on x-ray".

10 commented on the limited size of the mobile units.

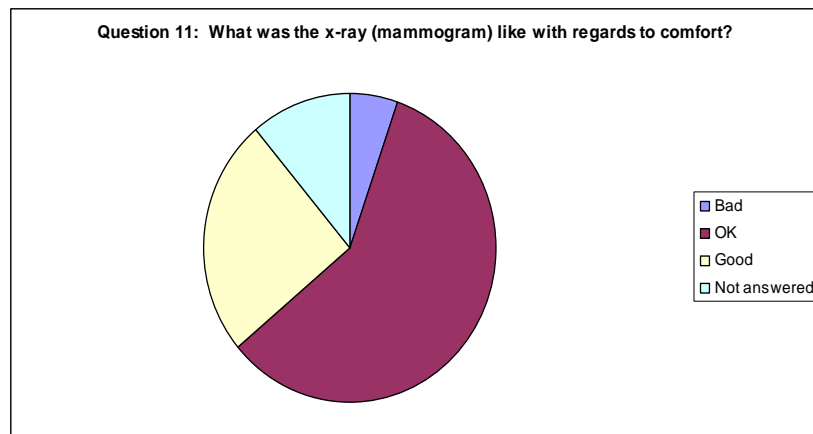
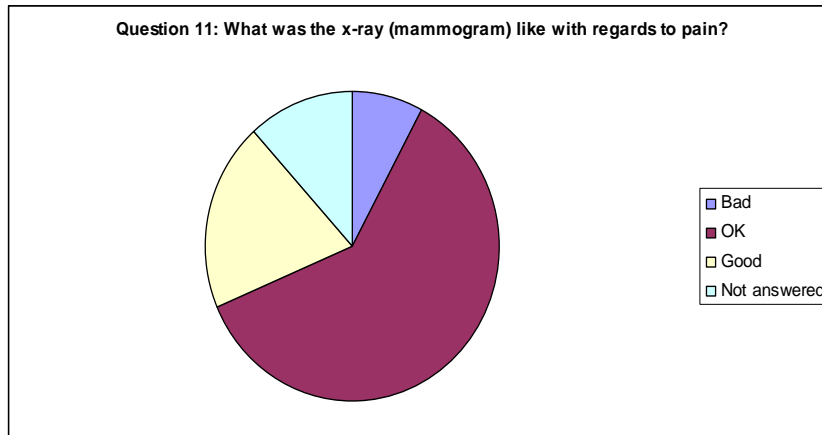
It is difficult to maintain a reasonable level of privacy on the mobile units. We are pleased to note that no-one said this was "bad". However, some suggested we sound-proof the doors - unfortunately, this is not feasible. A few in North Wales commented on gaps at the sides of the cubicle curtains.

Action 3: We will adjust the cubicle curtains to minimise gaps.



96.5% of people who answered said they were seen on time. This is extremely good. Of those who weren't, 41% said they weren't told any reasons for the delays.

Action 4: We will tell women when there are delays.



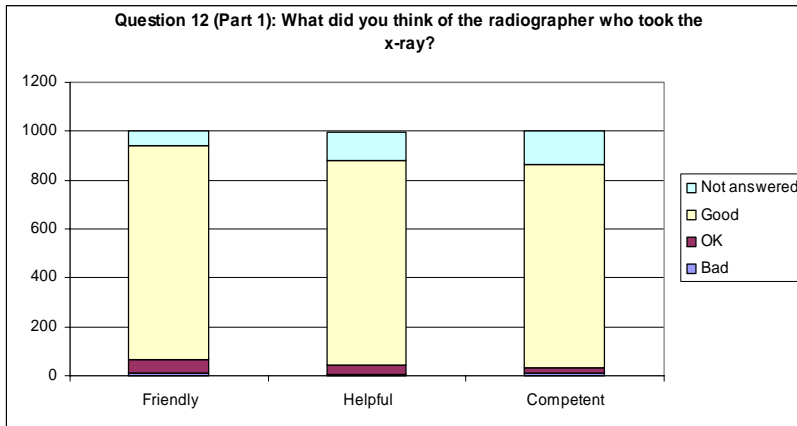
We asked respondents to tell us where it hurt and anything else that might help us. 285 women (28.5%) made a comment. Most of these reported some discomfort and/or pain. Many said it was only "just", "a bit" or "slightly" uncomfortable, that it was "bearable" or "acceptable", and brief, for example "only for a short time", "just a few seconds", "soon passes".

Only seven said their painful or uncomfortable experience was a problem (0.7% of respondents), for example that the radiographer was rough, that she pressed too much or that the table was set too high. Two complained it was cold.

The women who commented were generally not surprised to feel discomfort or pain, either because they had been screened before or because the leaflet and radiographer told them what to expect. Not all said it was the pressure that hurt. They referred to shoulder, back and hip problems, often related to pre-existing conditions, pressure on the ribs and stretching of the skin on the neck.

There were many positive comments, for example:

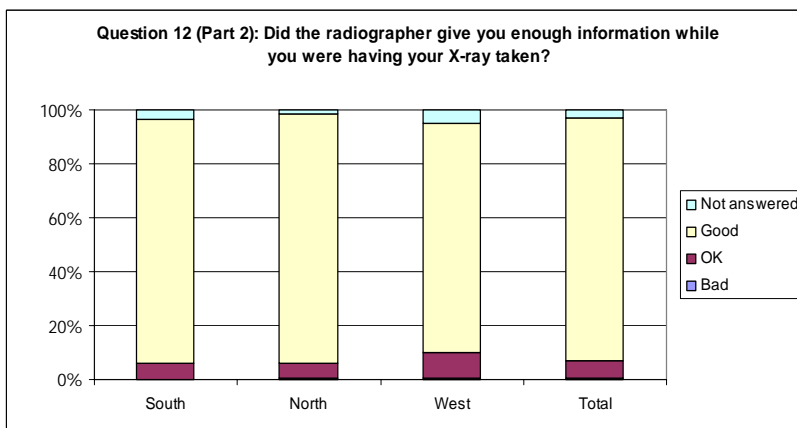
- Radiographer excellent - giving opportunity to stop procedure if needed - but very encouraging.
- It hurt when being screened but understandable and worth it.
- The radiographer kept saying was it alright and if it hurt too much to say. She was excellent.
- The ladies have always been very courteous. I have no complaints at all.
- A small price to pay for peace of mind or early diagnosis.
- For my health's sake it was OK.
- The radiographer was very sympathetic and caring.
- It was worth it for peace of mind.
- Done professionally.
- I understand that this is to ensure the best possible picture and is therefore necessary.
- No pain no gain - staff are excellent.



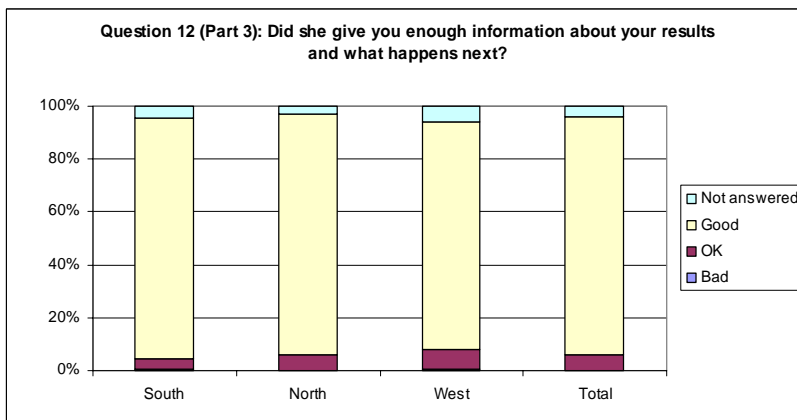
18 women ticked bad in one or more categories .

14 of these made no comments that might explain their dissatisfaction.

- 3 found the examination painful
- One found the radiographers to be miserable and boring.



3 ticked "bad" for this question.



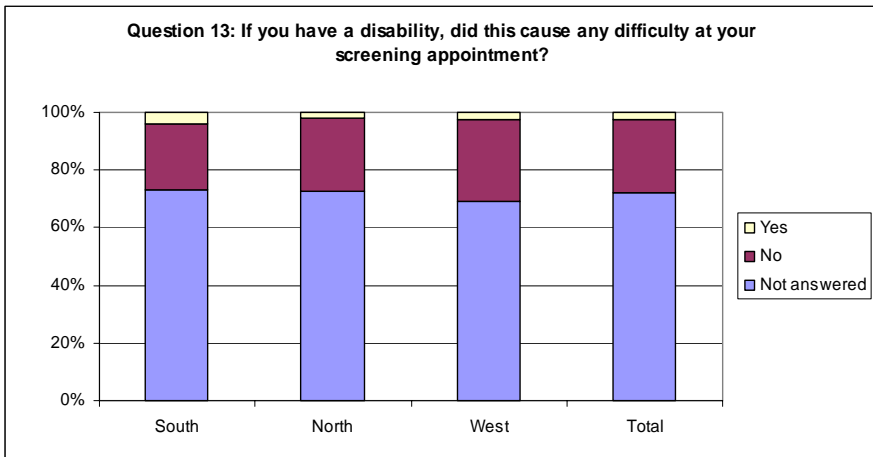
2 ticked "bad" for this question.

Overall, 98% of respondents said the radiographer was "good" or "OK".

A few commented that the visit was quick. Most of these were grateful for that, though one said she "felt she was on a conveyer belt" and a few would have appreciated more time to take the information in or to ask questions. At the time the survey took place, results in South East Wales were going out six weeks later. Several women commented that this was too long. We agree with this and have improved our performance dramatically in this area.

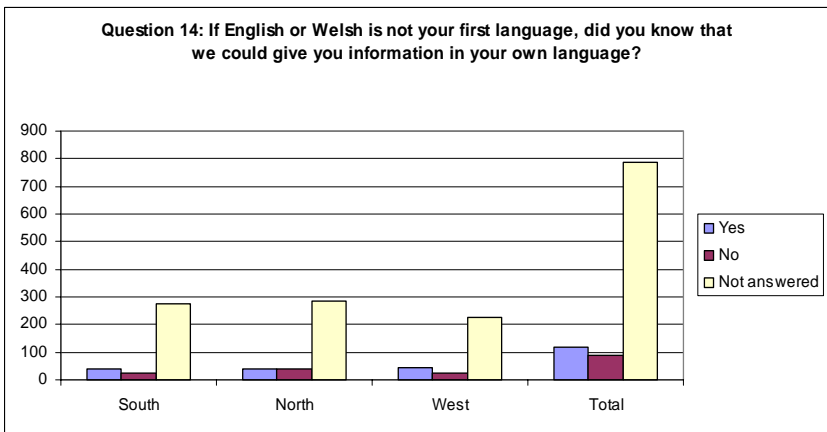
The vast majority of women found their experience of having the mammogram taken good or OK. The comments made after this section illustrate their satisfaction, for example:

- You couldn't improve.
- Happy with all aspects.
- She was very good and very thorough and informative.
- The service is superb.
- First class staff giving first class treatment to all.

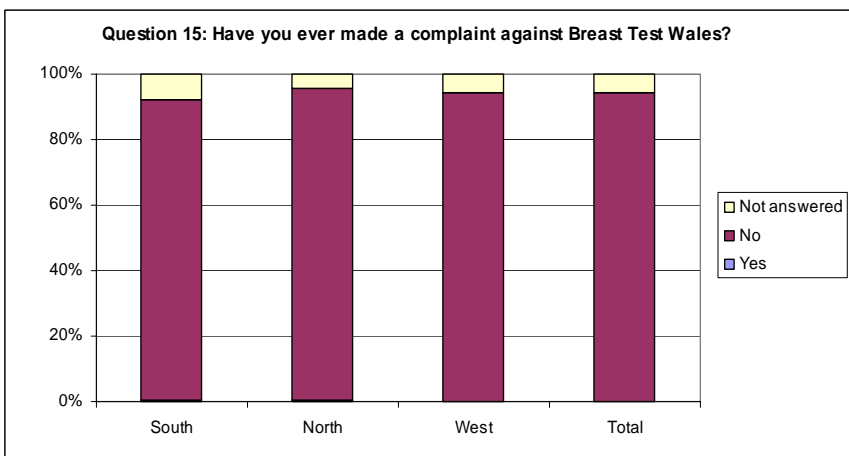


29 women who had a disability made a comment. 13 specifically referred to the steps leading onto the mobile units. Of these, two realised they could have gone elsewhere. One woman arrived in her wheelchair but was able to stand for her mammogram. She commented that the staff were brilliant. However, one woman had her walking stick taken away so was in fear of falling.

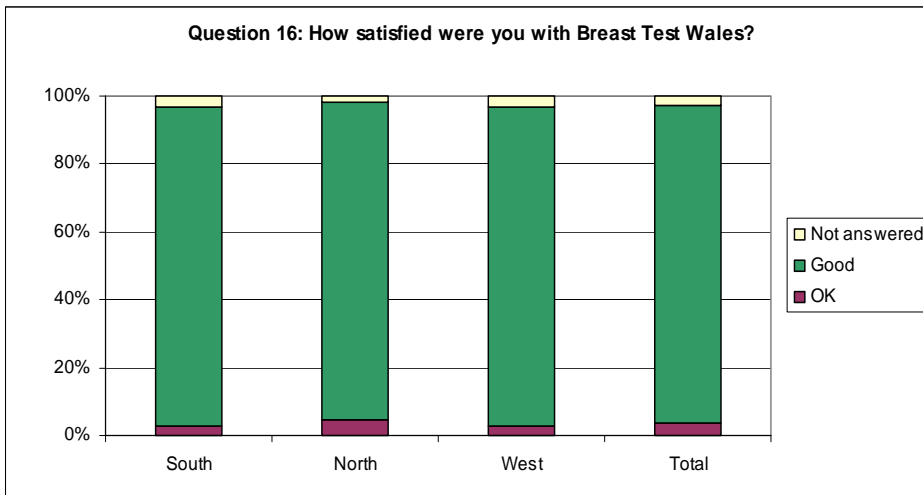
Disabilities reported included arthritis, injury, deafness and emphysema. Although these often contributed to discomfort and pain, no-one reported significant difficulties.



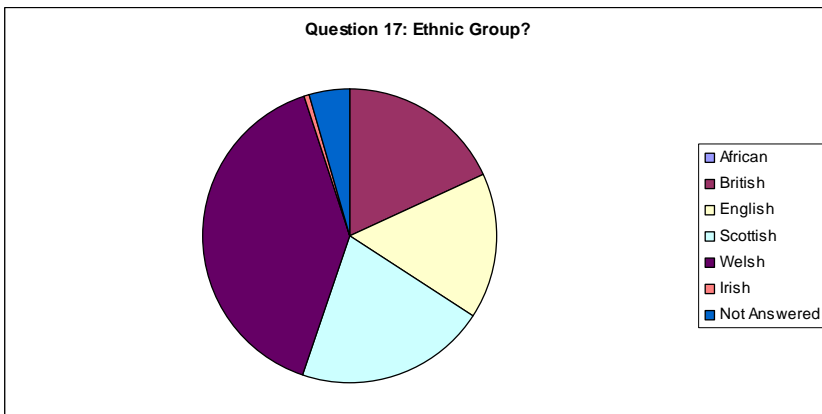
Of the 199 people who answered yes to the above question only two people said they'd contacted BTW about it.



Two women answered "yes" to the above question. Neither told us if they were satisfied with the way we dealt with their complaint.



No one answered 😞 to the above question. **The vast majority of women thought we were 😊!**



A large number of women ticked Scottish as their ethnic group. It's probable that some mistook this for the Welsh option as our form was unclear. Some ticked two boxes - British and another.

Action 5: We will revise our categories and layout for the next survey.

Our survey demonstrates once again that an extremely high proportion of women who come to be screened are satisfied with our service. The identified actions will be taken forward with the local teams.

It is particularly gratifying to note that some of our most challenging issues are being dealt with in a highly acceptable manner. These include providing adequate and honest information to support informed consent, ensuring privacy and dignity, minimising and managing discomfort and pain, and dealing with women in a professional but personal way.

We would like to congratulate our radiography and clerical staff who are providing a truly excellent service.

The Survey Team: Dinah Winstone, Margaret Jones, Jane Evans, Kate Gregory, Joanna Bell, Jennifer Henderson

With thanks to our distributors and helpers

A copy of this report is published on our website: www.screeningservices.org/btw