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Exploring Low Uptake for Breast Screening

Horsham Area Survey Responses December 2023

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Horsham Area Breast Screening Survey Responses



50 Responses



39 attend invitation

Carers (n11)

Yes, affect attendance (n1)

Disabilities (n6)

Long-term condition (n16)
Yes, affect attendance (n3)

Age range

50-53 (n3), 54-59 (n11),
60-64 (n10), 65-69 (n8),
70+ (n17)

Employment

Working full time (n10),
Working part-time (n6),
Unable to work (n3),
Choose not to work (n1),
Retired (n31),
Volunteer (n5)

Ethnicity

White British, Irish (n48)
Prefer not to say (n1)

Reasons for not attending

Inconvenient appointment (n1),
Location of appointment (n1)

Horsham Area Breast Screening

The survey respondents who attend Breast Screening, shared their experience of the service.

It was very easy, and the staff were very supportive and helpful.

The experience was good. Local mobile facility. No long wait. Staff efficient. Nice to have female clinicians.

Positive experience was provided by helpful staff.

Reasons for negative experience included:

Finding it a fearful and embarrassing process. The location of the unit at the hospital was convenient but some have been offered out of area appointments, such as at Worthing, which has incurred extra time and travel expense.

One person booked their own appointment as aged over 70 years and it was suggested that it would be helpful to be able to book a specific appointment.

It is a bit hard to find the mobile unit.

It's easy for me as I have a car to get to my appointment and I don't work. For those who are not as time rich as me, a drop-in centre or easier re booking systems might help get more women attending.

Very quick and easy to do. Hospital parking is an issue if you need to drive.

The reasons stated why respondents do not attend the screening include:

Being over 70 years or under 53 years and not knowing who to contact for an appointment, the need for more flexible appointments outside of working hours, personal preference, administration, location of unit, and time of appointments.

In summary

The responses suggest the need to consider more flexible appointments to support those working, with caring responsibilities and disabilities.

The location of the unit at the hospital works well but people are being offered out of area appointments. Need to consider venue in relation to parking, travelling time and costs.



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk

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