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Exploring Low Uptake for Breast Screening

Worthing Area Survey Responses December 2023

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Worthing Area Breast Screening Survey Responses



91 Responses



65 attend invitation

Carers (n17)

Yes, affect attendance (n4)

Disabilities (n13)

Long-term condition (n34)
Yes, affect attendance (n6)

Age range

50-53 (n16), 54-59 (n23),
60-64 (n10), 65-69 (n12),
70+ (n27)

Employment

Working full time (n33),
Working part-time (n12),
Seeking part-time (n1),
Unable to work (n4),
Retired (n40),
Volunteer (n5)

Ethnicity

White British, Irish (n86),
Mixed (n1), Chinese (n1),
Prefer not to say (n1)

Reasons for not attending

Personal or work commitments (n2), Unsure about examination (n1),
Lack of on-line booking (n1), Fear and embarrassment (n1),
Lack of support (n1), Inconvenient appointment (n1),
Lack of suitable appointments (n2), Location (n1), Forgot (n1)

Worthing Area Breast Screening

The survey respondents who attend Breast Screening, shared their experiences of the service; several positive experiences were received, stating that they were treated with care by staff and the process was excellent, quick and efficient.

There were a few negative experiences, such as the process can be painful, and some cited dignity issues.

Administration issues seemed to be around not having received an appointment generally and due to being under 53 and over 70 years and lack of information about the process. Service could be continued. Being offered an appointment in another area adding time and costs.

The staff were lovely; for something that felt quite undignified, they made it feel normal.

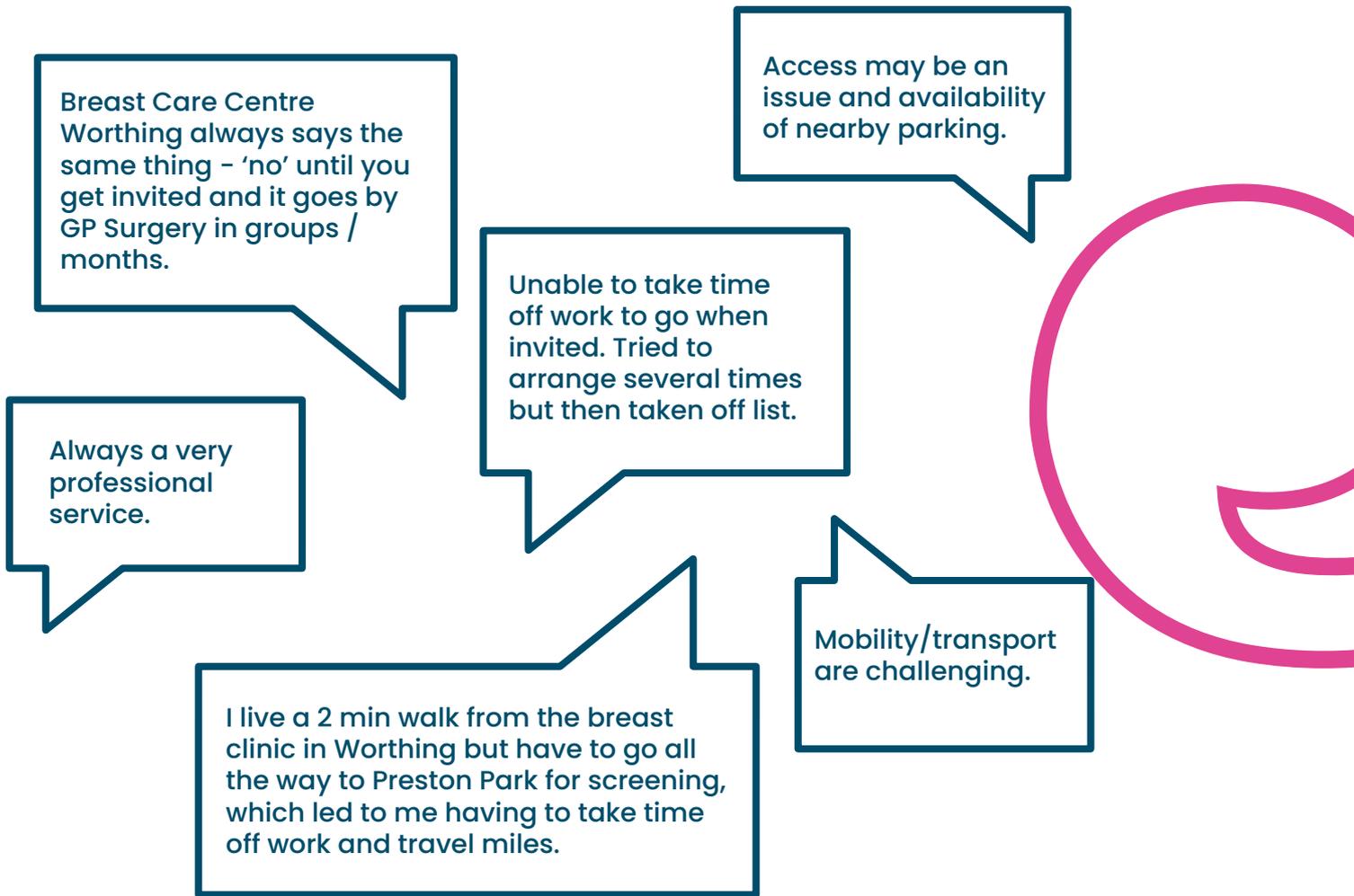
Women after 50 are not confident in going. Maybe some roadshows to various women's groups.

Staff are really kind and friendly.

Radiologist suggested I could sit down for the screening as I have a bad back.

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

- No invitation to appointment received.
- Respondents under 53 or over 70 years.
- Appointments for unit out of area incur travel cost and time.
- Fear of results.
- Unsure of process due to the lack of information.
- Carers need more flexible appointments.
- Accessibility issues for those living with a long-term condition or disability.



In summary

The responses confirmed that patient experience of the screening service is working well. However, there are a few areas that need to be considered such as the location of the unit, travel time and cost, not receiving appointments, accessibility of the unit for those with disabilities and long-term conditions, and more flexible appointments for carers.

Respondents suggestions for the service include.

- **Promotion** - the lovely Strictly Come Dancing star recently diagnosed with Breast Cancer.
- **Sound bite** - Screening saves lives and detects undetectable lumps.
- **Advertisements** - what you do evening and weekends.



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.

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