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# Exploring Low Uptake for Breast Screening

Arun Area Survey Responses December 2023

Report written by:

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# Arun Area Breast Screening Survey Responses



63 Responses



45 attend invitation

## Carers (n9)

Yes, affect attendance (n2)

## Disabilities (n15)

Long-term condition (n27)  
Yes, affect attendance (n4)

## Age range

50-53 (n8), 54-59 (n14),  
60-64 (n14), 65-69 (n10),  
70+ (n17)

## Employment

Working full time (n18),  
Working part-time (n15),  
Unable to work (n2),  
Choose not to work (n1),  
Retired (n27),  
Volunteer (n3)

## Ethnicity

White British, Irish (n60),  
Prefer not to say (n3)

## Reasons for not attending

Personal or work commitments (n3),  
Language (n1), Unsure about examination (n1),  
No on-line booking (n1)

# Arun Breast Area 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 being painful and dignity issues. Administration issues seemed to be around not having received an appointment generally and due to being under 53 and over 70 years, as well as communication issues, accessible units and to be able to take a supporter.

Some people may have waited and then gone private because they don't wish to wait any longer.

It was pleasant and I have been treated with care by the staff.

I was not informed that someone would be touching me whilst I was naked, she did not ask for permission.

Breast screening is very important. It might be a bit uncomfortable but should not be ignored. I have lost some dear friends to breast cancer.

I always attend by invitation. I go to the local mobile unit and am very happy with the experience.

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

No appointment received, some under 53 and over 70 years, fear of results and people feeling unsure of the process. It was noted that carers needed more flexible appointments and there can be accessibility issues for those living with a long-term condition or disability.

Due to the closure of the Bognor unit, women are having to travel to Worthing, which incurs extra costs and an increase in travel time.

### In summary

The responses confirmed that their 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, accessibility of the unit for those with disabilities and long-term conditions, and more flexible appointments for carers.

Before Covid I received regular appointments. I have not had one for 2-3 years. It would be useful to get reminders and to be able to book online.

It limits my time and energy. I need to prioritise my caring role.

I'm concerned about the exam.



## 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](mailto: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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