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# Exploring Low Uptake for Breast Screening

Chichester Area Survey Responses December 2023

Report written by:

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# Chichester Area Breast Screening Survey Responses



119 Responses



98 attend invitation

## Carers (n17)

Yes, affect attendance (n2)

## Disabilities (n14)

Long-term condition (n31)  
Yes, affect attendance (n2)

## Age range

50-53 (n10), 54-59 (n24),  
60-64 (n31), 65-69 (n26),  
70+ (n22)

## Employment

Working full time (n28),  
Working part-time (n27),  
Unable to work (n5),  
Choose not to work (n3),  
Retired (n58),  
Volunteer (n4)

## Ethnicity

White British, Irish (n117)  
Mixed (n1)  
Prefer not to say (n1)

## Reasons for not attending

Personal (n1), Unsure of process (n3), Lack of on-line (n11),  
Fear and embarrassment (n4), Need support (n1),  
Inconvenient appointment (n2), Location of appointment (n1)

# Chichester Area Breast Screening

The survey respondents who attend Breast Screening, shared their experiences about the service; positive and negative.

Negatives included issues with administration, the location of the unit, being 'too old' (over 70 years) for the screening. Respondents living with disabilities stated there is a need for more accessible units and to be able to take a supporter.

Positive experience, informed me of appointment and staff friendly when arrived. Lovely lady who explained everything at the screening.

This year I had a routine screening although I wasn't expecting to have one for another year - being offered it I jumped at the chance!

Smooth and efficient.

I hadn't realised it was done by two different organisations, and clearly the one that did the routine screening don't have access to my NHS records, so it was a bit confusing.

Always efficient, discreet and professional...gentle during scan.

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

- Fear and anxiety
- Aged over 70 years or under 53 years
- Not knowing who to contact for an appointment
- Personal preference
- Administration and not having received an appointment
- Location of screening
- Time of appointments, as need to factor in travel to the appointment.
- Communication from staff
- Lack of flexibility for carers and those with disabilities

I would cancel and then ring up and rebook for when feeling better.

I am a mother. Full time working mother. Health is important to me, if I am not in full health, I cannot help and look after those who I love and depend on me like my children or fulfil my responsibilities like working. Attending to screening should be permitted during working hours.

Perhaps a case study (with photos) in the appointment letter walking through what happens at an appointment or some examples of good outcomes when cancer was caught early might make the appointment and potential risks more relatable.

## In summary

The responses suggest the need to consider more flexible appointments to support those working, who have caring responsibilities, long-term conditions and disabilities. The location of the unit needs to be considered in relation to venue, 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](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.

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](http://www.healthwatchwestsussex.co.uk)

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