

A rich and diverse picture of people's insight & experiences on breast screening

September 2021

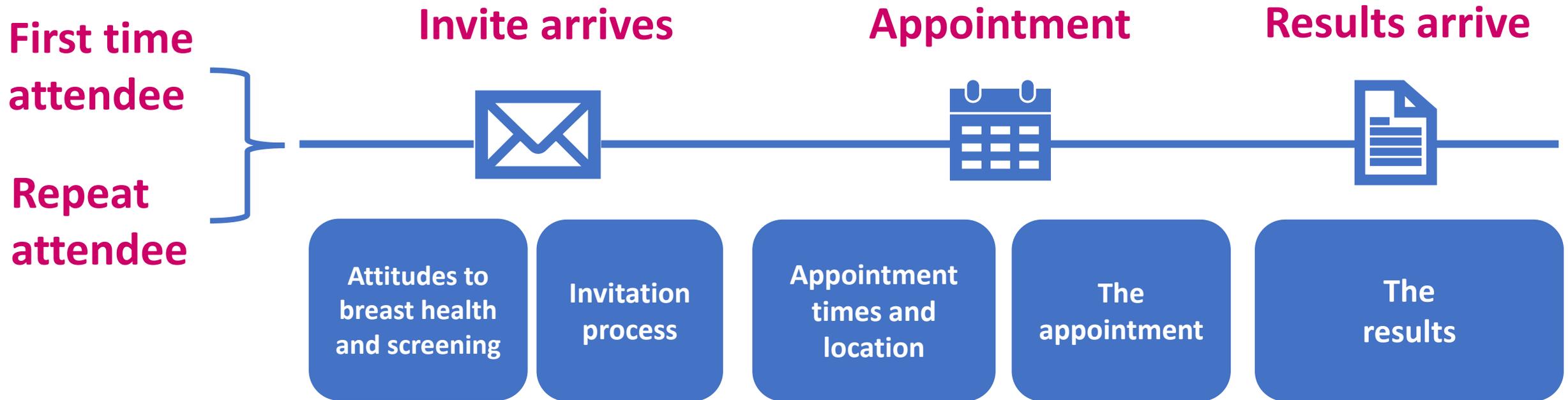
What are the aims of this webinar?

- To give a better view of people's attitudes to their breast health, and understanding and experiences of breast screening to help reduce inequalities and improve services
- To signpost to the full literature review and summary, including recommendations aimed at the key stakeholders involved in the breast screening process

What's different about this review?

- Consolidates over 100 papers and sources to provide a significant body of evidence on breast screening from people's perspectives
- Paints a vivid picture of how people from diverse backgrounds understand breast health and experience the screening process
- Provides recommendations about how different people's needs can be met to address inequalities in uptake and experiences

Overview of findings



"...there is all sorts of lumps and bumps about there, so what is unusual? Are we looking for a hard pea? Are we looking for a soft bruisy type thing? What are we looking for? Basically I would have absolutely no idea."

Awareness

"Breast cancer runs in my family. Mum, aunt and Nana had it. Nana died of it. They leave it up to me to find out, they don't offer services. I want to be listened to and not shoved to one side and not taken seriously."

**Breast cancer
risk**

Attitudes to breast health and screening

“Most African people don't like to talk about ... cancer. They see it as a taboo, in fact, I know a lot of people who do not even say the word cancer.”

“There is a connection between our spiritual welfare and our health. If you are well spiritually, then you should be well physically.”

Cultural and religious perspectives on health

Attitudes to breast health and screening

“If we have a better understanding of what the procedure is and what it entails, people might be more receptive.”

“I do something every year in Poland – one year I do mammography, the next cervical screening. Every time when I’m eligible for something here I go but if I miss the date and I’m in Poland I go there (interchangeably). Scottish women have just one option...the good thing screening is for free here.”

Understanding breast screening

Attitudes to breast health and screening

“Mammogram was cancelled, so I'm a little worried in case there is something wrong.”

Impact of Covid-19

“There is a step before the invitations go out whereby the units send out the lists of ladies who are about to be invited to the GPs and they can make comments ... One of our concerns was that GPs were able to say don't invite them [woman with LD].”

Concerns some people won't get the invite

Invitation process

“Breast screening in mobile units, often with stairs & no previous warning.”

**Awareness of access
needs**

“We don’t get any letters in easy read – we don’t get the reasonable adjustments.”

**Communication
preferences**

Invitation process

“I mean if they have intellectual disabilities and something comes in the post and they are not able to read, they may not even be aware that they have been invited to breast screening ...”

**Understanding
the invite**

*Can I bring a female
buddy?*

Answering queries

Invitation process

“Screening was in a prefab, up steps, at the back of the hospital. All parking was staff only. Paid parking was at the front - walk from there to hospital, through hospital, out back - maybe 15 minutes for a healthy person, 30 minutes+ for me.”

Disability access

“I couldn't go to my original appointment and it took me a lot of phone calls to schedule another appointment but I persevered as I knew it was very important. I was recalled so definitely was important.”

Difficulties booking

Appointment times and location

“...having it in a caravan in a car park does send out a certain message...you would feel more comfortable in a different setting.”

Screening location

“odd looks off others waiting - almost like “what are you doing here?”

Inclusive environment

Appointment times and location

“I would rather be given a number to ring and make an appointment. Pre-booking an appointment suggests that women are not working.”

Phone booking

“... If you can book it online that might be handy.”

Online booking

Appointment times and location

"...I thought being breast cancer.. they would have been really sympathetic and been there for all us girls ... but they wasn't. You end up walking around a ward of visitors/patients half naked."

**Being treated
with dignity and
respect**

"It's embarrassing to be in front of a strange man."

Gender of HCP

The appointment

“... it exceeded my expectations because I am so used to being knocked about because of my dress and my colour and my looks ... I was quite pleasantly surprised that they were so polite and so caring and that helps a lot when you are a patient.”

**Positive
experience by
contrast**

The appointment

“... the woman at reception asked me if I was a ‘man or a woman’ in front of a waiting room full of people, it was humiliating. I turned around and walked out of the clinic as fast as I could”.

Staff awareness training

“I don’t think they [women with LD] would have ever gone through with any of the screening unless that they had the support of someone to communicate on their level and to advocate for them.”

Support at screening

The appointment

“Some women with autism ... tactile defensive issues, the smell, the curtains, the buzzing and the machinery. They just can’t cope with it ... they can’t handle touch.”

Responding to
the needs of
disabled people

The appointment

“...Good thing was to have results at the same time. I am aware this was at the specialist centre and not a mobile unit so probably not always the case”.

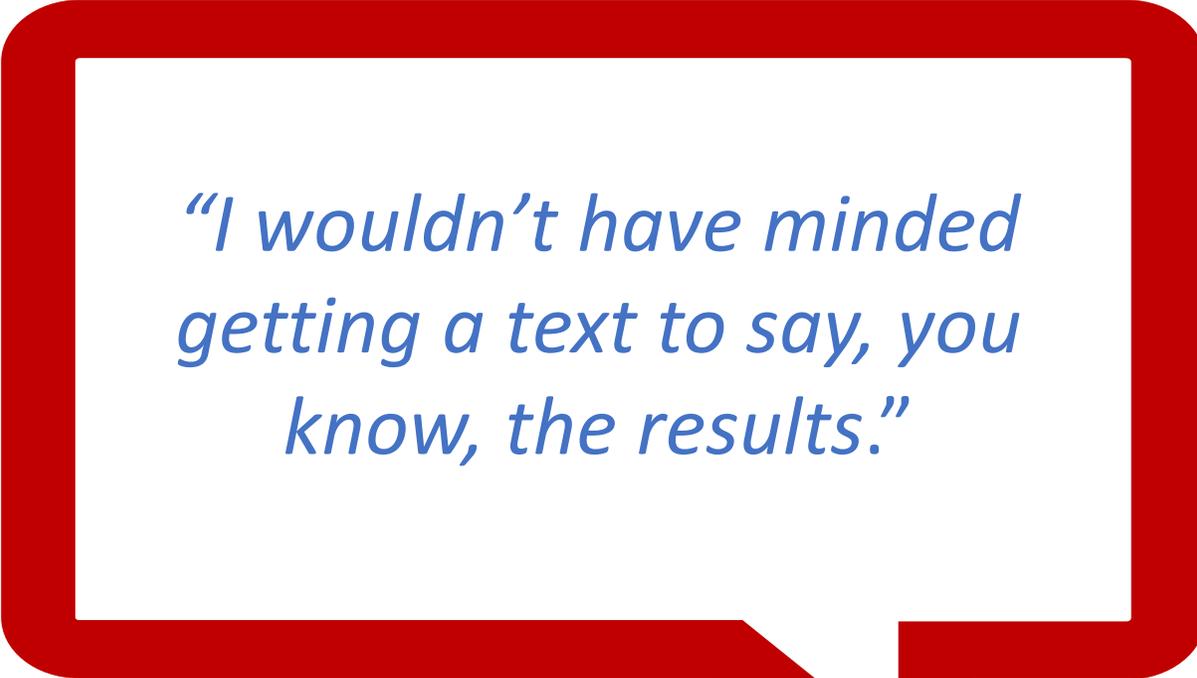
Speed of results

The results



“...frightened as hell”

Wording of
results



*“I wouldn't have minded
getting a text to say, you
know, the results.”*

Method of receiving
results

The results

Full report and summary with recommendations :

- [Full Report \(click to access\)](#)
- [Summary \(click to access\)](#)

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