**A blue and white logo

Description automatically generated**

**Improving your routine breast screening appointment**

Welcome to our short survey for patients, carers and stakeholders. This survey is about your experiences of attending a routine breast screening appointment in the West Midlands.

Your feedback will help inform and support us to plan improvements to our NHS Breast Screening Programme.

It only takes around 7 minutes to complete the form, and your answers will be anonymous.

A screenshot of a qr code

Description automatically generatedPlease share your answers by 31 March 2025.

To complete the form online, please scan the QR code or visit <https://forms.office.com/e/57Z0Pk5fUT>

*(Details of our Privacy Notice can be found here:* [*www.england.nhs.uk/contact-us/privacy-notice/*](http://www.england.nhs.uk/contact-us/privacy-notice/)*. It describes how we will use personal data, how you can contact us, and invoke your rights as a data subject. We will process your information in accordance with the requirements of the Data Protection Act 2018.)*

**1. Who are you completing the survey on behalf of?**

If you are completing this survey on behalf of someone else, please answer the questions from their point of view.

* I am completing this survey about myself
* I am completing this survey on behalf of someone else (I’m a carer)
* I am completing this survey as a stakeholder

**2. Which area of the West Midlands do you live in?**

* Birmingham
* Solihull
* Black Country
* Coventry
* Warwickshire
* Herefordshire
* Worcestershire
* Shropshire
* Telford
* Wrekin
* Staffordshire
* Stoke on Trent
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. When was the last time you attended a breast screening appointment?**

* This is my first time, I have not attended an appointment before.
* One year ago
* More than two years ago
* I’m not sure

**4. How easy was it to schedule your appointment?**

* Very easy: The process was straightforward and quick.
* Easy: It was relatively simple, with only minor issues.
* Neutral: It was neither easy nor difficult.
* Difficult: There were some challenges, and it took longer than expected.
* Very difficult: The process was complicated and time-consuming.

**5. How would you rate the communication and information provided before your appointment?**

* Excellent: It was clear, timely, and comprehensive.
* Good: It was mostly helpful and clear.
* Average: It was adequate but could have been better.
* Poor: It was lacking or unclear.
* Very Poor: It was not useful.

**6. How would you like to receive your invitation to your breast screening appointment?**

In order of preference (1 most likely – 5 least likely)

* Letter
* Email
* Telephone call
* Test Message (SMS)
* NHS App

**7. What would be your preferred appointment offer?**

(please select all that apply)

* Early Morning (before 9am)
* Morning
* Afternoon (12pm+)
* Evening (5pm+)
* Weekday
* Saturday
* Sunday
* No preference.

**8. How would you prefer to let us know if you needed to change or cancel your appointment?**

* Telephone call to a member of staff
* Automated telephone service (leave a message)
* Text Message (SMS)
* Email
* Online booking system
* Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**9. Where would you prefer to go for your breast screening appointment?**

Please select all that apply.

* NHS venue (Breast screening clinic, often within a hospital.)
* Community venue (e.g. village hall, sports centre)
* Mobile breast screening unit – this could be in lots of different locations, such as in a supermarket car park.
* Other, please specify

**10. How long are you prepared to spend travelling to a breast screening appointment?**

* Less than 15 minutes
* 15 - 30 minutes
* 30 - 60 minutes
* 1 hour +

**11. Have you ever, or would you in the future, want to attend breast screening at a service other than your local one?**

* Yes
* No

**12. If yes… Could you provide further information on why this was your preference.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**13. How do you get to your Breast Screening Appointment?**

* My own car or a friend/family member’s car.
* Public transport (bus, train, etc)
* Taxi
* Walk
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**14. Were you informed about what to expect during and after the breast screening appointment?**

* Yes, completely: I was fully informed about what to expect during and after the appointment.
* Yes, somewhat: I received some information, but it could have been more detailed.
* No, not really: I was given very little information about what to expect.
* No, not at all: I was not informed about what to expect during and after the appointment.

**15. What motivated you to attend your breast screening appointment?**

Please select all that apply.

* Routine check-up: It was part of my regular health check-up.
* Awareness campaigns: I was influenced by breast cancer awareness campaigns.
* Health concerns: I wanted to ensure there were no health issues
* Personal experience: I or someone close to me had a previous health scare.
* Other (such an employment support)

**16. Overall, how would you rate your experience of the breast screening service?**

(1 star =very poor, 5 stars =excellent)

**17. What changes would you like to see in the breast screening service to improve your overall experience, or is there anything you would like to stay the same?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**18. What do you think would encourage people you know to take up the offer of breast screening?**

**19. Which age category are you in?**

* 50 – 70
* 71 or older
* Prefer not to say

**20. How would you describe your gender?**

* Female
* Male
* Non-binary
* Prefer not to say
* Other

**21. How would you describe your ethnic origin?**

* White – British
* White – Irish
* Mixed - White and Black Caribbean
* Mixed - White and Black African
* Mixed - White and Asian
* Asian or Asian British – Indian
* Asian or Asian British – Pakistani
* Asian or Asian British – Bangladeshi
* Black or Black British – Caribbean
* Black or Black British – African
* Other
* Prefer not to say

**22. Do you consider yourself to have a disability?**

* Yes
* No
* Prefer not to say

Thank you for your time.

**Macmillan Cancer Support has a free helpline that's open every day from 8am to 8pm.**

**They're there to listen if you have anything you want to talk about.**

**Call:**[**0808 808 00 00**](tel:0808%20808%2000%2000)

If you have completed a paper version of this questionnaire, please return to the team who gave it to you so that your feedback can be included.

[england.midlandsengagement@nhs.net](mailto:england.midlandsengagement@nhs.net)