



Results from the 2017 patient survey **BreastScreen NSW**

More than 10,000 women told us about their experiences receiving a screening mammogram with BreastScreen NSW.

Screening using mammography facilitates early detection of breast cancer and helps to improve survival outcomes. In NSW, guidelines recommend that all women aged 50-74 years undergo screening for breast cancer by mammogram every two years. In NSW in 2016-17, 53% of women aged 50-74 years were screened by BreastScreen NSW according to results published by the Cancer Institute NSW.

This snapshot highlights results that reflect the experiences of 10,342 women aged 50-74 years who had a screening mammogram within BreastScreen NSW in July or August 2017 and were not recalled for assessment (response rate 61%). Women were asked about their experiences making an appointment, at reception, during screening, and while waiting for results.

When setting up their appointment, nearly all (93%) women said they were 'definitely' able to get an appointment time that suited them.

Before the screening, most women (84%) said the radiographer 'completely' explained what would take place in an understandable way and 'definitely' put them at ease (81%).

During the process, more than six in 10 women (64%) said they experienced discomfort or pain. Of the women who did say they experienced pain, 46% said they experienced mild discomfort, 26% rated it as mild pain, 23% rated it as moderate pain, and 5% said they experienced severe pain.

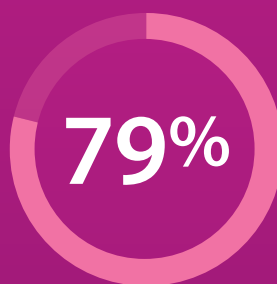
After their visit to the clinic or mobile van for the screening mammogram, a majority of women (67%) received results in two weeks or less.

Key findings

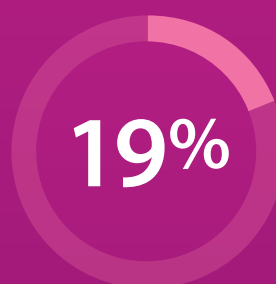
- Almost all (98%) women rated their experience as either 'very good' (79%) or 'good' (19%)
- Nearly all (93%) women said they would 'definitely' continue with routine mammograms.

Overall, women rated their experience at the clinic or mobile van as

'very good'



'good'



Breast screening experiences with BreastScreen NSW

Women were generally positive about their experiences before, during and after the screening mammogram.

Before screening mammogram:

- Women had positive experiences with making their appointment and with reception staff. Nearly all women said they were 'definitely' able to get an appointment time that suited them (93%).
- Further, most women said the process of making an appointment was 'very good' (85%) and reception staff were 'definitely' polite and courteous (95%) (Figure 1).

During screening mammogram:

- Most women (84%) said the radiographer 'completely' explained what would take place in an understandable way and 'definitely' put them at ease (81%).
- More than six in 10 women (64%) said they experienced discomfort or pain. Of these women who experienced discomfort or pain, 46% said they experienced mild discomfort, 26% rated it as mild pain, 23% rated it as moderate pain, and 5% of women said they experienced severe pain.

- While a majority of women who experienced discomfort or pain said the radiographer 'definitely' acknowledged it (60%), almost one in 10 women (9%) said it was not acknowledged by the radiographer (Figure 2).

After the screening mammogram:

- 90% of women were told how they would receive results. A majority of women (67%) received results in two weeks or less.
- Overall, 79% of women rated their experience as 'very good' and 93% said they would 'definitely' continue with routine mammograms (Figure 3).

For further information on this survey and a copy of the questionnaire, please see:
bhi.nsw.gov.au/nsw_patient_survey_program

Of women aged 50–74^{*}

93%

intend to continue with
routine mammograms



^{*} Women aged 50–74 years who had a screening mammogram within BreastScreen NSW in July or August 2017 and were not recalled for assessment

Figure 1 **Experiences before screening mammogram** (women aged 50–74 years, NSW, 2017)

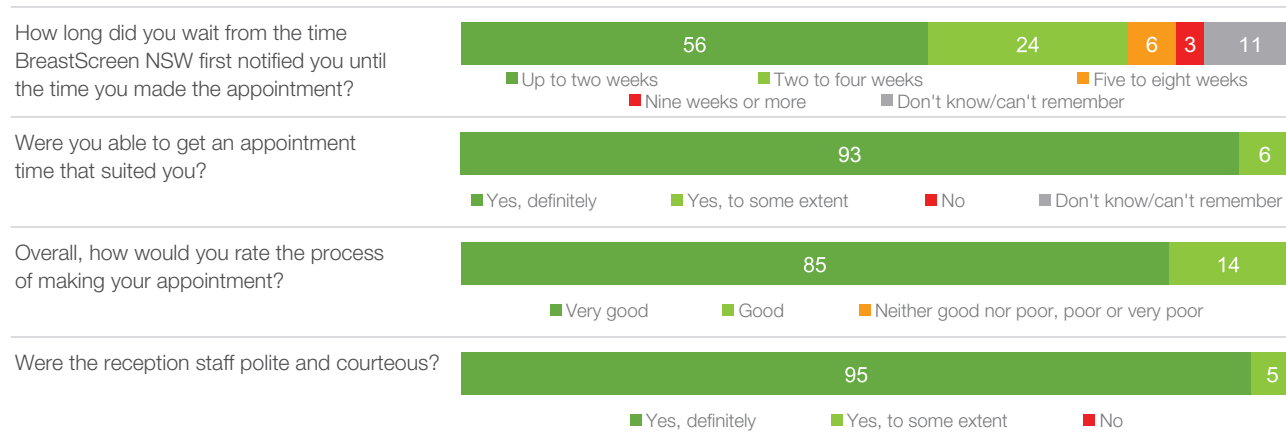
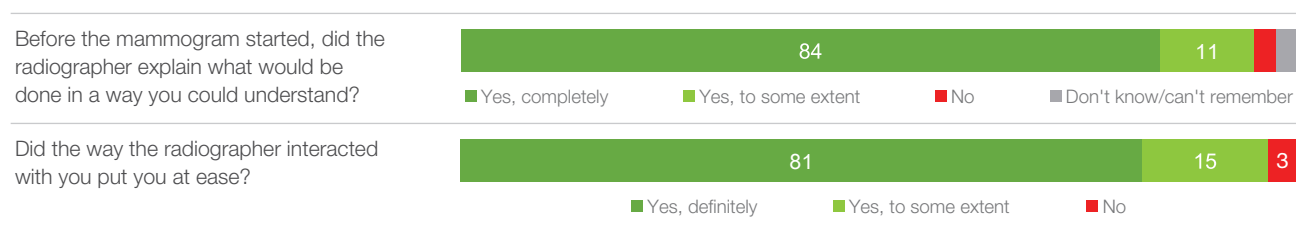


Figure 2 **Experiences during screening mammogram** (women aged 50–74 years, NSW, 2017)



The 64% of women who reported experiencing discomfort or pain, were asked:

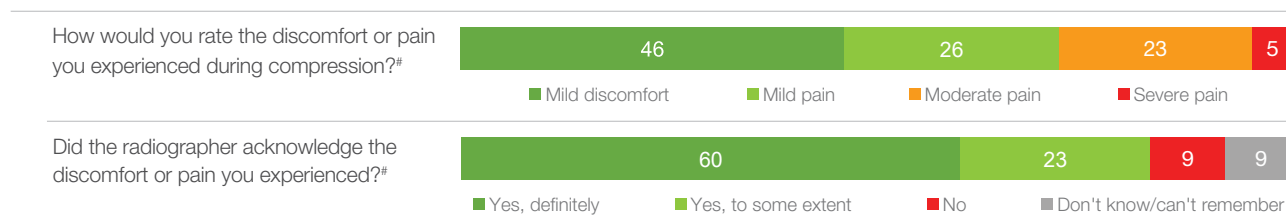
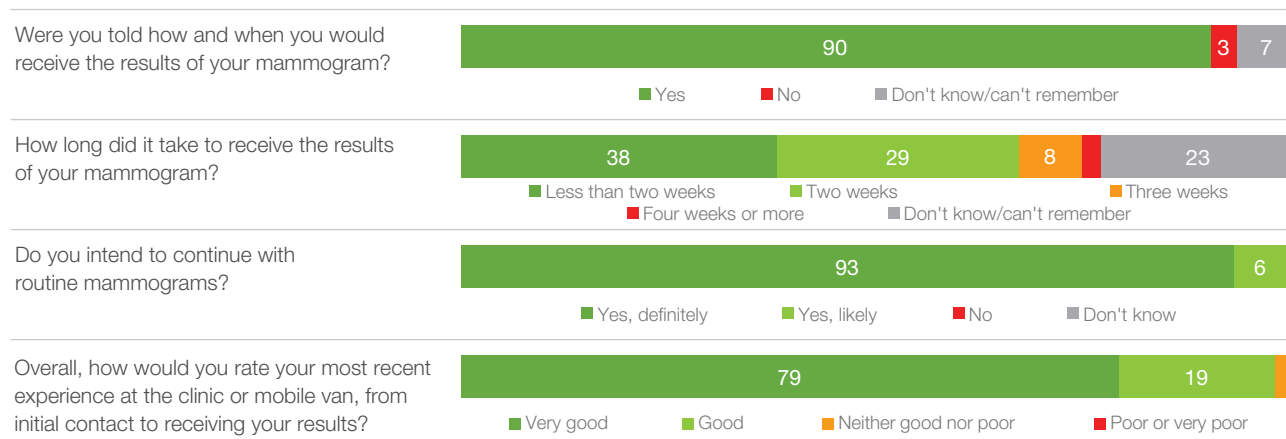


Figure 3 **Experiences following screening mammogram** (women aged 50–74 years, NSW, 2017)



Source: Bureau of Health Information and Cancer Institute NSW, BreastScreen NSW Client Experience Survey 2017.

Note: Numbers may not add up to 100% due to rounding.

* Results are based on 6,522 of 10,342 women (64%) who said they had pain and rated it on a scale. Numbers may not add up to 100% due to rounding.

Healthcare in Focus 2017

How does NSW compare?

This excerpt of BreastScreen NSW results was taken from the Bureau of Health Information's (BHI) annual report, *Healthcare in Focus – How does NSW compare?*

Each year BHI provides an annual report to the Minister and Parliament on the performance of the NSW public health system. *Healthcare in Focus 2017* offers insights regarding the accessibility, appropriateness and effectiveness of the NSW public health system across more than 60 measures of performance.

The report can be downloaded as a pdf via our website:
bhi.nsw.gov.au/BHI_reports/healthcare_in_focus



Adult Admitted Patient Survey



Emergency Department Patient Survey



Admitted Children and Young Patients Survey



Outpatient Survey



Maternity Care Survey



Small and Rural Hospitals Survey



Outpatient Cancer Clinics Survey



Small Hospital Emergency Care Survey



BreastScreen NSW Client Experience Survey

The Bureau of Health Information Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

Results from our surveys can be found via our website:
bhi.nsw.gov.au/nsw_patient_survey_program

About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.



Level 11, 67 Albert Avenue,
Chatswood NSW 2067 Australia

Telephone: +61 2 9464 4444

Email: BHI-enq@health.nsw.gov.au

bhi.nsw.gov.au

State Health Publication Number (BHI) 180611

© Copyright Bureau of Health Information 2018

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisations, including BreastScreen NSW, is intended or should be inferred.