

# BC BreastCheck Charter

Our charter tells you what you can expect when you use our screening and cancer services, and ways you can help us make our services work better for you and for others.

## Taking part



- ★ We invite women aged 50 to 69 for breast screening.
- ★ We aim to invite you for your first screening test by age 52 and every 2 years after that, up to the age of 69.
- ★ We aim to invite you to a unit close to where you live.
- ★ Screening is free of charge. Our radiographers take an x-ray of your breasts, called a mammogram.
- ★ We know that some women find it difficult to come for screening. We can support you to take part. Call us on 1800 45 45 55 and we will do our best to help you.
- ★ We aim to give you 7 days' notice of your appointment date.
- ★ We will ask you to sign a consent form to take part in screening.

## Follow-up services if we diagnose breast cancer



- ★ We will explain your treatment options to you and share information about cancer support groups.
- ★ We will encourage you to take part in decision-making about your treatment and welcome you to include others in our discussions. We will respect your rights to refuse treatment or seek a second opinion.
- ★ We will deliver your care through a specialist team of doctors and nurses, including breast care nursing support before and during your treatment.
- ★ We aim to organise your treatment by our BreastCheck team within 3 weeks of your breast cancer diagnosis.

## Respect and privacy



- ★ We will listen to you and treat you with respect and sensitivity.
- ★ We support, educate and train our staff to treat everyone fairly, and to respect everyone's background and cultural identity.
- ★ We will keep your information (including your medical details, name, address, date of birth, PPSN) secure on our database.
- ★ Please give us at least 3 days' notice if you need to change your appointment. We can offer it to someone else.

## Communicating with you



- ★ We will post you a letter to invite you for screening if you are on our register. Visit our website [www.breastcheck.ie](http://www.breastcheck.ie) to make sure you are on our register and to change or update your contact details. You can also call us on 1800 45 45 55.
- ★ We will send you information on screening with your invitation letter, to help you make an informed choice.
- ★ We aim to send you the results of your mammogram within 3 weeks.
- ★ We aim to offer you a follow-up assessment within 2 weeks of an abnormal screening result. This will take place at one of our BreastCheck units.
- ★ We aim to send your follow-up results from our assessment clinic within 2 weeks.
- ★ We will let you know if we find we have made a mistake. We will do everything we can to prevent it from happening again to you or anyone else.

## Looking after your health



- ★ We will give you information about the symptoms of breast cancer. A small number of women who have regular screening tests will develop breast cancer.
- ★ Contact your GP (family doctor) immediately if you have symptoms of breast cancer, even if you have had a normal screening test result or are due for screening soon.
- ★ We will give you information about the benefits and limitations of breast screening. Not all cancers can be found through screening.
- ★ You can ask us to review your screening history if you are diagnosed with breast cancer within 2 years of receiving a normal result from screening, or from your follow-up at our assessment clinic.

## Safe and effective services



- ★ We use high quality, modern equipment that complies with quality standards.
- ★ We review our guidelines and standards to ensure we provide an excellent service.
- ★ We make continuous improvements to help save lives and advance women's health.

## Your feedback



- ★ We welcome your feedback and will keep your views, opinions and suggestions, and consider them when making service improvements. Contact us:
  - ★ Freephone 1800 45 45 55
  - ★ Website: [www.breastcheck.ie](http://www.breastcheck.ie)
  - ★ BreastCheck information email: [info@breastcheck.ie](mailto:info@breastcheck.ie)
  - ★ Compliments or complaints email: [your.say@screeningservice.ie](mailto:your.say@screeningservice.ie)

