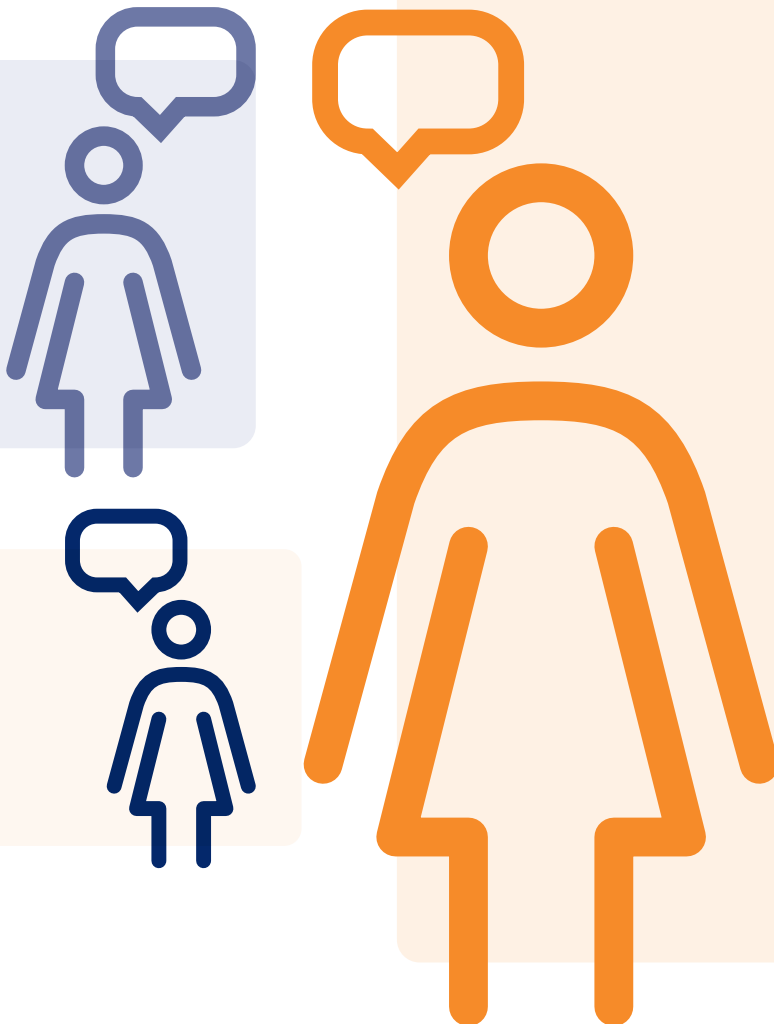




BreastCheck Patient Reported Experience Measurement Survey (PREMs)

Annual Report 2024



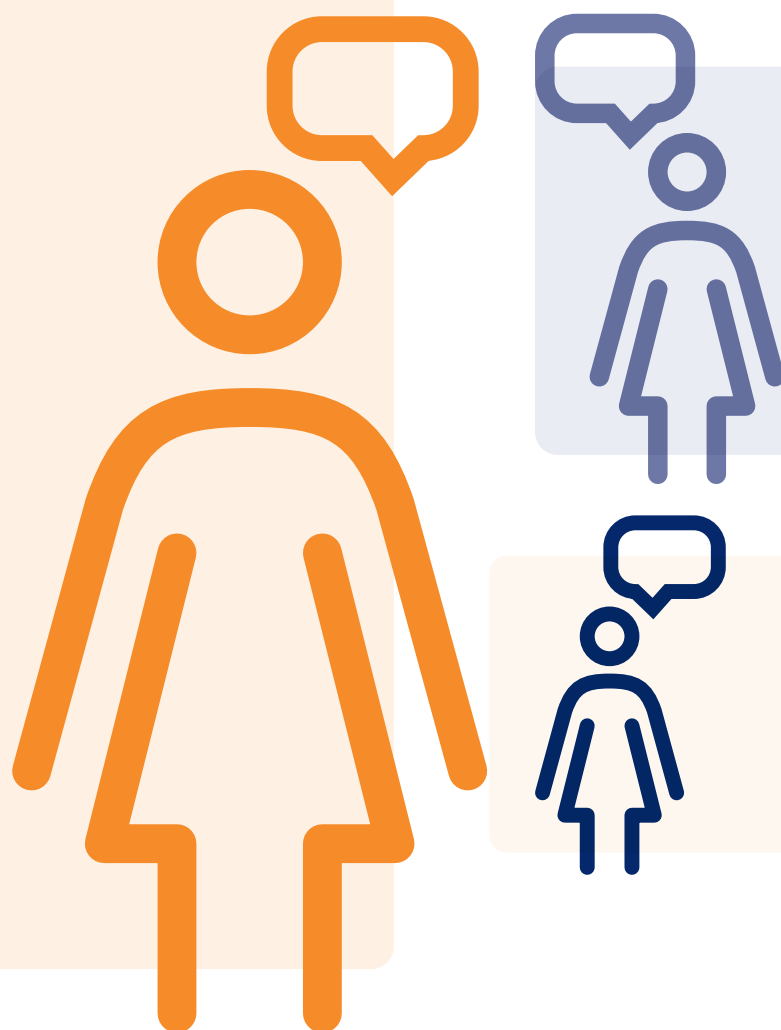
An tSeirbhís Náisiúnta Scagthástála
National Screening Service


BreastCheck
An Clár Náisiúnta Scagthástála Cíoch
The National Breast Screening Programme

Thank you

Thank you to everyone who took part in our BreastCheck Patient Reported Experience Measures (PREMs) programme during 2024. Your experiences will help us continue to improve our national breast screening programme.

*Dr Alan Smith, Consultant in Public Health Medicine,
National Screening Service*



Background

[BreastCheck](#) is for women aged 50 to 69. We invite women for breast screening every two years. This survey was designed to listen to and learn from our screening participants and improve our services.

4 static BreastCheck units and

24 mobile units took part from January to May 2024

47,871

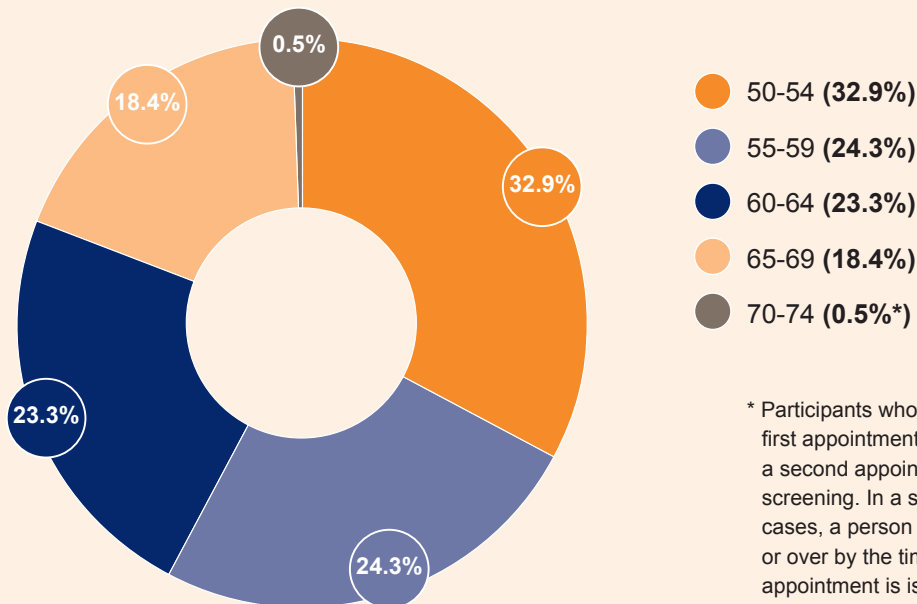
screening participants were invited to take part

11,244

screening participants took part in the survey

About our survey participants

Age of respondents



* Participants who do not attend their first appointment will be offered a second appointment to attend screening. In a small number of cases, a person may be 70 years or over by the time the second appointment is issued.

29.7%

For 29.7% of survey participants, this was their first time taking part in BreastCheck.

70.3%

70.3% of survey participants had previously taken part in BreastCheck.

Key findings

The majority of survey participants were positive about the care they received from BreastCheck.

Overall experience

On average, survey participants rated their experience of BreastCheck as 9 out of 10.



94.7% of participants said their experience of BreastCheck was either very good or good.



BreastCheck achieved a net promoter score of 84. A net promoter score is a simple way to measure how likely people are to recommend a service to others. The higher the score, the more likely they are to recommend it.



Mammogram experience

Did you feel any discomfort during your mammogram?



73% of participants said they felt mild to no discomfort during the mammogram.

Physical surroundings



98% of participants agreed that our **waiting area was clean, pleasant and comfortable.**



94.9% of participants said that the **BreastCheck Unit or mobile was easy to get to.**

Privacy and respect



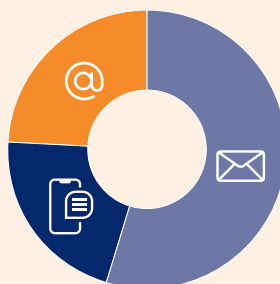
80.3% of our participants agreed that their **privacy was maintained as much as possible during their visit.**



97.7% of our participants agreed that they were **treated with respect and dignity during their screening mammogram.**

Communications

When asked how they would like to receive **future correspondence** our participants said:



- Letter (58%)
- Text (19.8%)
- Email (22.2%)

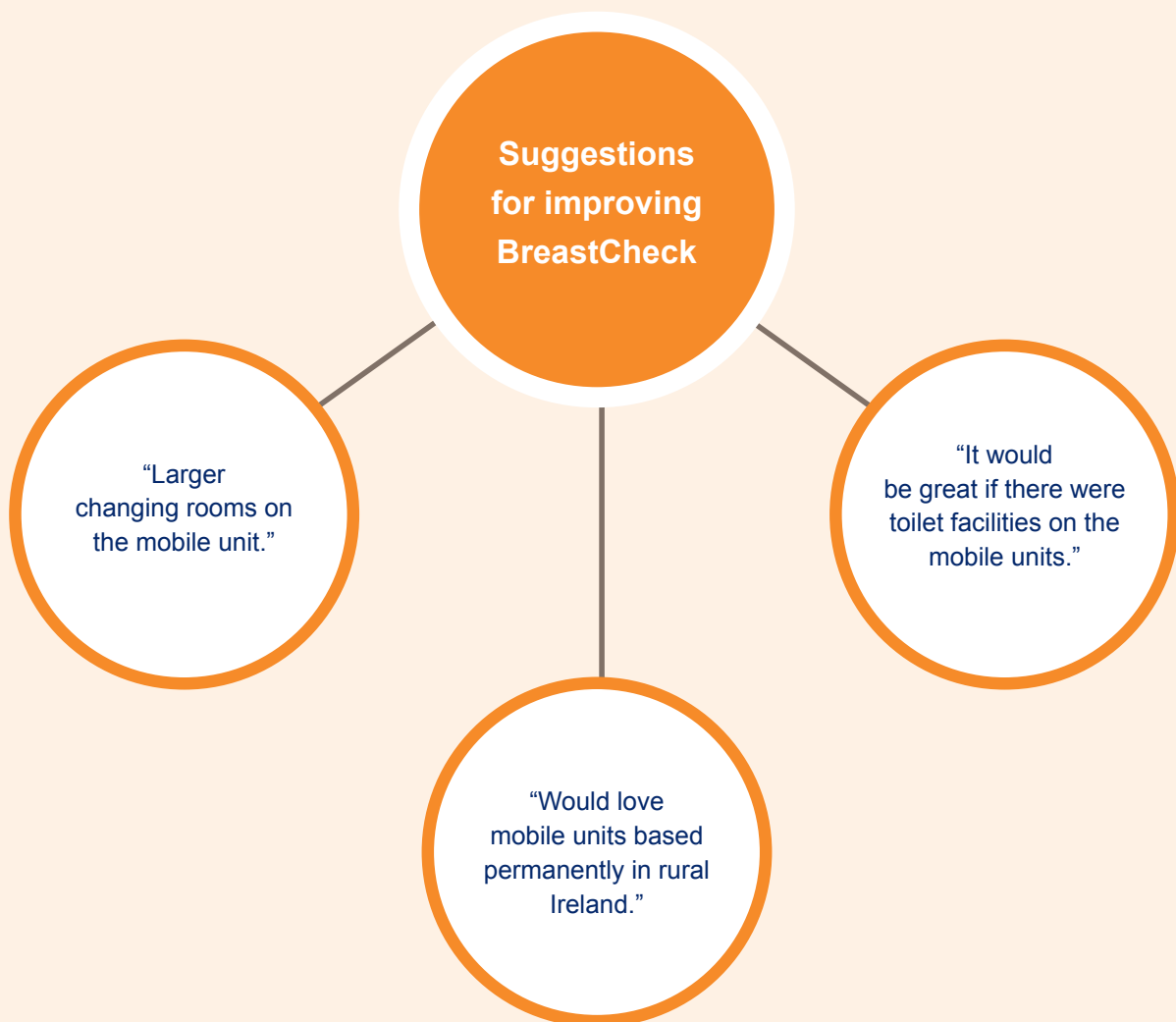


96.9% of survey participants found our results letter easy to understand.

Suggestions for improvement

We asked our survey participants to suggest how we could improve their BreastCheck experience. Here is a sample of some of the suggestions.

“Have you any suggestions on how we could improve your overall BreastCheck experience?”



What we are doing with your feedback

The high number of responses shows that people in Ireland want to share their BreastCheck experiences and help make our programme better. The feedback has shown where some improvements can be made. For example:

“The results letter first line is very cold & matter of fact”

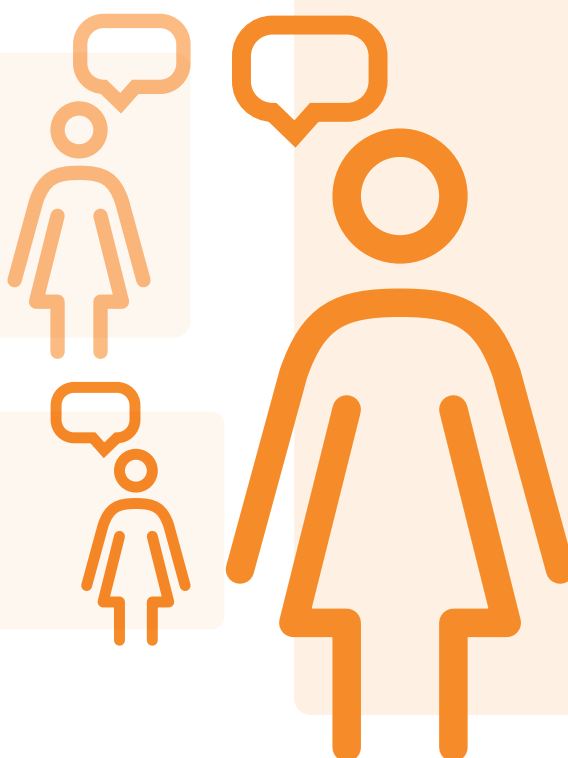
We are working on a project to improve our letters using an evidence-based and person-centred approach.

“It would be great if there were toilet facilities on the mobile units”

We are unable to install toilets in mobile units due to space and planning restrictions. We always make sure that toilets can be accessed as close as possible to our mobile units and we will work to communicate this more effectively.

“I would like to receive my communications via email”

We are now providing BreastCheck appointment information on the HSE Health App. We'll be adding more features to the App over time, giving you simple, accessible ways to stay informed and in control of your breast screening journey.





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