

## Background



- **BSNSW Client Experience in Screening Survey** - a standardised way of assessing the client experience across NSW and enabling comparisons between Screening and Assessment Services (SASs)
- Undertaken in collaboration with Bureau of Health Information (BHI)
- Conducted under the ethical and governance guidelines of BHI's NSW Patient Survey Program
- Complimentary to the **BSNSW Client Experience in Assessment** Study conducted in 2016
- Component of the State Quality Improvement Plan

## Survey development

- **SAS involvement** and input through provision of their existing surveys, attendance at a workshop on areas of focus & reviewing draft questionnaire
- **Client involvement** through initial focus groups and cognitive testing of the draft questionnaire
- Collaborative process with BHI to review survey drafts and provide signoff

**NSW Patient Survey: BreastScreen NSW**

**BEFORE THE APPOINTMENT**

**Q1** What prompted you to make a booking?  
Please ☒ all that apply

☐ Mutation inheritance letter

☐ Reminder text

☐ Reminder call

☐ GP or nurse recommendation ..... Go to Q4

☐ Friends or family ..... Go to Q4

☐ Advertisement or promotional material

☐ Other Please specify ..... Go to Q4

**Q2** How long did you wait from the time BreastScreen NSW first notified you until the time you made the appointment?

☐ Up to two weeks ..... Go to Q4

☐ Two to four weeks ..... Go to Q4

☐ Five to eight weeks

☐ Nine weeks or more ..... Go to Q4

☐ Don't know/can't remember ..... Go to Q4

**Q3** Why did you wait to make an appointment with BreastScreen NSW?  
Please ☒ all that apply

☐ Forget about it

☐ Was too busy

☐ Believe I am at low risk

☐ Was worried about the pain/discomfort

☐ My previous mammogram experience(s) were unpleasant

☐ Was worried about the results

☐ Other

☐ Don't know/can't remember

**Q4** What were your main reasons for having this mammogram?  
Please ☒ all that apply

☐ Family history of breast cancer

☐ Knowing someone with cancer

☐ Mammograms are important

☐ Personal history of breast cancer

☐ It is important to my health

☐ I believe I am in a high risk group

☐ Peace of mind

☐ Recommendation from a health professional, e.g. GP

☐ Encouragement from friends or family

☐ Because it was free

☐ Other Please specify

**MAKING THE APPOINTMENT**

**Q5** What method did you use to make your appointment?

☐ Telephone

☐ Online

☐ I did not make an appointment

☐ Arrive day walk-in ..... Go to Q9

☐ Someone else made the appointment on my behalf ..... Go to Q9

☐ Other ..... Go to Q7

**Q6** Were the staff who booked your appointment polite and courteous?

☐ Yes, definitely

☐ Yes, to some extent

☐ No

**Q7** Were you able to get an appointment time that suited you?

☐ Yes, definitely

☐ Yes, to some extent

☐ No

☐ Don't know/can't remember

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## Survey method

**Who** **16,945 women** who had a screening mammogram in July or August 2017 and were not recalled for assessment

**How** Women were sent a letter and a paper copy of the survey, with the option to complete the survey online  
Three mail outs were sent:  
1. Original letter and survey  
2. Reminder letter to all who received original letter  
3. Letter and survey to non-respondents from original letter

**When**

- Original letter/survey: 19 October 2017
- Reminder letter: 30 October 2017
- Final letter and survey: 30 November 2017
- Survey closed: 8 January 2018

## Survey response

- Return rate = **61%**
  - Of the 16,945 women sent the survey, 10,342 completed it
  - 1,416 completed online and 8,926 completed paper copy
- Demographics of the sample
  - First mammogram with BSNSW (14%), repeat mammogram with BSNSW (86%)
  - English mainly spoken at home (87%), other language (13%)
  - 1% Aboriginal and/or Torres Strait Islander

## State level results

- Overall, very positive results:
  - **97%** of respondents rated their experience from initial contact to receiving their results as "very good" or "good".
  - **93%** of respondents said they would "yes, definitely" continue with routine mammograms.



## State level results - Experiences before the mammogram

How long did you wait from the time BSNSW first notified you until the time you made the appointment?



Were you able to get an appointment time that suited you?

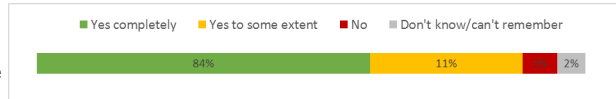


Overall, how would you rate the process of making your appointment?

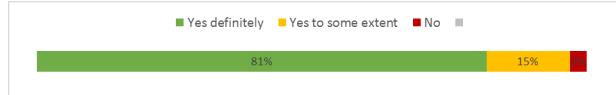


## State level results - Experiences during the mammogram

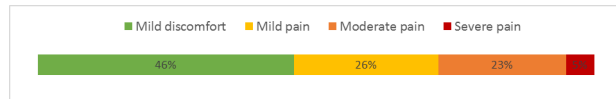
Before the mammogram started, did the radiographer explain what would be done in a way you could understand?



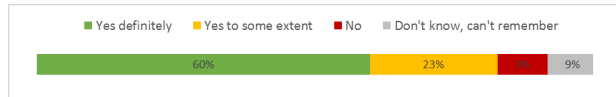
Did the way the radiographer interacted with you put you at ease?



If you experienced pain or discomfort, how would you rate it during compression?\*



If you experienced pain or discomfort, did the radiographer acknowledge it?

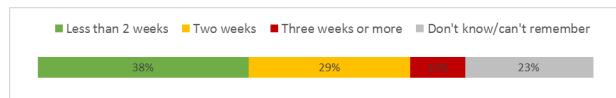


## State level results - Experiences following the mammogram

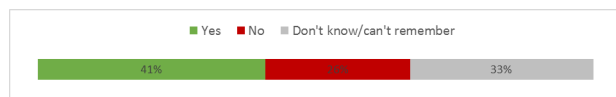
Were you told how and when you would receive the results of your mammogram?



How long did it take to receive the results of your mammogram?



Did BSNSW staff tell you who to contact if you were worried about anything after you left the clinic?

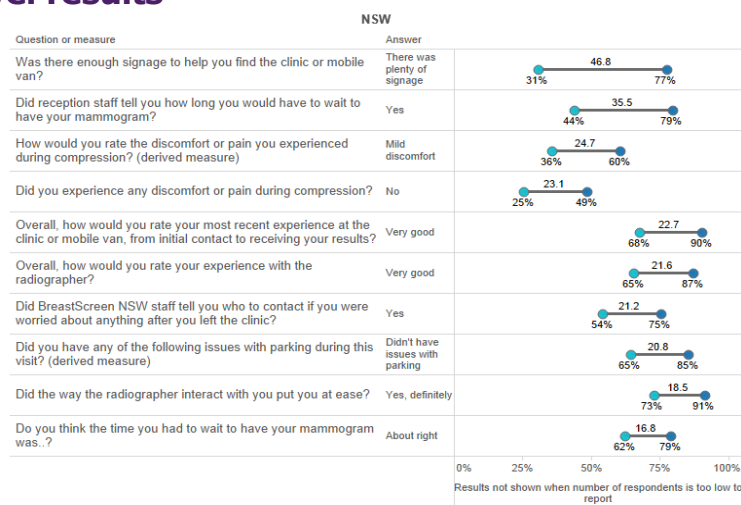


## State level results

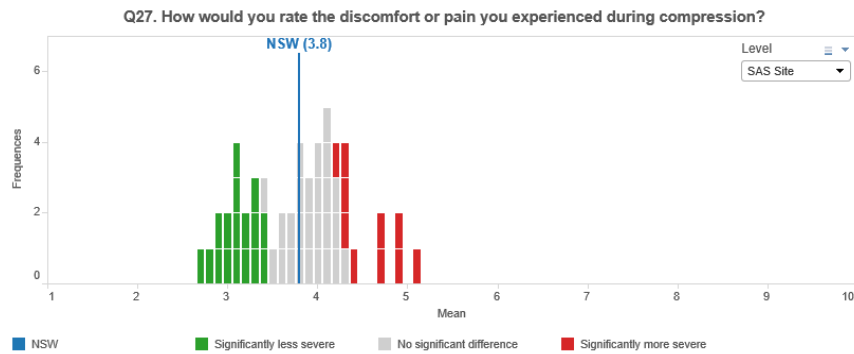
### Most positive results

Question	Answer	NSW
Were your questions answered in a way you could understand?	"Yes"	99%
Did the radiographer introduce herself to you?	"Yes"	98%
Were the staff who booked your appointment polite and courteous?	"Yes, definitely"	98%
Were you told how and when you would receive the results of your mammogram?	"Yes"	97%
Did the radiographer act in a professional manner?	"Yes, always"	95%

## State level results



## State level results



## State level results

### 1. What part of your experience with BSNSW most needs improving?

- 35% did not provide a response to the question
- 38% reported no improvements necessary

Most commonly reported areas for improvement were:

- A less painful and more comfortable procedure (5%)
- Improved technology (4%)
- Friendlier/more helpful staff (2%)
- Improved parking (2%)
- Improved physical environment (2%)

## State level results

### 1. What part of your experience with BSNSW most needs improving?

#### No improvements:

*"I was completely satisfied and cannot think of anything to improve."*  
(Northern Sydney Central Coast, aged 69)

*"From the experience I have had with BreastScreen over the years I have no complaints about anything you wonderful ladies do."*  
(Greater Southern South West, aged 68)

#### Improvements:

*"The compression is necessary and has improved over the years but is still the only negative in the whole process..."*  
(South Eastern Sydney Illawarra, aged 64)

*"Unfortunately, it was a bit difficult for me to find the clinic as there was no signage leading to the clinic."*  
(Sydney West, aged 65)

*"Reception staff were not very friendly for people waiting. I think they over booked."*  
(South Eastern Sydney Illawarra, aged 52)

*"Can't think of anything with BreastScreen but the hospital needs to do something about parking."*  
(Sydney West, aged 58)

## State level results

### 1. What was the best part of your experience with BSNSW?

- 27% did not provide a response to the question

Most commonly reported highlights were:

- Friendly/helpful/caring/kind and polite staff (23%)
- Professionalism and dedication of staff (15%)
- Made to feel safe and comfortable (9%)
- Being given the all clear (9%)
- Appointment being on time (5%)
- Friendly/helpful/caring/kind and polite radiographer (5%)

## State level results

### 2. What was the best part of your experience with BSNSW?

*"Friendly receptionist and kind & helpful radiographer. No problem whatsoever. From my first experience to my last appointment, I don't have any complaint. Keep up the good work!"*  
(Sydney West, aged 72)

*"The delightful radiographer! Even though she was young. She was happy to chat & banter!"*  
(Sydney, aged 62)

*"The experience was well structured and organised. All staff were friendly and welcoming and helpful. I felt at all times safe and at ease. The screen was efficient, and the professionals involved, empathic and respectful. The process was simple."*  
(South Eastern Sydney Illawarra, 57)

*"It was quick. I work most days & was able to have it done before work, which meant I didn't need to get time off work."*  
(North Coast, aged 66)

*"Speed and efficiency. Easy booking at a time to suit me. Running on time of my appointment, no waiting, in, screened, out in less than 30 mins. Perfectly quick and efficient."*  
(Northern Sydney Central Coast, aged 63)

*"The friendly and pleasant staff, I have no hesitation of recommending them to my friends and other people."*  
(North Coast, aged 65)

## How the results are being used

- BHI Annual report: "HealthCare in Focus"
  - Looks at healthcare performance across NSW
  - 2017 report includes state level information from the BSNSW Client Experience Survey
- Reporting for Better Cancer Outcomes
  - Provides cancer data to LHDs and PHNs
  - Survey results included in the 2018 report
- Access to a microsite tool was provided to SAS Directors
  - Information is used to inform their quality improvement plans

## Future client experience surveys

- A schedule of client experience surveys:
  - Client experience in assessment (2016)
  - Client experience in screening (2017)
  - Lapsed screeners client experience (commence 2018/19 FY)
- Exploring opportunities to work with BSVIC and BS QLD to share and understand learnings.

