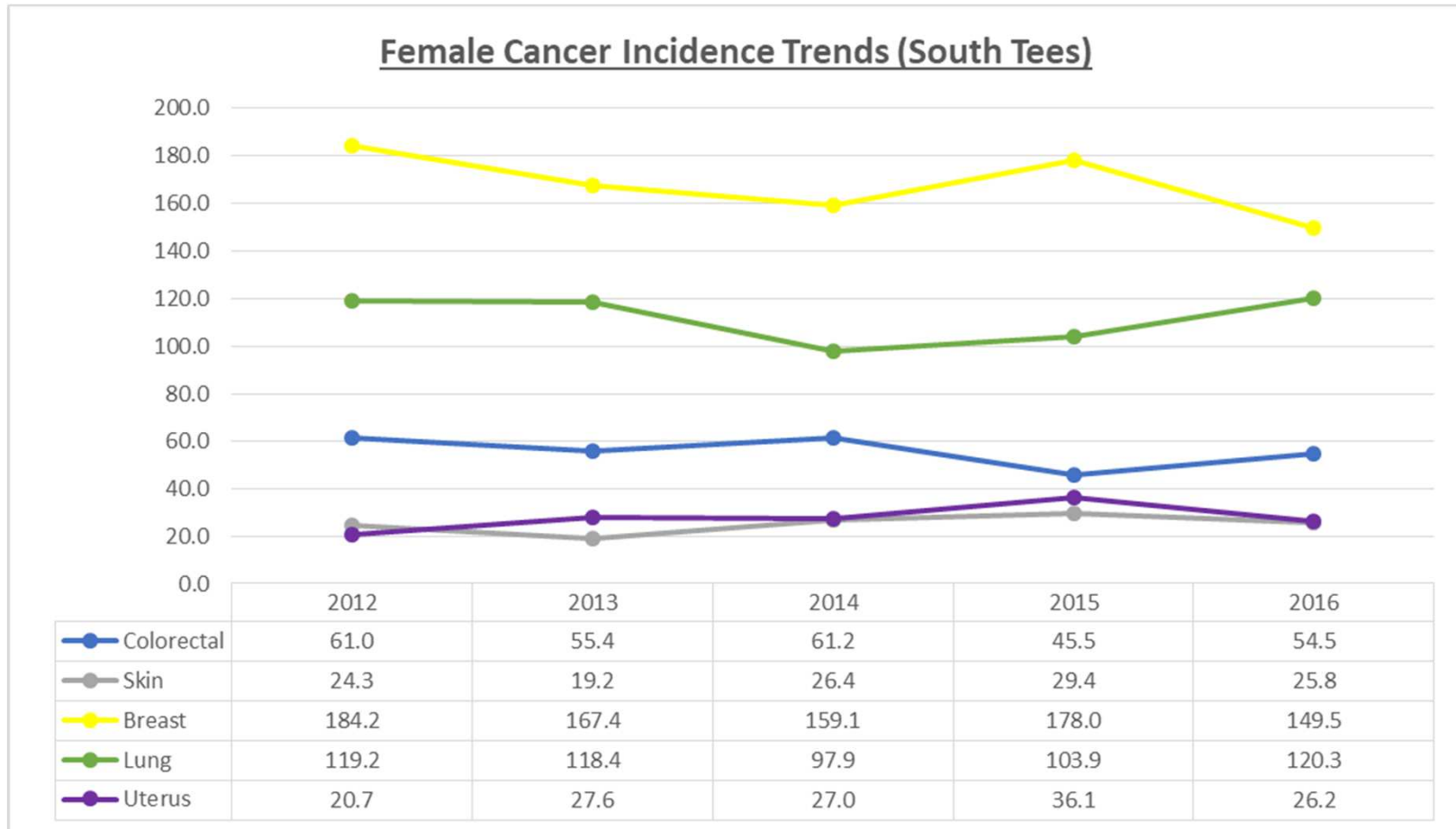


# Breast Services for Patients in Middlesbrough

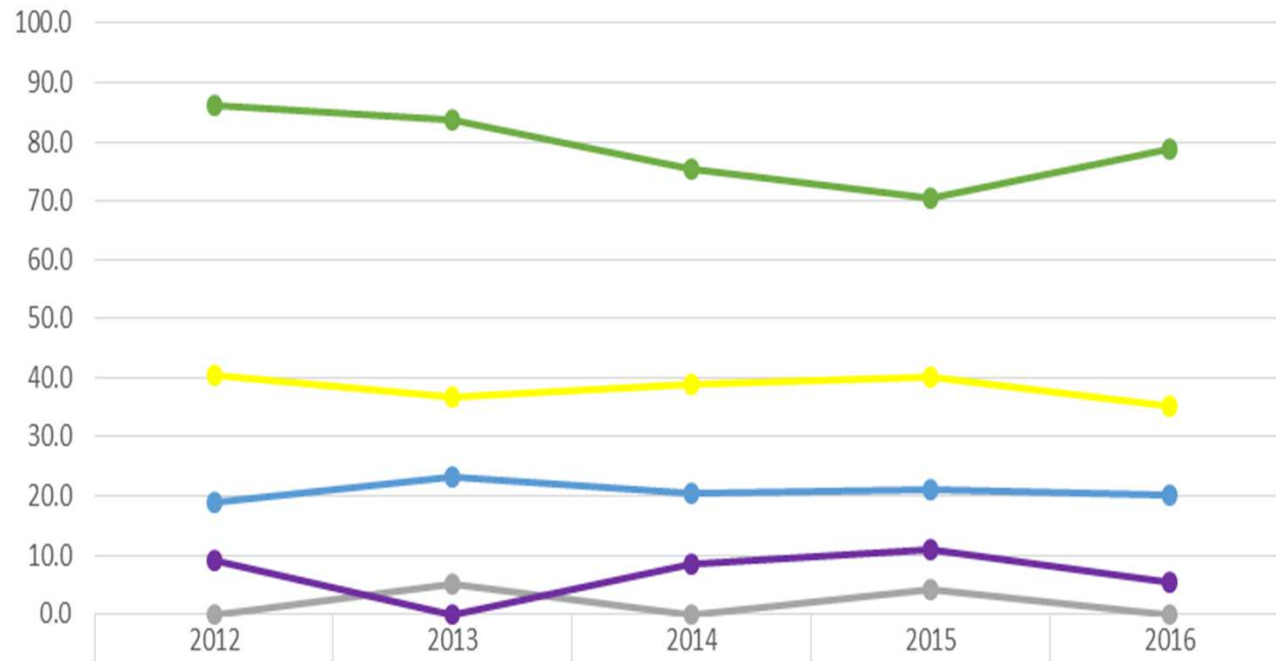
Alex Sinclair, Director of Programmes and Primary  
Care

Helen Renney, Senior Commissioning  
and Support Officer

# What does the data show us?



### Female Cancer Mortality Trends (South Tees)



Colorectal	18.8	23.1	20.5	21.1	20.1
Skin	0.0	5.1	0.0	4.1	0.0
Breast	40.6	36.7	38.8	40.2	35.3
Lung	86.2	83.7	75.3	70.4	78.8
Uterus	9.2	0.0	8.3	10.8	5.4

# Breast Screening vs Breast Symptomatic

## **Breast Screening Service**

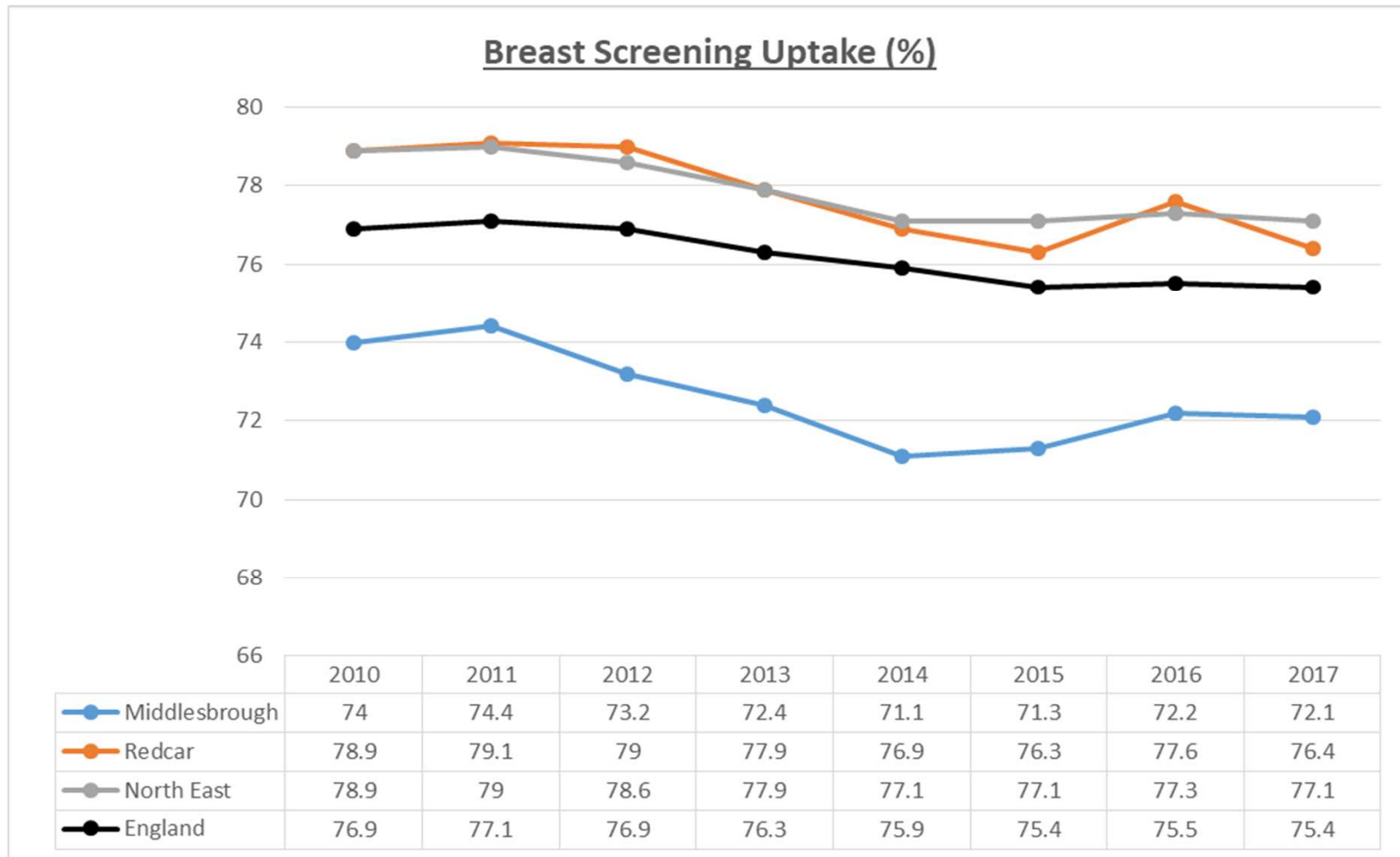
- Breast screening means using tests to find breast cancers as early as possible, before they cause symptoms such as a lump in the breast. The UK breast screening programme uses mammograms to screen for breast cancer in women every 3 years between the ages of 50 and 70. A mammogram is a specialised x-ray of the breast.
- Breast screening is currently commissioned by NHS England
- North Tees NHS Foundation Trust is the Screening Hub for Middlesbrough patients
- Screening services are delivered at a number of locations across Middlesbrough in mobile units for patient convenience.
- Patients who are identified as having abnormalities are sent an appointment to attend North Tees Foundation Trust and if necessary will have treatment at North Tees Trust.

## **Breast Symptomatic Service**

- The Symptomatic Breast Service is for patients who have experienced some changes to the breast and have been referred by their GP.
- Under NHS Standards, all breast patients should be offered an appointment within two weeks whether the GP suspects cancer or not.
- South Tees CCG is responsible for the commissioning of the Breast Symptomatic Service for South Tees patients
- Currently being delivered by North Tees NHS Foundation Trust
- Patients from Middlesbrough, who are diagnosed with cancer, are treated in South Tees Trust (except where clinically inappropriate).

# Breast Screening

# Breast Screening Uptake



# Breast Screening in Middlesbrough

- Identified the majority of ladies who do not attend their screening appointments are from the TS1 & TS3 postcodes
- High level of deprivation
- High levels of BME / hard to reach groups
- Often dis-engage with NHS services



# What are we doing to improve breast screening uptake?

- Dedicated post, funded by Cancer Alliance, to work within the community to promote Early Diagnosis /screening and to recognise signs and symptoms
- Targeting hard to reach groups
- Identify what the barriers are to screening and working to breakdown those barriers
- Dedicated Cancer Champions in Primary Care
- Additional funding from the Cancer Alliance to produce a suite of patient leaflets targeted to TS1 & TS3 postcodes
- Since July 18, 27 GP practices are signed up to become 'No Fear' practices
- Social media campaigns

# Groups visited in TS1 & TS3

Venue	Postcode
17/09/18 & 19/09/18 Fresher's week, Teesside University & Health and wellbeing event at Teesside University, Student union building	TS1 3BX
31/10/18 Town Hall Middlesbrough talk to recently trained Community Health Champions	TS1 2QJ
09/11/18 & 07/11/18 NUR Fitness talk to BME ladies and Refugee ladies	TS1 2DP
07/11/18 Chemoxy Plant Middlesbrough talk to better health at work managers on breast screening and how to communicate risks and symptoms to staff	TS3 6AF
18/11/18 Hudson Quay talk to Crown Prosecution Service staff	TS3 6RT
21/11/18 Cancer Roadshow at Middlesbrough library	TS1 2AY
29/11/18 Meath Resource centre Sikh ladies and men's group (groups)	TS1 4RY
03/11/18 Trinity Centre North Ormesby Living With and Beyond cancer event	TS3 6LD

# Quotes from groups visited

“my friend had a bad experience of a mammogram and it put me off going. Now I have more information I realise how important it is to get checked and have just made my first appointment”

“I worried about my mammogram and put it off because I have breast implants. The nurse on the day explained what would happen and after I told her of my concerns she stopped the machine before it reached full compression and adjusted it the rest of the way by hand consulting me as she did. She was brilliant and helped to put my mind at rest. If I'd know it would be like that, I'd have gone sooner”

“I went to my GP with a lump after worrying about it for months. I now realise just how stupid it was waiting for such a long time. Thankfully the lump was nothing but a ball of fatty tissue, but if it hadn't been leaving it for such a long time could have made it a lot harder to treat”

# Screening Saves Lives

Social Media Campaigns Via Middlesbrough Local Authority



FACEBOOK (600+ followers)



TWITTER



INSTAGRAM

## **Cancer Champions in General Practice**

- Dedicated education programme designed and delivered by Cancer Research UK (CRUK) together with partners to enable Primary Care staff to offer support to registered patients in relation to cancer screening and following a cancer diagnosis
- 18 practices have nominated staff to become Cancer Champions
- The Cancer Champion role is to promote the importance of cancer screening and symptom awareness within individual practice populations
- The Cancer Champions feel empowered to take ownership of the cancer agenda which is an enhanced part of their role
- Breaks down barriers to taboo discussion around cancer

# Breast Symptomatic Service

# Background to Symptomatic Breast Services

- October 2015, STHFT announced temporary closure to the Breast Radiology Services at STHFT due to inability to recruit radiologists
- There is a national, regional and local shortage of radiologists – context 120 vacancies across the country
- North Tees FT agreed to provide the service on behalf of South Tees patients however their service is very fragile due to the number of staff who have retired and returned on a temporary basis
- Middlesbrough Overview and Scrutiny were concerned that their constituents were disadvantaged by the service being located in North Tees
- OSC requested that the CCG engage with the patients to obtain patients views of service quality and access.

# Breast Symptomatic patient satisfaction survey



Patient experience questionnaires were provided to patients who attended the symptomatic breast service by North Tees Trust in August 2017 and November 2017.

- In August 2017, 350 questionnaires were distributed to patients. 124 questionnaires were returned (35% response rate)
- In November 2017, 150 questionnaires were distributed to patients. 50 questionnaires were returned (33% response rate)
- CCG met with Councillor Cllr Julie McGee and Cllr Margaret Walters to present the patient satisfaction data

# Access

	August 2017	November 2017
Where did you travel from?	Information not requested	<p>Eston, Grangetown, Normanby, Teesville, South Bank – <b>10 respondents</b></p> <p>Redcar – <b>7 respondents</b></p> <p>Coulby, Newham, Warton, Hemlington, Stainton, Thornton, Maltby – <b>6 respondents</b></p> <p>Marion, Nunthorpe, Ormesby – <b>5 respondents</b></p>
How far did you travel to clinic?	<p>&lt;5 miles - <b>35% respondents</b></p> <p>5-10 miles - <b>47% respondents</b></p>	5 – 20 miles - <b>84% respondents</b>
How did you travel to the clinic?	Information not requested	<p>Car - <b>82% respondents</b></p> <p>Bus - <b>10% respondents</b></p>

## Access (continued)

	August 2017	November 2017
Are you happy to travel to the clinic?	Yes, definitely - <b>76% respondents</b>	Information not requested
Did you experience any difficulty travelling to the clinic?	Information not requested	No - <b>88% respondents</b> Yes - <b>12% respondents</b> described difficulties as: <ul style="list-style-type: none"> <li>• Busy traffic</li> <li>• Not familiar with the area</li> <li>• Buses take too long</li> <li>• Expensive by taxi</li> </ul>
When you arrived at the hospital, did you have difficulties finding the breast clinic?	No - <b>88% respondents</b>	No - <b>86% respondents</b> Yes - <b>12% respondents</b>

# Experience of service

	August 2017	November 2017
Were you dealt with promptly and efficiently at the clinic reception?	Yes - <b>100% respondents</b>	Yes - <b>100% respondents</b>
Breast clinic facilities?	Excellent - <b>65% respondents</b>	Good - <b>54% respondents</b> Excellent - <b>46% respondents</b>
Clear explanation from staff regarding what would happen during the appointment?	Yes completely - <b>76% respondents</b>	Yes, completely - <b>88% respondents</b>
Privacy at the clinic?	Yes, all of the time - <b>94% respondents</b>	Yes, all of the time - <b>96% respondents</b>

## Experience of service (continued)

	August 2017	November 2017
Did you get clear answers to important questions?	Yes, always - <b>88% respondents</b>	Yes, always - <b>68% respondents</b>
Explanation from staff regarding how they would receive their test results?	Yes, completely - <b>94% respondents</b>	Yes, completely - <b>86% respondents</b>
Treated with respect and dignity at the clinic?	Yes, all the time - <b>94% respondents</b>	Yes, all the time - <b>100% respondents</b>

# Quality of Care

	August 2017	November 2017
Did the services work well together, to give the best quality of care?	Yes, always - <b>94% respondents</b>	Yes, always - <b>94% respondents</b>
Overall, the rate of care received?	Excellent - <b>94% respondents</b>	Excellent - <b>80% respondents</b>
Likelihood of recommending the clinic to family and friends who may need tests/ investigations	Information not requested	Extremely likely - <b>84% respondents</b>

# Overall comments

	August 2017	November 2017
What was good about your visit to the clinic?	<p>Main themes:</p> <ul style="list-style-type: none"> <li>• Friendly helpful staff</li> <li>• Respectful</li> <li>• Easy to understand information</li> <li>• Put at ease</li> <li>• Streamlined service</li> <li>• Great service</li> </ul>	<p>Main themes:</p> <ul style="list-style-type: none"> <li>• Friendly helpful staff</li> <li>• Very informative</li> <li>• Put at ease</li> <li>• Receiving immediate results</li> <li>• Rapid referral time</li> <li>• Professional team</li> </ul>

## Overall comments continued

	August 2017	November 2017
<p>What could be improved?</p>	<p>Main themes:</p> <ul style="list-style-type: none"> <li>• Long waiting times</li> <li>• Clinic should be at James Cook University Hospital – closer <b>(1 Response)</b></li> <li>• Offered a gown for the scan</li> </ul>	<p>Main themes:</p> <ul style="list-style-type: none"> <li>• Long waiting times</li> <li>• Busy and small waiting area</li> <li>• Difficulty finding hospital</li> <li>• Clinic should be at James Cook University Hospital – closer - <b>(3 Responses)</b></li> <li>• Should allow a companion during scans</li> <li>• Give choice of appointments</li> <li>• Information on what happens after the scan – future appointments/ treatments</li> <li>• Sharing of medical records</li> </ul>



## Results of feedback

### ***You said***

Directions to hospital was an area of concern

### ***We did***

The Trust have updated the information sent to patients with their appointment letter to include directions

### ***You said***

Waiting times- comments made how nervous patients get whilst waiting for their diagnostic tests during their appointment

### ***We did***

All staff have been made aware of these concerns and are now actively reassuring patients during their visit especially around the expected length of time the tests take.

## Next steps re breast symptomatic services

- Data showed that a higher proportion of ladies from the TS1&3 postcodes cancelled and re-arranged their appointments.
  - Plan to contact these ladies to understand why they re-arrange
  - Analyse common themes and identify potential solutions where possible
- Exploring increased promotion of ‘how to claim travel expenses’ on Trust websites and in GP waiting rooms.



**South Tees**  
Clinical Commissioning Group

# Questions?