

Local Review of Breast Screening Services within Public Health Wales (PHW)

Terms of Reference

Why are we doing this work?

In Healthcare Inspectorate Wales' role as independent inspectorate and regulator of healthcare in Wales we maintain an overview of each of the NHS Trusts. We have therefore committed to undertaking work in each of the Trusts during 2019-20.

The rationale for a local review into Breast Screening Services is that in order to provide a good experience for women who attend breast screening there should be a minimal wait for results. It is important to highlight that PHW is screening asymptomatic women, where only a very small number of individuals who are recalled end up receiving a positive diagnosis of breast cancer. Therefore for the significant majority of women any delays in receiving results will be associated with increased anxiety and worry, rather than resulting in delayed diagnosis and treatment

Scope and Methodology

The local review will assess how PHW ensures the breast screening process is managed in a timely manner, for women who have an abnormal screening mammogram. It will consider the pathway of women from initial appointment for screening, up to where a decision is made regarding transfer onto the Health Board for treatment.

The review will focus across all wales. The following areas will be explored:

- The experience of women – this will include key areas such as timeliness and being kept informed.
- Workforce arrangements – including the response to current challenges and future plans / models of service delivery, structure of current clinics and commissioning.
- Image reporting process and assessment clinics administration - including how reporting is managed and the administration of patient assessment appointments.

- Governance arrangements - how PHW ensures it is aware of issues, takes action and monitors performance.

To assess the areas detailed above the review will include a review of key documentation, an analysis of available data, a survey for women who have had an abnormal screening mammogram and interviews with PHW staff. The staff interviews will include staff working at a strategic level, and operational staff working within the breast test screening centres and mobile units. A staff survey will also be developed to enable staff to provide their views and experiences.

The following areas are out of scope for the local review:

- The process for inviting women to initial screening appointments
- Promotion and update of Breast Test Wales screening services
- Equitable provision of Breast Test Wales screening services
- Provision of results to women who have a clear initial scan and are recalled back in three years
- The point of handover and subsequent treatment where care is transferred from PHW to the Health Board

Timescales

The table below includes estimate project timescales for the review:

Activity	Timescales
Fieldwork planning and document review	January 2020
Fieldwork	February 2020
Report Publication	May 2020

The review will consist of five days fieldwork, which will include a site visit at each of the four regional breast screening centres and a day at PHW headquarters in Cardiff.

Analysis and reporting

Throughout the review fieldwork phase, the review team will give interim feedback if any issues of immediate concern arise.

The review will conclude with the publication of a report that will set out the key themes and recommendations identified from our fieldwork. Any information provided by staff during the fieldwork will not be directly attributed to them in the report. Also, a summary of anonymous survey results will be included within the report.

The trust will be provided with a copy of the draft report to comment on factual accuracy and will receive a copy of the final report prior to publication.

If areas for improvement are identified, PHW will be required to complete an improvement plan which details how the service will address the findings set out in the report. Following review, the improvement plan will be published on HIW's website alongside the report.

Personal data

This review forms part of HIW's work to provide independent assurance on the quality and safety of healthcare services in Wales. The Health and Social Care (Community Health and Standards) Act 2003 (Part II, Chapter 4) gives HIW the power to carry out inspections, reviews and investigations of the NHS or services provided for the NHS. This terms of reference sets out our intended approach to the review.

Where we process personal data, this is in accordance with data protection legislation, including the Data Protection Act 2018 and the General Data Protection Regulations. Further information is set out in HIW's privacy notice which can be found on our website <https://hiw.org.uk/privacy-policy>.