

**A report about:  
Breast Test Wales  
How they support women to get  
care in good time**



Easy read version



Healthcare Inspectorate Wales (HIW) is independent and looks at all healthcare services in Wales.



HIW looked at the service Breast Test Wales provides for women.



HIW wanted to see if women who needed a second check waited too long. If they wait too long, women will worry.



This is our Easy Read report.  
You can read the full report here  
[www.hiw.org.uk](http://www.hiw.org.uk)



## About Breast Test Wales



Public Health Wales is responsible for Breast Test Wales.



Breast Test Wales checks women for signs of breast cancer.



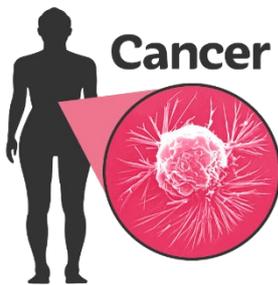
Women between 50 and 70 years old are tested every 3 years.



Trained staff take an X-ray to check for signs of breast cancer. The X-ray is called a mammogram.



Sometimes the X-ray shows a woman might have breast cancer. If this happens the woman is called back for a second check.



The second check is done at a clinic, where more tests are done. The tests will show if a woman has breast cancer.



Being called back for more tests can be very scary and women will worry. Lots of women who are called back do not have cancer.

If the tests find breast cancer the woman is treated by her local health board.



## What we did

1	✓
2	✓
3	✓
4	✓

We looked at 4 main areas:



- How good the service was for women.
- Staff and how they worked together.
- How the service is run.
- How the service is managed.



We talked to staff and managers.  
We went to the head office and to the local centres. There are 3 local centres in different parts of Wales.



We did a staff survey to find out what staff thought about the service.



We did a survey of women who had to have a second check and tests. We only asked women who did not have cancer.



We sent out 1066 forms we got back 621 forms.



## What we found out



How good the service was for women.

The experience was very positive. Lots of the women said it was excellent.



Women were treated with respect, and they said staff were very good. They were kind and caring.

The staff knew how stressful it was for women to be called back for more tests. The staff wanted to help women, and wanted them to have a good service.





Breast Test Wales has lots of different staff, from trained nurses and X-ray specialists to admin and office workers.



There are Breast Care Nurses in each area. They support the patient all the way through the process.

The Breast Care Nurses wrote a standard for care across Wales.

1	✓
2	✓
3	✓
4	✓

Nurses in Swansea checked to see if the standard was being met.

The results were positive. They also found some new ways to make the service better.



### **Public Health Wales should:**

- Copy the Swansea Breast Care Nurses checks across Wales.
- Write a plan for each woman to show what is happening when and to say who to talk to.



## Getting care in good time



It is stressful and worrying to be told you have to come back for a second check and tests.

Women do not know if they have cancer.

It is important to have the tests quickly.

Women are sent a letter to tell them if they need a second check and tests.



Women should have the tests in 3 weeks after the first X ray.



Lots of women are seen in 3 weeks.

Some women have to wait longer.

This is worse in different parts of Wales.

## Concerns and worries

Not enough staff in some parts of Wales. It is worse in West Wales.



This means women wait longer for their tests and will worry.



## Information for women



Communication with women is mostly good.



Women are sent a leaflet telling them what will happen at each appointment.



Some staff worry that the leaflets might not be clear on how long you must wait for your results.



Women who need more tests are sent a short letter. The staff think if the letter says too much it will make women worry.



## Consent



Women need to understand what will happen so they can decide if they want the tests.



If someone does not understand the staff work with a carer or relative to help explain.



### Public Health Wales should:

- Change the leaflets to show the correct waiting times.
- Write the appointment letter again so it is less scary.



## Speaking Welsh



Sut dych chi

Some women may prefer to speak in Welsh.



It is hard to find new workers in some areas in Wales who can speak Welsh.



## Founding out what women thought



Breast Test Wales do surveys to find out what women think.



Not many women complete the surveys.

Most feedback is good.



### **Public Health Wales should:**

- Think about new ways of doing the survey. It is on paper but could go online.



# Staff and how they work together



Staff are very happy at work and care about what they do.

Staff want women to have a good service.



Staff in each of the 3 local centres told us what they thought about the service.



In some parts of Wales there were not enough staff and this means women can wait a long time for tests.



This has been going on for a long time in West Wales.



Staff told us they were worried because there were not enough staff. This was not a problem in North Wales.

It is hard to fill all the jobs as there are not enough people available who can do some of the jobs.



This means in some parts of Wales there are not enough staff to take X-rays or to do the tests on women to check for breast cancer.



Some of the local centres share staff. This helps but there is no plan to show how this will work in the future.



If there are not enough staff, women may get their tests and results late.

## Worries and concerns



In some parts of Wales there are not enough staff and this means women can wait a long time for tests and results.



## Public Health Wales should:

- Have a clear plan about how staff in different areas of Wales work together.

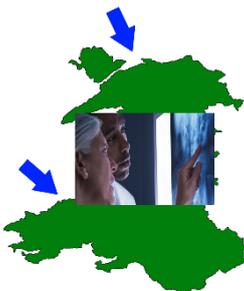


## Staff Planning

Breast Test Wales has a lot of training for the staff who take X-rays. This means they can do extra jobs like checking the X-rays to see if there are signs of breast cancer.



Lots of the staff told us this was something Breast Test Wales was good at.



Breast Test Wales started a new way to check the X-rays in West Wales. Staff in North Wales now check X-rays for women from West Wales. This is because there is not enough staff in West Wales to do it.



Staff told us it was working well and helped to make the service quicker.



Breast Test Wales has started a plan for staff to show what will be done in the future. This is important but only some staff knew about it.

### **Concerns and worries**



There are problems finding enough staff to do the tests on women.

### **Public Health Wales should:**



- Have a staff plan. The plan must look at now and the future. All the staff should see the plan.



## Training for staff



Most staff think they have good training.



Staff think managers support them to have training.



There are good links with the universities.  
This may help find more trained staff in the future.

## Concerns and worries



It is harder to get training in North Wales.

There are not enough staff, this makes it hard to find time for training.

## Public Health Wales should:



- Make sure there is enough training for North Wales staff.
- Write a plan for training for all staff across Wales.



## How the service is run



Breast Test Wales is well run and staff know what to do.



They have good systems to avoid mistakes.



Letters about a women's appointment are sent in good time.



When staff send letters they try to avoid stress for patients. If women need another check they aim to do it within 3 weeks.



The letter is sent 1 week before the appointment. This is so women do not worry for a long time.



Breast Test Wales do not send appointments or reminders by text or email.

Sending a text or email could help remind women about appointments.



### **Public Health Wales should:**

- Look at how technology can help tell women about appointments.



## **Making sure everything works well**



It is important to make sure all women get their tests and results in good time.



Breast Test Wales has good systems to make sure no mistakes are made.



There are a lot of checks to make sure. This takes a lot of staff time.



Breast Test Wales has lots of policies and procedures.



The local centres sometimes do things in a different way to each other. This might be a problem when the centres work together.



### **Public Health Wales should:**

- See if each centre can work the same way instead of doing things differently.
- Make sure all staff know when there are changes in the policies and procedures.



## How the service is managed



Breast Test Wales has good management systems. People know what they need to do.



Staff from each of the centres report to the head of screenings for Wales.



Staff will report problems and mistakes if needed.

This helps plan to avoid future mistakes.



### **Public Health Wales should:**

- Make sure they tell staff about compliments as well as complaints.



## Checking quality



Breast Test Wales is good at checking if they are doing a good job.



There is a regular report about meeting targets for appointments and results



Breast Test Wales is good at checking staff who do the tests are good at their work.



## What we found out



Most women who had to come back for more tests had a very good experience.

Breast Test Wales staff are:

- Caring
- Dedicated
- Passionate about their job



There are good rules to make sure women get the right results.



There are problems finding enough staff. Breast Test Wales have shared staff in some local centres to make sure women get tests and results in good time.



Each centre in Breast Test Wales has been mostly working in their own way.

This is changing.

There is going to be more Wales-wide working.

### **What happens now?**

Breast Test Wales need to think about our report.



Breast Test Wales must write a plan to say how they will do all of the things we said need to improve.



We will check if they have done everything.