

# Radiology- Breast Screening

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Getting to Good: Fundamentals in Care

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**Abstract:** In order to reduce the backlog of breast screening appointments, the service was temporarily centralised at RSH and PRH. This reduced the backlog from 17,141 to zero.

## SMART Aim

To reduce the backlog of patients awaiting breast screening from 17,141 to 0 by November 2022.

## Plan

Routine breast screening is carried out on a three yearly cycle for women between the ages of 50 and 71. Breast screening is carried out within the community and at both hospital sites. The trust also makes use of two mobile units, one which goes between the hospital sites and the other travels around the county. Once it has completed the cohort in one area it moves on to the next and returns 3 years later. In order to comply with both Covid and Infection Prevention Control restrictions, throughput of Breast screening appointments was restricted. Staffing challenges and the increase in appointment length resulted in a backlog of patients that were at risk of delayed screening and diagnosis for breast cancer. Colleagues were very concerned that there may be negative effects if screening and treatment were delayed so the plan was to review the options to work differently in order to reduce the backlog of patients waiting for screening as quickly as possible.



## Do

Teams involved reviewed the number of patients to be screened, alongside the appointment slots available at Shrewsbury, Market Drayton and Bridgnorth. Proposals were made to temporarily redirect all appointments to both hospital sites and extend the opening hours to operate evenings and weekends, ensuring that the maximum number of appointments could be offered with the resources available.

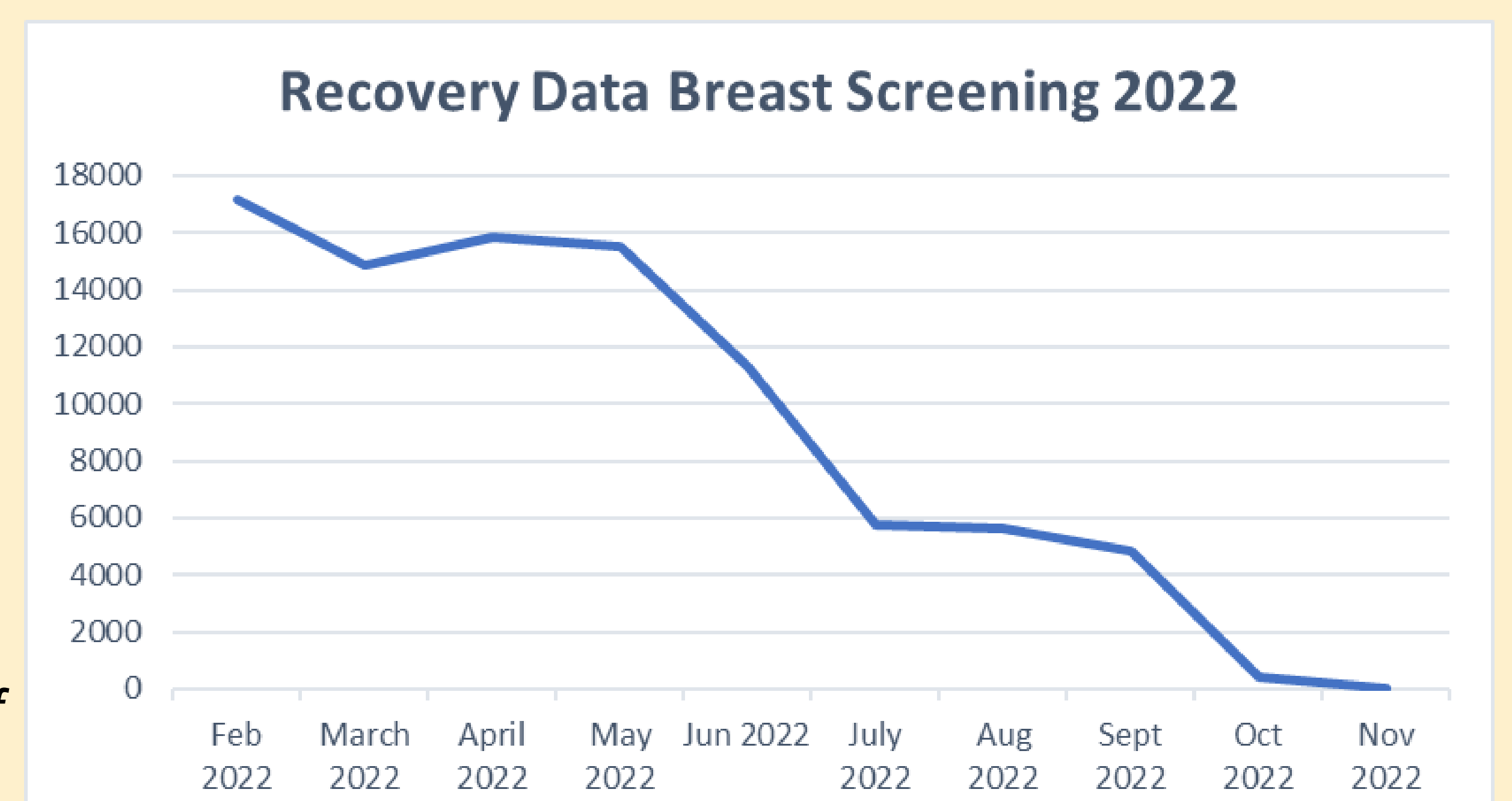
Colleagues carried out public engagement sessions led by the clinical teams to ensure that patients were aware of the proposal and any concerns could be addressed prior to the temporary centralisation of the services. Engagement and feedback from patient participation groups was very positive and services were temporarily moved from Market Drayton and Bridgnorth to Shrewsbury and Telford. Teams also engaged with the Integrated Care Board, ensuring the services could be provided in the safest, quickest way possible.

## Study

Temporary centralisation of the services allowed for additional screening capacity and higher throughput. The backlog of patients awaiting screening has reduced from 17,141 to 0.

Feedback Received: *"This has been received positively by ladies, who were grateful to receive their invite and prevent any further delays attending. The teams saw more examples of women booking in groups. The women were delighted to be able to make their appointments together, catch up with friends and head off for brunch, lunch, afternoon tea or whatever delight took their fancy. A lady from the Bridgnorth area was ever so thankful to be able to use a community driver to bring her to the appointment, drop her off at the door and pick her up as soon as she was finished. Offering the ladies appointments outside of core hours has also immensely helped them to attend, as they didn't have to take time out of work. This shows, with a splash, sprinkle, and dollop of optimism, support, and understanding, what working together can achieve"*

Had the services continued to work the way they always had, it would have taken around 9 months to schedule in all appointments, an additional 4-5 months of screening at Market Drayton before finally progressing to Bridgnorth.



## Act

Services have returned to normal, with the screening unit back in the community, undertaking its 3 yearly round plan. It will return to Market Drayton and Bridgnorth in 2025. No further changes are expected to the service at present.