



# Tackling inequalities in Breast Screening:

## 'The Jarvis' service improvement initiative

Presented by:

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## Acknowledgment

- Partnership with Surrey County Council Adult Social Care
  - Surrey & Border Partnership NHS Foundation Trust
- Learning Disability Liaison Service and Surrey Choices

# AIM of the Service Improvement Initiative



- improve access for people with learning disabilities
- reduce health inequalities and improve health outcomes
- reduce DNA rates
- ensure that staff at The Jarvis across all disciplines had a much better understanding of the needs of LD clients and how this may impact of the whole pathway of breast screening (incl. reasonable adjustments/best interest)
- improve our communication with all women eligible for breast screening
- establish a much better communication pathway with professionals outside our organisation

# How did we do it?



Established a steering group meeting which met regularly to include:

- Head of Screening and Prevention
- Equity and Inclusion Consultant
- Primary Care Liaison Lead Nurse
- Engagement Officer, Adult Social Care Surrey County Council
- Clinical Nurse Specialist/Radiographer/Administration Manager  
Jarvis Centre

# How did we do it?



- undertook an access audit (physical access)
- provided accessible information standard training & status report
  - ask, record, alert/flag, share, act
- established link with The Lockwood Centre (to support this project with both professionals and their clients)
- created a bespoke Easy Read Pack for professionals/carers and clients
- continued to build relationships with specialist learning disability services across all of our localities
- attended outreach Surrey Valuing People Group Meetings across our four localities
- established an annual update for all staff at The Jarvis delivered by Primary Care Liaison Team
- provided training for all staff on reasonable adjustments and for complex cases establish a Best Interest Meeting
- improved our written documentation
- EVALUATED

# What improvements were carried out?



## Environment

- accessible Information Standard (AIS) Notice Board was displayed at site offering the option of information in an 'accessible format'

## Staff

- received reasonable adjustment training
- identified and nominated 1 clinical and 1 non-clinical 'Learning Disability Champion'
- received information about AIS
- developed and implemented carers & care worker Standard Operating Procedure (SoP)
  - aims to promote a three-way relationship between clients/patients, carers and staff members
- established/link and support with local Learning Disability Liaison Service

# What improvements were carried out?



## **Eligible women (with learning disabilities) for screening**



- tailored support and information provided towards their requirements and needs
- better experience with screening staff as they are now adequately trained
- better involvement of women's carer/care worker allowing more stability and involvement of people women usually have contact with in their daily lives
- longer appointments to ensure sufficient time and resources are made available to undergo/experience /familiarise for breast screening i.e. taking a mammogram

## **Carers and care worker/support organisations**

- received more knowledge about the NHS Breast Screening Programme and the local service
- more understanding about how the local screening service can be delivered and signpost to people who offer help
- named LD champion of the screening services, named contact
- more/better involvement in their support with the women they care for in a screening setting
- bespoke appointment with their client, enabling better desensitisation session


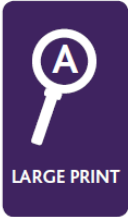


# Jarvis Breast Screening Centre



Here at the Jarvis Breast Screening Centre we want to ensure that you understand every part of your appointment with us


If you need us to provide you with information in any of the following formats:

 EASYREAD	 LARGE PRINT	 BRAILLE	 ON DISC
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You, a friend, carer or family member can simply speak to the reception team who will ask a member of the Breast Care Team to help you.

Alternatively we can be contacted at:  
Tel 01323 200 2062  
Email [breast-screening.surrey@inhealthgroup.com](mailto:breast-screening.surrey@inhealthgroup.com)

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# Challenges



- The Jarvis Team are often not aware of any specific needs of our clients especially for those women who are being invited for the first occasion
- The data base we use to invite women via their GP practice does not provide us with specific patient information to enable the team to put reasonable adjustments in place ahead of an appointment, which may be invitation letter in an alternative format
- In some instances GPs may not be aware of their LD patients and what difficulties they may have in accessing services

# Evaluation



- Data on the national breast screening system (NBSS) – including reasonable adjustments requested, made, number of clients attending, did not attend, opted out permanently/temporarily
- Clients feedback including carers and care workers via FFTs and other compliments
- Staff feedback
- Feedback from clients and LD support organisations involved in this project to evaluate the development of the primary care information pack and stake holder meeting

# Evaluation



## NBSS/Specialist appointments

- *There were 38 episodes with women who had learning disabilities in 2016/17 and 73 episodes in 2017/18. This is an **increase of 35 episodes (=92%)** which is significant.*
- *Adding women with LD who attended and women who had routine closure, it emerged that during 2016/17, 50% attended whereas 66.7% attended during 2017/18, which is an increase of **over 15%**.*

















# Evaluation

## Client Project Feedback

Feedback 26 th February 2019 Surrey Choices - Lockwood Centre Guildford

**Working with the Jarvis Centre**

**How did we do?**

	We tried to make this easy								
	We want to know if we did a good job?								
	What could we do better?								
	<table><tbody><tr><td> <b>Good</b></td><td> <b>OK</b></td><td> <b>Not good</b></td><td> <b>don't know</b></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></tbody></table>	 <b>Good</b>	 <b>OK</b>	 <b>Not good</b>	 <b>don't know</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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# Evaluation



## Carers Feedback

*Hi Jane,*

*..... had her appointment today at 4pm at the mobile unit Farnborough. Just to let you know the appointment went very well, ..... coped and the Radiologists were very good and kind and made ..... feel at ease.*

*Having said this, I hope that the images taken were what is required. We will hope for a letter saying, all clear.*

*Kind regards,*

*.....(Carer)!*

# Evaluation



## Best Interest meeting (An extract - anonymised)

**Best Interests Decision:** All agreed that it is within XXXX's best interests to have her breast screening attempted by InHealth staff from the Jarvis centre, with reasonable adjustments offered. Dr XXXX, GP, also sent a supporting letter. This would be the least restrictive option.

### Reasonable Adjustments/ Ongoing Plan:

1. Jarvis centre will offer XXX an afternoon screening mammography appointment.
2. XX's carer will explain to her what will happen prior to and during the appointment.
3. XX will be supported by her carer to remove clothing if required.
4. XX's carer will remain present throughout but will need to stand behind a screen for a brief period of the appointment.
5. If XX is unable to hold her weakened arm above her head or at shoulder height, InHealth team will explore whether she could rest her arm on something.

# Evaluation



**Contingency:** If the breast screening is unsuccessful XX's staff team will make a GP appointment for XX and the following areas should be discussed:

Focus on how the staff team will support “self-checking”. Documents on how to do this can be provided by the Jarvis centre.

1. The GP practice may be able to consider a practice nurse providing some level of physical checks for XX, to ensure there are no changes- this is a suggestion and so the practice may not be able to offer this and would require further discussion directly with them.
2. The GP may wish to refer XX to her local hospital for further assessment/ checks, potentially including an ultrasound. This would require direct liaison with the hospital to agree what they are able to offer and what they would deem appropriate. Ultrasound is usually only offered if there are changes or symptoms noticed. There is an acute learning disability liaison nurse at each of our Surrey hospitals so please ensure they are notified if this does take place, so they can support any planning.

# Summary



- aimed at address inequalities by improving awareness & accessibility to the service as well as partnership working
- evaluation showed an increase in attendance with routine closure of **15%**
- implemented a LD structure/framework (incl AIS, reasonable adjustment training, carer and carerwork SoP)
  - developed a bespoke Easy Read Pack launched in May 2019 to include the PHE Breast Screening Easy Read Guide which is distributed to care homes/ clients and carers
- established an effective communication network to encourage professionals/carers and clients to contact our service ahead of appointments to enable us to make adjustments as necessary

**Every client and every engagement matters!**