

# Women's Charter

## Screening Commitment

- ★ All staff will respect the woman's privacy, dignity, religion, race and cultural beliefs
- ★ Services and facilities will be arranged so that everyone, including people with special needs, can use the services
- ★ Your screening records will be treated in the strictest confidence and you will be assured of privacy during your appointment
- ★ Information will be available for relatives and friends relevant to the woman's care in accordance with the patient's wishes
- ★ You will always have the opportunity to make your views known and to have them taken into account
- ★ You will receive your first appointment within two years of becoming known to the Programme
- ★ Once you become known to the Programme you will be invited for screening every two years while you are aged 50 to 64 years
- ★ You will be screened using high quality modern equipment which complies with National Breast Screening Guidelines

## We Aim

- ★ To give you at least seven days notice of your appointment
- ★ To send you information about screening before your appointment
- ★ To see you as closely as possible to your appointment time

- ★ To keep you informed about any unavoidable delays which occasionally occur
- ★ To provide pleasant, comfortable surroundings during screening
- ★ To ensure that we send results of your mammogram to you within three weeks

## If Recall is Required

### We Aim

- ★ To ensure that women will be offered an appointment for an Assessment Clinic within two weeks of being notified of an abnormal result
- ★ To ensure that you will be seen by a Consultant doctor who specialises in breast care
- ★ To provide support from a Breast Care Nurse
- ★ To ensure you get your results from the Assessment Clinic within one week
- ★ To keep you informed of any delays regarding your results

## If Breast Cancer is Diagnosed

### We Aim

- ★ To tell you sensitively and with honesty
- ★ To fully explain the treatment available to you
- ★ To encourage you to share in decision-making about your treatment

- ★ To include your partner, friend or relative in any discussions if you wish
- ★ To give you the right to refuse treatment, obtain a second opinion or choose alternative treatment, without prejudice to your beliefs or chosen treatment
- ★ To arrange for you to be admitted for treatment by specialised trained staff within three weeks of diagnosis
- ★ To provide support from a Breast Care Nurse before and during treatment
- ★ To provide you with information about local and national cancer support services and self-help groups

## Tell Us What You Think

Your views are important to us in monitoring the effectiveness of our services and in identifying areas where we can improve.

You have a right to make your opinion known about the care you have received.

If you feel we have not met the standards of the Women's Charter, let us know by telling the people providing your care or in writing to the Programme.

We would also like to hear from you if you feel you have received a good service. It helps us to know that we are providing the right kind of service - one that satisfies you.

If you have any suggestions on how our services can be improved, we would be pleased to see whether we can adopt them to further improve the way we care for you.