



# BreastCheck Survey

## Frequently Asked Questions (FAQs)



**BreastCheck.ie**

## **What is the BreastCheck Patient Reported Experience Survey (PREMS)?**

The BreastCheck Patient Experience Survey (PREMS) asks BreastCheck participants about their recent experiences of the programme. The purpose of the survey is to learn from participants and improve our services.

## **Who is running the survey?**

The National Screening Service (NSS) is running the survey. The NSS is working with a company called Cemplicity to administer the survey. Cemplicity follows all data protection laws in its work.

## **Who is invited to take part in the survey?**

In this first survey all women aged 50-69 who have recently had a BreastCheck mammogram and received a normal result.

## **What does taking part involve?**

Taking part in the BreastCheck Survey is very easy. All eligible participants will receive the survey by SMS text message around five days after receiving their normal (negative) test result letter.

## **Why should I complete the survey?**

The survey offers you the opportunity to tell us about your recent experience of BreastCheck. Your responses will provide us with important information on the standard of our services. It will help us identify where improvements are necessary.

## Can a family member or friend fill in the survey for me?

We would love to hear your story and that is why we encourage you to complete the survey yourself. However, please feel free to ask a family member or friend to help you as long as the answers are your own.

## What does the survey ask?

The survey asks questions about:

- Accessibility to the service
- Staff technical skills
- Staff interpersonal skills
- The consent processes to take part in breast screening
- Our communications between the programme and eligible women
- Clarity of our information leaflets and letters
- General satisfaction with our service

## What happens if I do not want to take part?

Taking part in the survey is voluntary. We would love to hear about your experience. However, if you do not want to take part, you can text 'STOP' and we will not contact you about the survey again.

## How did you get my name and address/phone number/email?

BreastCheck makes a register (list) of women who are eligible for screening. We receive the details from The Department of Social Protection and from people who self-register on our website. This is in line with the Health (Provision of Information) Act, 1997.

These contact details enable us to send you a survey invitation. We will only use your contact details to send you the survey invitation.

## Will my answers be treated confidentially?

Yes. Your answers will be confidential. We will keep them separate from your contact details. We will keep the responses anonymous without any personal identifiers. They may be used for additional analysis, including possible comparisons with future surveys.

Anonymised and grouped data from the survey may be analysed in the future by health service researchers under agreed conditions. We will not give the data to commercial companies or use it for commercial purposes.

## Does the survey comply with data protection laws?

Yes. This survey complies fully with all data protection laws including the General Data Protection Regulation (GDPR).

Who do I contact if I have questions about the survey?

Please contact: [bck001@screeningservice.ie](mailto:bck001@screeningservice.ie)

Email: [info@breastcheck.ie](mailto:info@breastcheck.ie) Freephone: 1800 45 45 55



An tSeirbhís Náisiúnta Scagthástála  
National Screening Service

  
**BreastCheck**  
An Clár Náisiúnta Scagthástála Gioc  
The National Breast Screening Programme