

# Patient Satisfaction Questionnaire ABS ASPIRE Service Evaluation

The ABS ASPIRE project is a national project looking at best way to look after people with breast pain, across the UK. Breast pain is not considered a symptom of breast cancer, and a woman with breast pain alone may not need the same investigations as a woman with a lump. The purpose of this project is to look at all the different breast pain pathways in the UK over a period of 12 months and compare the results.

Data generated from this appointment will be entered into a national database. This does not include any personal data about you. This is to primarily evaluate the service, and data collected will include details of the appointment such as waiting times, investigations performed, etc.

As part of this project it is really important that we have patient feedback. We need to know what patients like yourself, like or dislike about the service they have had. You will be asked spend a few minutes completing a 'patient satisfaction questionnaire'.

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Ethnicity

- White - English/Welsh/Scottish/Northern Irish/British
- White - Irish
- White - Gypsy or Irish Traveller
- White - Any other White background
- Mixed/Multiple ethnic groups - White and Black Caribbean
- Mixed/Multiple ethnic groups - White and Black African
- Mixed/Multiple ethnic groups - White and Asian
- Any other Mixed/Multiple ethnic background
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Any other Asian background
- Black/ African/Caribbean/Black British
- Black/ African/Caribbean/Black British - African
- Black/ African/Caribbean/Black British - Caribbean
- Black/ African/Caribbean/Black British - Any other Black/African/Caribbean background
- Arab
- Any other ethnic group

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If you had a mammogram requested, have you received the result of this?

- Yes - I have received the result of the mammogram
- No - I have had a mammogram, but not received results
- No - I have not had a mammogram

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Did you get advice from your GP / Practice nurse about how to treat your breast pain?

- Yes - I was advised to try some self-help treatment first, and was referred to the breast clinic as the pain did not get better
- Yes - I was advised to try some self-help treatment, but was referred directly to the breast clinic
- No - I did not receive any advice of how to treat my breast pain and I was referred to the breast clinic directly

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Did your GP/Practice Nurse provide information about whether breast pain is related with breast cancer?

- Yes
- No

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If so, did your GP/Practice Nurse advise you that breast pain is NOT a symptom of breast cancer?

- Yes
- No

How many times have you seen your GP/ Practice Nurse for this episode of breast pain prior to being referred to this clinic?

0  
 1  
 2  
 3  
 4  
 5  
 6+

### Before your appointment - what were your concerns about the appointment for breast pain?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I felt anxious about the appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted relief of my breast pain symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted reassurance that I did not have breast cancer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was worried about my family history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you previously sought advice for your breast pain symptoms?

Yes - GP only  
 Yes - GP and onward referral to hospital  
 No

### After your appointment - How did you feel after you had been assessed?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The advice I got was helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The consultation reassured me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt listened to / not rushed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had the opportunity to have my questions answered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you receive advice on how to manage your breast pain during your appointment?

Yes  
 No

Were you given any information about breast pain, to look at AFTER your appointment?

Yes  
 No

### Usefulness of information given

	Not given	Given - and I found it useful	Given - and I did not find it useful
Written advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video link for advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Information given	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

if Other, please state \_\_\_\_\_

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If you didn't receive written information, would you have liked some?

- Yes  
 No

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How likely are you to recommend this service to friends and family?

- Extremely likely  
 Likely  
 Neither likely or unlikely  
 Unlikely  
 Extremely unlikely  
 Don't know

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Overall, how satisfied are you with the breast pain assessment that you have had?

- Very satisfied  
 Slightly satisfied  
 Neither satisfied or unsatisfied  
 Slightly unsatisfied  
 Very unsatisfied

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Please tell us what could have been done differently to make your appointment better?

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