

Barriers people face to attending their screening appointments and potential solutions

This section explores potential solutions to overcome barriers experienced to accessing screening services.



Barrier's people face to attending their screening appointments

Insight work conducted across North West London highlighted a number of barriers that people experience when trying to access screening programmes.

Some of the barriers include;

- Lack of awareness and information about screening programmes:
- Cultural and language barriers:
- Discomfort and fear of procedures: .
- Lack of encouragement and reminders:
- Logistical challenges – appointment times:
- Logistical challenges – transportation issues

Slides 52-57 detail some of the potential solutions people could explore to overcome these barriers. Please use this information to inform your responses when barriers or concerns are expressed during your event/activity. These solutions are not limited but begin to address some of the barriers experienced.

What you can do

- Browse the resources available to you - You'll find a directory of cancer screening resources providing information, advice and guidance for health and social care professionals and people in caring and supporting roles.

Cancer Screening Resource Directory - Transformation Partners in Health and Care

- Additional information can be found on the following websites;
 - [CRUK](#), [Macmillan](#) and NHS websites.
 - [NHS England » Screening and earlier diagnosis](#)
 - [Home | Early Detect Early Protect \(earlydetectearlyprotect-nhs.co.uk\)](#)
 - [RM Cancer screening and you A4.indd \(rmpartners.nhs.uk\)](#)

Please share resources and key messages with your family and friends.

Information about national screening programmes

Cervical screening

- **Who:** All women and people with a cervix • **Age:** 25-64 • **How:** Receive invitation letter*



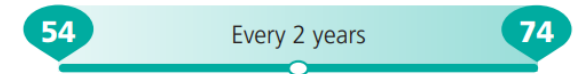
Breast screening

- **Who:** All women • **Age:** 50-71 • **How:** Receive invitation letter*



Bowel screening

- **Who:** Everyone • **Age:** 54-74** • **How:** Receive bowel screening test in post



* Trans women, trans men and non-binary people may be eligible for some cancer screening that they may not be aware of based on their current or previous registered gender. Please discuss your cancer screening eligibility with your GP. For more information visit: www.gov.uk/government/publications/nhs-population-screening-information-for-transgender-people

** By 2025, all people over the age of 50 will receive an invitation for bowel screening

What can you do

- If you need help travelling to NHS services, Healthwatch have resources on their website which could help.
- Ask your GP or the person who referred you to hospital whether **Patient Transport Services** run in your area. These services provide free transport to and from a hospital for: people whose condition means they need additional medical support during their journey, people who find it difficult to walk and parents or carers of children who are being transported.
- **Age UK** also runs door-to-door transport services for older people and through the vibrant and health communities project.
- Some screening programmes, have a range of sites which you can visit and you can choose the one that is more convenient for you.
 - Find breast screening services - NHS (www.nhs.uk)
 - Home - Lung Health Checks West London (lunghealthchecks-westlondon.nhs.uk)

What can you do

- Please try to talk to your healthcare professional about your concerns so they can understand your fears and past experiences, they are trained to help you feel more comfortable and provide support. They will be able to advise you about the different measures that can be taken to make the appointment as comfortable as possible,.
- For example, for a cervical screening, the healthcare professional could use a smaller speculum. They could show you the options and you can choose your preferred size. Lying in the left lateral position may also help. You could also insert the speculum yourself if you wanted to.
- You could explore ways to cope with any kind of anxiety-linked pain, including breathing exercises, listening to music or a podcast for distraction, or having a partner or friend in the room.

What can you do

- Some screening programmes, have a range of sites which you can visit and you can choose the more convenient for you.
 - [Find breast screening services - NHS \(www.nhs.uk\)](http://www.nhs.uk)
 - [Home - Lung Health Checks West London \(lunghealthchecks-westlondon.nhs.uk\)](http://lunghealthchecks-westlondon.nhs.uk)
- Cervical screening is done at your GP practice, if you want an appointment between 6pm-8pm Monday-Friday or 8am-8pm on a weekend, please call your regular GP practice and discuss extended hours availability.

‘Lack of encouragement and reminders’

What can you do

- You should see your doctor if you notice a change that isn't normal for you. Or if you have any of the possible signs and symptoms of cancer. Even if you're worried about what the symptom might be, don't delay seeing them.
- If you're finding it difficult to get an appointment you should keep trying. Your worry is unlikely to go away if you don't see someone about it.
- If you are eligible for a screening appointment and have not yet received an invite;
 - For cervical screening, contact your GP
 - For bowel screening, you can call the free NHS bowel cancer screening helpline on 0800 707 60 60
 - For Breast screening services, you can book an appointment - NHS (www.nhs.uk)
 - For a Lung Health Check, you can book an appointment in North West or South West London (lunghealthchecks-westlondon.nhs.uk)

‘Cultural and language barriers’

What can you do

- You can call the Macmillan free support line **0808 808 00 00** which has access to an interpretation service in over 200 languages.
- Macmillan have information about cancer in 16 languages on [their website](#) and you can ask for specific web pages to be translated. You can see a [list of translations](#) for all content currently available in other languages.
- You can also speak to a Cancer Research UK nurse and ask for an interpreter. The service is free and confidential. You can call **0808 800 4040**, Monday to Friday, 9am to 5pm

Cancer information and help in your language

If you need cancer information or support in your language, we have a range of resources in other languages to help you. You can also ask for some of our information to be translated into your language. We also have an interpreter service on the Macmillan Support Line. Just call 0808 808 0000 and tell us, in English, the language you need.

العربية - Arabic >

Find our cancer support services and get free information in Arabic.

বাংলা - Bengali >

আমাদের ক্যান্সার সহায়তার পরিষেবাগুলি খুঁজে পান আর আপনার ভাষায় বিনামূল্যে তথ্য পান।

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دری - Dari >

Find our cancer support services and get free information in Dari.

فارسی - Farsi >

Find our cancer support services and get free information in Farsi.

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