Breast Screening Assessment Unit
University Hospital of North Tees

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.
Breast Screening Assessment Unit
University Hospital of North Tees

This leaflet tells you about your appointment at the Breast Screening and Assessment Unit at the University Hospital of North Tees.

The University Hospital of North Tees Breast Screening Service is part of the national programme to screen women over 47 years of age.

The aim of the Breast Screening Programme is to reduce deaths from breast cancer by detecting the disease in its early stages.

How to get to hospital

A map giving you directions to the University Hospital of North Tees can be found on the front inside cover of this leaflet.

Bus service

For information about public transport services to the University Hospital of North Tees please contact: Traveline. Telephone: 0871 200 2233, or visit the website www.traveline.info Bus timetables are also available from the main reception at the University Hospital of North Tees.

Car Parking

Car parking areas for patients and visitors are shown on the map and are also signposted. Please allow plenty of time to find a parking space. There is a charge for parking at our hospital. We allow 20 minutes free for a friend or relative to drop you off.

For up to date information about car parking charges contact the car parking office:

- University Hospital of North Tees, telephone: 01642 624285
- University Hospital of Hartlepool, telephone: 01429 522016
- or visit our website at www.nth.nhs.uk to find us.

Tickets are available for:

- a single visit
- repeat visits daily, weekly and monthly.

Daily and weekly repeat visit tickets can be paid for at the ticket machines, around the hospitals. The pay station machines normally have change but please bring 4 pound coins and some silver if you can. You can buy monthly repeat visit tickets from the car parking offices near the main entrance to the hospital. This may be cheaper for you.

Please keep all roads in the hospital clear for ambulances and other emergency vehicles. Your vehicle may be clamped if it is causing an obstruction.
Parking for Blue Badge holders

Blue Badge holders are required to pay car parking charges.

Parked bays for Blue Badge holders are clearly marked. If a bay is not available you may park in any public parking bay.

Blue Badge holders are not allowed to park on road sides, marked with either a single or double yellow line, within the hospital grounds.

If you receive certain benefits you may be able to reclaim your travel and parking costs (see section below).

Parking is free for patients receiving treatment at our hospitals for cancer. Please ask at the ward or department where you are receiving treatment and they will help you complete the paperwork.

Can I claim my travel and car parking costs back?

If you receive benefits such as income-based jobseekers allowance, working tax credit or pension credit you can reclaim the cost of your hospital travel.

If you think you may be eligible please bring your NHS Tax Credits Exemption Certificate and evidence of how much you have paid, for example, bus tickets and car parking receipts.

The following leaflets:

- Healthcare Travel Cost Scheme
- HC11 – Help with health costs

are published by the Department of Health and give you more information about getting help with travel costs. These are available from your local benefits office, hospital outpatient reception desks, hospital cashiers’ office.

Ask one of your nurses if you need more information about this.

What if I need help to get to my appointment because of my health?

If, because of your medical condition or mobility problems, you feel you need transport to get to your appointment and you are registered with a:

- GP surgery within the Tees area, you will need to contact:

Patient Transport Information Services
telephone: 0345 045 0160
Monday – Friday, 9.00 am – 5.00pm
GP surgery within the East Durham area, you will need to contact the:

Travel Response Centre  
telephone: 03000 269 999  
Monday – Thursday, 8.30am – 5.00pm  
Friday, 8.30am – 4.30pm

You will be asked a number of questions to see if you are eligible to have transport provided for you.

More detailed leaflets about these services are available at your GP surgery or hospital.

If you are registered with a GP outside the Tees or East Durham areas you will need to contact your GP to arrange transport to your appointment.

If transport is arranged for you and your appointment changes or you no longer need it, please let the service know as soon as possible.

Where is the Breast Screening and Assessment Unit?

When you arrive at the hospital please report to the reception desk in the Breast Screening and Assessment Unit. The Breast Screening and Assessment Unit is signposted from the main entrance.

Why have I been asked to attend the Breast Screening and Assessment Unit?

This is the second stage in the screening process. The breast x-rays taken at your first screening session have shown changes which need to be checked. In most cases nothing more will be needed.

Do I need to arrive early for my appointment?

Your appointment has been timed to try to avoid having to wait too long. There is no need to arrive before your appointment time.

How long will my appointment last?

You can expect your appointment to last for at least 1 hour.

What should I wear?

You will be asked to undress down to the waist, so it is a good idea to wear ‘separates’, for example skirt and top or trousers and top.
Can someone come with me?

You are welcome to bring your husband, partner, relative or friend with you. If you need to have a biopsy it is best if someone can drive you home or be with you if you are travelling by taxi or bus.

What happens when I arrive?

The receptionist will show you to the waiting area. When it is your turn you will be shown to a cubicle, asked to undress down to the waist and given a gown to wear.

A trained health professional will explain what will happen during your examination. He or she may take some further mammograms, using the same type of x-ray machine as used during your earlier mammogram, to give more detailed information.

You will then see one of the specialist consultants. He or she will ask some questions, examine your breasts and discuss with you what further tests, if any, are needed. Whenever possible these will be done during the same clinic session. If you prefer we will give you an appointment to have them done on another day.

A breast nurse will be available should you wish to talk to them.

What other tests may be carried out are:

Other test that can be carried out are:

- **ultrasound scan.** An ultrasound scan (an examination using sound waves to make pictures of the inside of your body), gives a different type of picture of your breasts. This is the same test used for pregnant women to give a picture of their baby. Ultrasound is safe and no x-rays are used.

- **more mammograms.** A special x-ray, like a mammogram you had earlier.

- **needle sampling or biopsy.** This procedure allows small samples of cells or tissue to be taken from a very specific area within your breast. The area of skin over the breast will be cleaned to reduce the risk of infection. You may be given an injection of local anaesthetic to numb the area before the sample is taken, but you may still feel some slight discomfort. A small incision (cut) may be made in your skin to make it easier to insert the biopsy needle. An ultrasound or x-ray machine will be used to help guide the needle to the area where the biopsy needs to be taken. The biopsy sample will be sent to a laboratory for further examination.

All needle samplings are taken by either a specialist doctor or specialist radiographer.
If you have a biopsy taken you will be given an information leaflet, “Needle biopsy of the breast – aftercare advice”, giving advice and contact numbers should you have any worries or concerns.

What are the risks and possible complications?

More common risks and possible complications can include:

- **bruising and discomfort around the area where your biopsies were taken.** This may last for up to 7 days but will settle over time.

- **bleeding.** There can be some bleeding as the biopsy is taken. Steps will be taken to stop any bleeding during the procedure. If you are taking anticoagulant drugs (drugs which affect blood clotting), for example, warfarin, heparin or clopidogrel you must tell your doctor or radiographer before having your biopsy.

Rare risks and possible complications can include:

- **may develop an infection where the biopsy needle was inserted.** Despite every effort to avoid this, such as, cleaning your skin and the use of a sterile syringe and needle, some patients may develop and infection, treatment with antibiotics may be needed.

- **A reaction to the local anaesthetic.** Allergic reactions to local anaesthetic are rare. You must tell your doctor, radiographer or GP straight away if you develop any difficulty with your breathing, a rash or itchy skin.

Very rare risks and complication can include:

- **puncture of the lung (pneumothorax).** This can cause your lung to collapse which would cause difficulty breathing. This happens very rarely in about 1 person in 10,000 having a needle biopsy of the breast.¹

When will I get my results?

Your consultant will discuss all your tests with you before you leave the clinic. However, if you have a needle biopsy it will be sent to a laboratory for testing. You can usually expect to receive these test results within 2 weeks. When the results are available you will be sent a letter, which will either give you:

- your results

- a further outpatient appointment to discuss your results

- another appointment, to have your tests repeated. This can sometimes happen if not enough tissue or cells are collected from the biopsy for laboratory to examine.
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For most women nothing more will be needed.

Contact numbers

If you have any questions, or need advice, please talk to any of the staff during your appointment, or telephone:

**University Hospital of North Tees**

Specialist breast care nurse
telephone: 01642 624371
Monday – Friday, 8.30am – 5.00pm

Non-urgent messages can be left at any time on the answering machine.

**University Hospital of Hartlepool**

Specialist breast care nurse
telephone: 01429 522387
Monday – Friday, 9.00am – 5.00pm

Non-urgent messages can be left at any time on the answering machine.

Further information is available from:

National Breast Screening Programme
www.gov.uk/topic/population-screening-programmes/breast

NHS Choices
telephone: 111 (when it is less urgent than 999)
Calls to this number are free from landlines and mobile phones or via the website at www.nhs.uk

Reference

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk.

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we’re doing well or if there’s anything which we can improve, that’s why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

    telephone: 01642 624719
    Monday – Friday, 9.00 am – 4.00 pm
    Messages can be left on the answering machine and will be picked up throughout the day.

    freephone: 0800 092 0084
    Mobile: (can use text): 0779 506 1883
    Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

    telephone: 01642 617617
    24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Head of Communications.

    telephone: 01642 624339 or www.gov.uk/data-protection

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE
University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617
Fax: 01642 624089