

# Bromley Community Ultrasound Service

Commissioning a new service

## FEEDBACK REPORT

A word cloud on a yellow background with a blue border. The words are arranged in a central cluster. The largest words are 'evening' and 'weekend' at the top, 'female' in the middle, and 'access' and 'time' at the bottom. Other words include 'sonographer', 'Bromley', 'appointment', 'ultrasound', and 'community'.

evening weekend  
sonographer  
Bromley  
appointment  
ultrasound  
female  
community  
access  
time

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## 1. Context and Background

Bromley CCG commissioned a new Specialist Community Transvaginal Ultrasound Service (TVS) to start in September 2019. Previously the service had only been available in hospital. The new service would be provided from accessibly community locations.

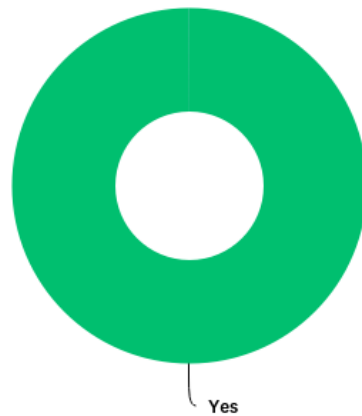
## 2. Gathering feedback

To inform the development of a service specification for the service, women were asked for their views through a short survey. The aim was to capture views on extending the hours of the service so that it was available at the weekends and evening and whether a female sonographer was important to patients.

### 3. Summary survey results

The survey ran 1 March – 23 March 2019 and there were 50 respondents. A summary of the results is as follows:

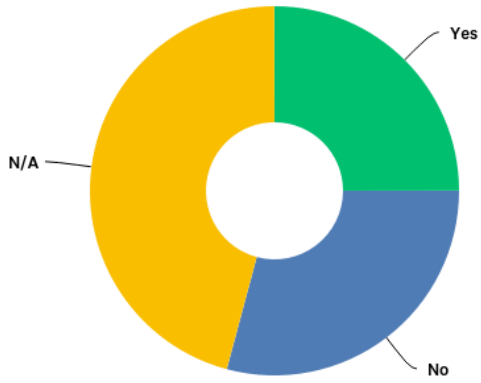
**Q1: Would you attend an evening or weekend appointment from Monday to Saturday for this service?**



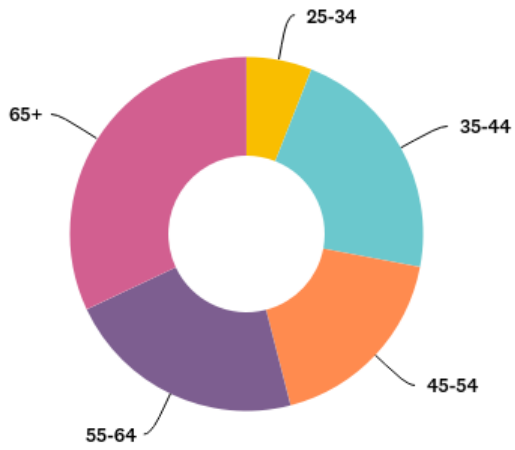
**Q2: Would it be important for you to see a female only sonographer (qualified ultrasound scanner)?**



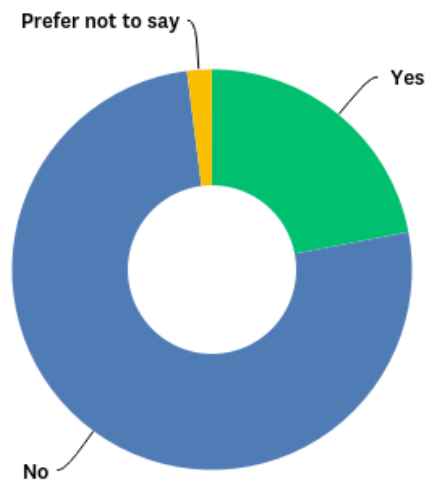
**Q3: If you answered yes to the previous question, would you mind waiting longer for an appointment with a female?**



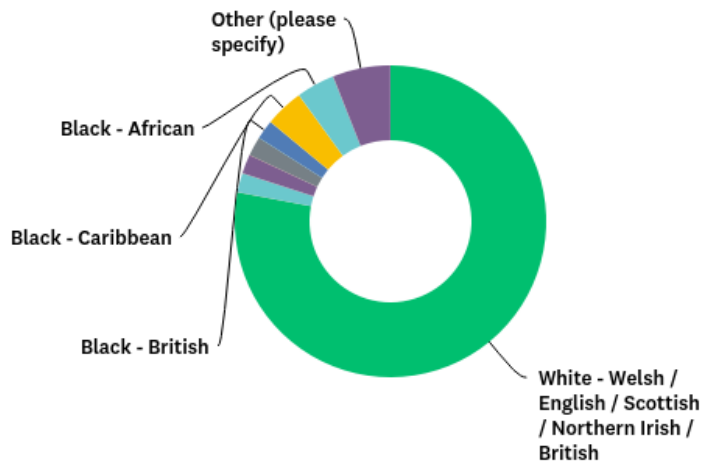
**Q5: Age**



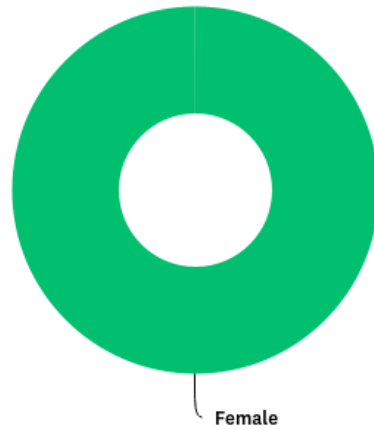
**Q6: Do you consider yourself to have a disability?**



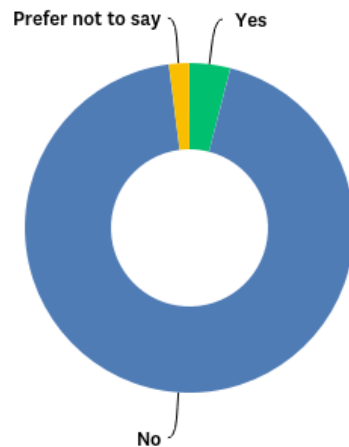
**Q7: What is your ethnic group?**



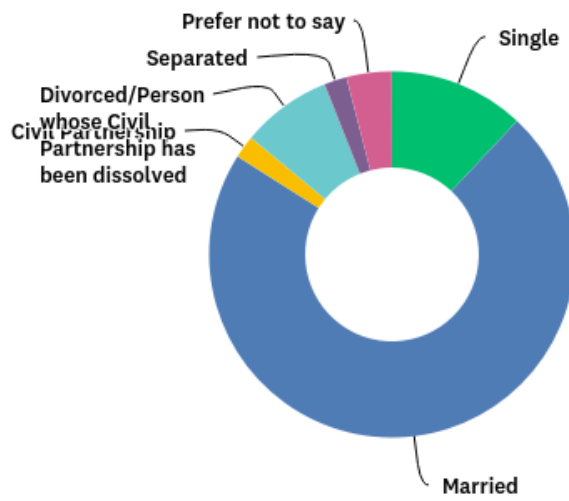
**Q8: What is your sex?**



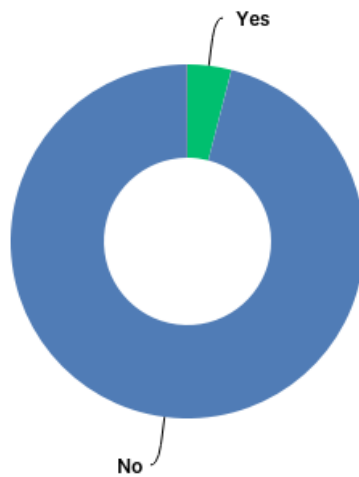
**Q9: Have you gone through any part of a process, or do you intend to bring your physical sex appearance, and/or your gender role, more in line with your gender identity?**



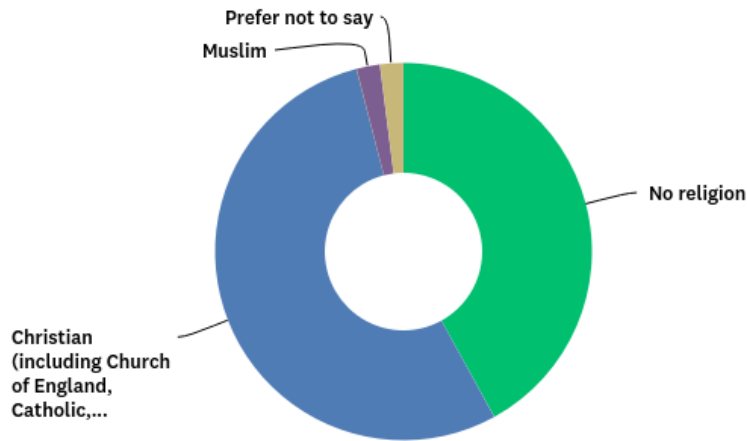
**Q10: What is your legal marital or same-sex civil partnership status?**



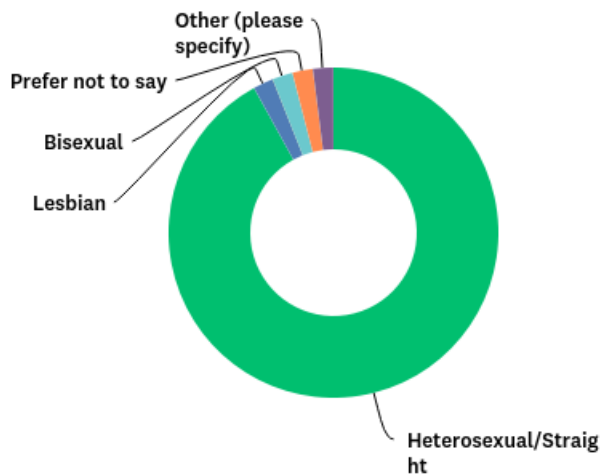
**Q11: Are you pregnant or have you given birth in the last 26 weeks?**



**Q12: What is your religion or belief?**



**Q13: Which of the following options best describes your sexual orientation?**



#### 4. What did we learn?

Feedback showed:

- A demand for evening and weekend appointments.
- Half of the respondents would like to see a female sonographer but less than half of those would wait longer to see a female.
- Patients would like to have literature prior to their appointment detailing what to expect (captured from information shared with current service).

#### 5. Outcomes

Feedback from the survey was incorporated into the service requirements and a patient representative took part in the procurement process. This involved scoring bids and taking part in a moderation meeting prior to the award of a new contract.

The new community based service will start in December 2019. It will be provided in the evenings and weekends and female sonographers will be provided.

**You said:**

I would attend weekend and evening appointments for TVS services.

**We did:**

The new community TVS service will be available in the evening and at weekends.

**You said:**

Please provide female sonographers but I don't want to wait longer to see one.

**We did:**

Only female sonographers will work in the TVS community service so there will not be a longer wait to see one.