



**NHS Quality Checkers**  
**Abdominal Aortic Aneurism (AAA) Screening**  
**North East and North Cumbria Screening Service**  
**Regional Report 2023 - 2024**

## Contents

	<b>Page</b>
<b>Introduction</b>	<b>3 – 4</b>
- NHS Quality Checker Toolkits	
- AAA Screening	
- Health Quality Checker Standards	
<b>AAA Screening Combined Report</b>	<b>5 – 12</b>
<p><b>Key Findings</b></p> <p><b>Standard 1.</b> How does the service always involve people with a learning disability in their care?</p> <p><b>Standard 2.</b> How is the care, treatment and support planned to meet the needs of each person with a learning disability?</p> <p><b>Standard 3.</b> How does the service give good care and make the person with a learning disability feel safe?</p> <p><b>Standard 4.</b> How well are the staff trained and know how to do their job? How well does the service continually improve?</p>	
<b>Recommendations</b>	<b>13 – 15</b>
<p><b>Standard 1.</b> How does the service always involve people with a learning disability in their care?</p> <p><b>Standard 2.</b> How is the care, treatment and support planned to meet the needs of each person with a learning disability?</p> <p><b>Standard 3.</b> How does the service give good care and make the person with a learning disability feel safe?</p> <p><b>Standard 4.</b> How well are the staff trained and know how to do their job? How well does the service continually improve?</p>	
<b>Conclusion</b>	<b>16</b>
<b>Appendices</b>	<b>17 – 21</b>
<p>Appendix 1 - AAA Screening Toolkit</p> <p>Appendix 2 - Screening Staff Survey Results</p> <p>Appendix 3 – Patient Questionnaire Comments</p>	

## **Introduction**

### **NHS Quality Checkers Toolkits**

The NHS has historically worked with the community voluntary sector to create Quality Checker toolkits for use in Health and Social Care. Toolkits already created can be viewed on the NHS Website <https://www.england.nhs.uk/publication/nhs-quality-checkers-toolkits/>

This is because people with a learning disability are more likely to have poor physical health than other people and less likely to use services such as screening. [Health and Care of People with Learning Disabilities, Experimental Statistics 2021 to 2022 - NDRS \(digital.nhs.uk\)](#)

It is important services improve the way they work with people with a learning disability to support them in looking after their long-term health.

### **AAA Screening**

Abdominal Aortic Aneurysm (AAA) screening is a way of checking if there is a bulge or swelling in the aorta, the main blood vessel that runs from your heart down through your tummy. This bulge or swelling is called an abdominal aortic aneurysm, or AAA. It can be serious if it is not spotted early on because it could get bigger and eventually burst (rupture).

#### **Who is screened for AAA**

In England, screening for AAA is offered to men during the year they turn 65. Men aged 65 or over are most at risk of getting an AAA. Screening can help spot a swelling in the aorta early so it can be checked regularly and treated. Screening for AAA is not routinely offered to:

- women
- men under 65
- people who have already been treated for an AAA

This is because the risk of getting an AAA is much smaller in these groups and people who already have an AAA will be getting treatment. An AAA will often cause few or no obvious symptoms, but if it's left to get bigger, it could burst and cause life-threatening bleeding inside your tummy. About 8 in every 10 people who have a burst AAA die before they get to hospital or do not survive emergency surgery to repair it.

Screening can pick up an AAA before it bursts. If an AAA is found, you will be offered regular scans to monitor it and when it reaches a certain size you will be referred to a specialist service to discuss options including surgery which could reduce the risk of it bursting. The screening test is very quick, painless and reliable. Research suggests it can half the risk of dying from an AAA. <https://www.nhs.uk/conditions/abdominal-aortic-aneurysm-screening/>

Screening inequalities exist among people with a learning disability, autism or both and they are less likely to access screening. There is evidence that people with a learning disability receive a poorer standard of care, and die earlier, than people without learning disabilities.

In Particular, men with learning disabilities can find it more difficult to access screening because of unwanted and unfair barriers. The most significant of these barriers can be a lack of awareness and understanding of AAA screening, which prevents men making an informed choice about screening. <https://www.england.nhs.uk/learning-disabilities/improving-health/learning-from-lives-and-deaths/>

## **Health Quality Checker Standards**

NHS Quality Checkers assess services against a set of standards based on The Good Health for All standards created by Skills for People and Sunderland People First and Supported by the North East and Cumbria Learning Disability Network.

These standards are similar to the NHS Improvement standards, used by Trusts to self-assess their service overall. These complement the standards Quality Checkers use to assess the service from their viewpoint.

### Standards used for Quality Checks

**Standard 1.** How does the service always involve people with a learning disability in their care?

**Standard 2.** How is the care, treatment and support planned to meet the needs of each person with a learning disability?

**Standard 3.** How does the service give good care and make the person with a learning disability feel safe?

**Standard 4.** How well are the staff trained and know how to do their job? How well does the service continually improve?

### **NHS Quality Checkers assess a service by:**

- Sending a self-assessment questionnaire to the service to complete and return.
- Visit the service and talk to the staff.
- Contact patients and ask them what they think of the service.
- Write a report about the evidence collected and recommendations.

## **Completion of combined report for North East and North Cumbria**

The North East and Cumbria Learning Disability Network in partnership with the North East and Cumbria Screening staff and Skills for People developed a Quality Checker toolkit to support the AAA Screening programme. The toolkit has been used to Quality Check the AAA clinics held in the venues used by Screening Services in the North East and North Cumbria.

The North East and Cumbria Learning Disability Network commissioned the development of a Quality Checking toolkit for Abdominal Aortic Aneurism Screening (AAA). The documents created for the toolkit can be found in Appendix 1, at the end of the report. The Quality Checkers would pilot the toolkit in a number of AAA screening clinics and venues across the region:

- Blyth Community Hospital and Health Centre.
- Whinfield Medical Practice, Darlington
- Sedgefield Community Hospital
- Cleadon Park Primary Care Centre
- Blaydon Primary Care Centre
- Gateshead Health Centre
- Shiremoor Health Resource Centre
- Cresta Clinic, Newcastle

This report combines the individual reports completed on each clinic, giving general comment and recommendations.

The Quality Checker team who supported the AAA screening Quality Checks were from Skills for People, a self-advocacy organisation supporting adults with learning disabilities in Newcastle upon Tyne <https://www.skillsforpeople.org.uk>

The North East of England and North Cumbria AAA Screening Service is managed by the Clinical Support and Screening Business Unit, located at Queen Elizabeth Hospital in Gateshead. They also manage the Lancashire and South Cumbria Screening Service, but their sites were not included in this assessment.

The AAA Screening checks were completed by

- A Self-Assessment Questionnaire (SAQ) completed by the AAA Screening service.
- A Venue Checklist completed by Screening Technicians at venues via Survey Monkey
- Quality Checkers visits to the venues (using the Venue Check List) and the Quality Check team talking to the Screening Technicians at the 8 venues they visited.
- Sending questionnaires to patients who have used the service in the last year

A steering group was set up consisting of representatives: Julie Tucker, Project Manager from North East and Cumbria Learning Disability Network, Julie Thomas, Health Improvement Practitioner from the North East and North Cumbria Screening Programme and Quality Checkers from Skills for People. The group worked together to create the toolkit that would be used, ensuring that Screening providers are making it as easy for disabled people to use health services as it is for people who are not disabled. This is called making [reasonable adjustments](#): Reasonable adjustments can mean making sure screening clinics are held in accessible buildings. They can also mean changes to policies, procedures and staff training to make sure services work equally well for people with physical or sensory disabilities and learning disabilities. In future, providers will be able to access the [Reasonable Adjustment Flag](#), which is being developed by NHS Digital and NHS England to enable services to record, share and view details of reasonable adjustments across the NHS.

### AAA Screening Pathway

At the steering group meetings our group used the NHS AAA screening pathway and the easy read information available to enable a clear understanding about AAA Screening for the Health Quality Checkers.

The AAA Screening Service manage the AAA screening pathway for a patient from the point of initial invitation, completion of an Ultrasound Scan, the sharing of results and surveillance up to 5.5cm which then results in a referral to a specialist vascular team.

The flowchart below shows the screening pathway used for the North East NHS Abdominal Aortic Aneurysm (AAA) screening programme for men with a learning disability.



Uptake for the North East and North Cumbria service is usually about 80%, with approximately 22,000 men sent invitations, 16,600 attending and 4,400 declining or not responding. However, it is difficult to know what the take up rate for men with learning disabilities is in the region and the Country, due to a lack of data or research.

The North East and North Cumbria AAA screening service offer appointments in clinics run across different venues, such as GP surgeries, Primary Care Centres and sometimes hospitals. Some of these places can be new to patients and finding your way through these venues can be difficult for people. When choosing the venues the service tries to ensure the venue is suitable for those men being screened. The Key Performance Indicators (KPI's) from the AAA Screening Programme stipulate that the service have to facilitate clinics within 45 minutes of where eligible people live, so sometimes they have to take whatever venue is available in the localities.

The AAA Screening Service rents rooms in the venues where the Clinics will take place. Finding suitable venues to hold the Clinics can be problematic for the Screening Service due

to a lack of available space. On occasion the Service has been notified by the venue that they can no longer rent the rooms and will have to start looking for new venues to hold the Screening Clinics, sometimes with very little notice.

The Screening Service rely on GPs to notify them if a man has a learning disability and requires reasonable adjustments. The Screening Service Health Improvement Practitioners have worked very closely with GPs to increase the number of men who require reasonable adjustments and are eligible for Screening, this good work has led to an increase in numbers of men with learning disabilities being identified for Screening.

If the service is aware that someone needs reasonable adjustments prior to their appointment, they will call them to discuss options that are suitable for their needs. If an eligible man with a learning disability chooses to have AAA screening, the service have a number of easy read guides/other resources available to support the preparation for the procedure, examples of which include; an easy read invitation letter and leaflet, a phone call from the service to identify compliance, offer of familiarisation visits, longer time appointments, interpreters, sign language interpreters, an offer of a more suitable venue, friendly staff to talk them through the process and the Trust Learning Disability Nurse.

[https://assets.publishing.service.gov.uk/media/5f451a98e90e074c4ea3c608/AAA\\_screening\\_easy\\_guide\\_August\\_2020.pdf](https://assets.publishing.service.gov.uk/media/5f451a98e90e074c4ea3c608/AAA_screening_easy_guide_August_2020.pdf)

<https://www.gov.uk/government/publications/aaa-screening-easy-read-invitation-letter-template>

The Quality Checkers felt that the venues they visited where AAA Screening Clinics were being held, were very accessible and provided good facilities for the men being screened.

## **AAA Screening Services Combined Report**

### **Key Findings**

Below is a list of themes identified through the Quality Check. Under each theme are a selection of examples from the completed Self-Assessment Questionnaire (SAQ) and Quality Checkers visits. These are mapped against the standards.

### **Standard 1. How does the service always involve people with a learning disability in their care?**

- When a man with a learning disability attends their appointment, the service identifies their communication needs to ensure they can understand and be fully involved in the AAA screening process.
- Technicians use plain English and take as much time as needed to explain things and make sure the man understands. They have large print and easy read materials to explain the process and will get the patient to relay back to them what has been said so they know that they've understood the process.

- Technicians can also communicate through carers, family or interpreters.
- The service uses a number of communication methods with learning disabled men who attend for screening such as, an easy read leaflet, pictures of the aorta and aneurysms in large print and an easy read no aneurysm found results letter.
- The service offer pre visits for men with a learning disability attending for AAA screening. Learning disabled men who request a pre visit can come to the clinic prior to screening to have a look around and talk to the technicians around any fears they may have. Technicians will talk them through the screening process and show them the equipment that is used, sometimes demonstrating on their hand what the scan will feel like.
- Adjustments to the environment can be made to ensure eligible men are supported to allow the procedure to take place.  
Examples of the adjustments to the environment the service can make include longer appointments if the service know in advance, the service will try and ensure that the venue is accessible if they know of the learning disability in advance. Some venues have lifts and ramps, the venues have accessible toilets, accessible seating, rise and fall beds for screening, quieter waiting areas if they are aware there is a need for this, first or last appointments when there will be less people there and they always have highly trained staff available.
- Men with a learning disability are notified that they can bring someone with them. This is explained in the screening letter and easy read invitation leaflet. If the service is not aware then they rely on the man to let them know what they require, this is asked in the National Invitation Leaflet.

**Standard 2. How is the care, treatment and support planned to meet the needs of each person with a learning disability?**

- The service can identify eligible men who have a learning disability and record this on their system. The service has to rely on GPs, family members, carers or the person invited for screening to give this information.
- Prior to screening the service send out a notification letter to GP practices asking them for the information and rely on them to send them back to the service.
- When the service receives the information back, they will then revert to the learning disability pathway and the person in question will receive an easy read invitation letter and leaflet. If the service does not get that information, they are then unable to identify them.
- The service also asks in the invitation letter if anyone needs any additional support to attend.
- If an eligible person attends and the service suspect they have a learning disability this will be flagged in the notes on the reporting system.
- If the service is aware that someone needs reasonable adjustments prior to their appointment, they will call them to discuss options of other venues that would be more suitable for their needs.



- If a patient turns up at clinic without the service being made aware they have a learning disability, they have easy read materials available at all clinics and these are always carried in the technicians travel cases.
- To ensure eligible men with a learning disability understand the results of the AAA screening the service were recently part of a working group that developed an easy read, no aneurysm found results letter. This is useful for anyone who staff feel will benefit from it, as the service currently only give these results verbally.

**Standard 3. How does the service give good care and make the person with a learning disability feel safe?**

- Some patients do not like the lights turned off, so staff use the curtain screen to help. Scans can only be done in the dark.
- If a person requires surveillance or referral to other services, information on the reasonable adjustments they need will be shared by the Nurse Practitioner when referring patients during the handover process.
- Patients are able to request male only staff to carry out the screening procedure.
- The service provides easy read letters and information to eligible men with a learning disability. If they are flagged or the service know prior to screening they will send out an easy read letter and leaflet.
- Information is given to the supporter/carer about the screening process and how they might help. The service often has carers or family members ring to inform them that the man has a learning disability, the service will go through the pathway with them and discuss all reasonable adjustment to see if they are required. They will be informed that they can accompany the patient through the pathway if needed.
- The service has a process to assess an individual's capacity to consent. If anyone is flagged with a Learning Disability, they will have a telephone consultation with them prior to screening to try to establish if they have capacity. Sometimes the service will have to involve the trust Learning Disability Nurse, carers, GPs etc and may need to get a best interest decision. If the man turns up to clinic and the service feel they understand the process, and are happy to have the scan, the service will class that as implied consent.
- For an individual who is unable to consent to AAA screening, the service follows the best interest decision making procedure. This procedure will involve family, carers, Screening Nurse Practitioner, Learning Disability Teams, Trust Learning Disability Nurse, GPs, the service Clinical Director, who is a Vascular Surgeon, and anyone that may have power of attorney or anyone else that may be involved with their care.
- To ensure men with a learning disability understand and are able to comply with the AAA screening procedure they will be talked through the process by screening technicians who will ask them to relay the information back to them to ensure they understand and as long as they seem happy to go ahead with the scan they will be screened. Most of the time they will be accompanied with someone who can go into the room with them.

**Standard 4. How well are the staff trained and know how to do their job? How well does the service continually improve? This standard refers directly to staff training.**

- The Trust has its own Learning Disability Nurse who has experience of ADHD and autism, so is very passionate about equity within services. She has supported many patients access better care by introducing reasonable adjustments and will go beyond for patients. The service has her contact details and Screening Practitioners have built up a great relationship with her, often engaging her for help with patients. She has delivered training to all of the screening staff recently.
- All staff have received Learning Disability training as part of the Trust induction process.
- All staff have received Mental Capacity training. If the staff believe a patient is unable to consent the procedure will not take place and a best interest decision making meeting will be held.
- The service has access to a Mental Capacity Advisor and Learning Disability Nurse.
- The service audits the number of men with a learning disability who have attended or refused screening.
- When working to increase awareness of screening in the community, the service engages with the community learning disability teams in their geographical area. In the past they have worked with LD community teams to identify any eligible people who haven't been screened and tried to support them through the process.
- The service has worked with the Learning Disability Network to develop easy read materials and are part of a focus group in South Tyneside to make a more streamlined pathway for people with a Learning Disability.
- As part of raising awareness of AAA screening in the community, the service has worked specifically with learning disability groups in the area to develop materials and has gone through the screening process with them.
- The service collects feedback from men with a learning disability, their families and carers about the service one week a month. This includes the reasonable adjustments they can make to support their care and the effectiveness of the service. The service use patient questionnaires for all men that attend screening. The service also gives out friends and family cards from the trust.

**Feedback from Patient Questionnaires**

Patient questionnaires highlight positive experiences with invitation clarity, venue accessibility, and staff support. Recommendations for improvement include clearer signage, enhanced seating options, and consistent use of easy-read materials. We have included the patient comments from the questionnaires in Appendix 3 of the report.

Four patient questionnaires were completed and returned to Quality Checkers. Of the four questionnaires returned.

- Only one patient did not know about AAA screening.
- Patients said it was either easy or quite easy to get around the venue.
- All patients said they had enough time.
- All patients said they were offered an easy read information booklet.
- All said they could bring a friend or family member.
- 3 people said they were told their results and got an easy read results letter.  
1 patient said they were told their results but didn't get a letter.
- Patients found the invitation and venue easy to understand and access.
- All patients appreciated the support from screening staff.

### **Venue check list - Summary of findings**

Of the 41 Venues used for AAA screening, 20 surveys were returned and only 1 was not fully complete. Of the surveys completed, Quality Checkers had visited 4 of these venues. For full results of the survey see Appendix 2.

#### **Finding the venue**

All surveys returned indicated that finding the venue was not a problem. Only 2 surveys said that the venue was not easy to find or well sign posted. All surveys said the venues were accessible with various measures in place. All had Automatic doors and level access or ramps in place. Only 1 venue said there was no public transport within 100m of the building. All had car parking facilities with disabled bays and only 1 venue survey said there was no availability for people to be dropped off or picked up directly outside.

#### **Inside the building**

Most venue surveys indicated that waiting areas had ample space for wheelchairs to get around and wait. The seating available varied; some had seating with arm rests, some not. Most had fixed seating and a few had raised seating to help people get in and out of the seat. 2 venues had bariatric seating. This mirrored Quality Checkers experience of the venues they checked.

Most venues used by AAA screening, according to the surveys returned, were on the ground floor. A lift was available if the Screening took place upstairs.

Interestingly a lot of surveys reported that reception desks did not have a low level desk. Quality Checkers' experience was of most venues having both. The surveys also reported a lot of the venues not having a quiet room for people to use should they require this.

On our visits when we asked reception staff, all said they would have a room available to use as a quiet room, but the rooms are not signposted as quiet rooms and are usually called interviews rooms.

All venues had accessible toilets in the waiting area with all the necessary equipment, such as emergency cords and hand rails.

### **Information**

All survey responses reported that easy read information about AAA screening was available at the clinics. Quality Checkers were able to observe the pack and resources carried by the Screening Technicians. The pack includes, easy read information, letters as well as diagrams.

Quality Checkers observed that the venues were not displaying easy read information in their waiting areas.

All surveys except 1, reported that there is a way for patients to leave feedback about the screening process.

Quality Checkers were told feedback about screening takes place one week in the month, so we were unclear if there was always a way for people to leave feedback about their experience at the clinic.

The survey responses indicated that only 5 venues did not have an easy read version of the Friends and Family Test, the other 14 surveys reported that easy read versions of this are available.

Quality Checkers found that none of the venues they checked had an easy read version for the Friends and Family Test.

## **Recommendations**

The recommendations below identify areas where Quality Checkers feel the AAA service could do better. These are mapped against the standards of care.

The recommendations are based on all the information gathered on the Quality Check. When the screening service views these recommendations, they may identify some that they already comply with.

As the AAA Screening Service has limited control over the venues that they use for clinics, the Quality Checkers have also made some recommendations based on their observations of the venues they visited.

### **Standard 1: How could the service be better at involving people with a learning disability in their care at all times?**

- Screening staff to ensure there is clear signage in clinic waiting areas to enable men to know they are waiting in the correct area for AAA Screening.
- Ensure the AAA signage in clinic waiting areas is in large print and easily identified by men attending their appointment.
- Continue the good work already undertaken by working more closely and in partnership with groups of people who use easy read materials, they are 'experts by experience.' The very people who use the end products should always be involved in their development and design.
- Health Improvement Practitioners -  
Continue working more closely with community organisations who support men with learning disabilities to increase awareness and take up of AAA Screening.  
Continue the good work with GP Practices to ensure that AAA screening is being discussed in the Annual Health Check for eligible men with learning disabilities.
- Consider making a film with men with learning disabilities going for screening. This could be used to further awareness raising and may also be shown in GP Practices and other health venues.
- Consider asking men with learning disabilities to provide support on the "Melissa" bus and Screening roadshows, as peer educators.

### **Standard 2: How could the service be better at planning the care, treatment, and support to meet the needs of each person with a learning disability?**

- National and local teams should consider carrying out specific research and data about access to AAA Screening by men with learning disabilities. Quality Checkers feel it is important that there is good data to identify how many men with learning disabilities are accessing AAA screening and what prevents them from doing so.

Quality Checkers could find no national or local data/research specifically around AAA Screening.

- Quality Checkers feel few people know what AAA Screening is and would like the National team to consider a media campaign to promote and educate people about AAA screening as is the case for the Cancer Screening Programmes.
- The screening teams need to ensure feedback surveys are always carried out using an easy read survey and it is sent to all men with a learning disability or handed out at the clinic.
- The service should work with 'experts by experience' to develop an easy read result letter for when "aneurysm found".
- The service should consider working more closely with families/parents and carers to raise awareness of the importance of attending Screening.
- The service could recommend to the National team that the National poster for AAA should have a clear heading to make it clear what the poster is for.
- The National Team should consider creating a new poster for accessing information about AAA screening online, the current poster asks people to follow a QR code to get onto the Gov.org site. This could also be looked at by local teams. Although there are some easy read documents available when you reach the site, the poster does not explain what AAA Screening is. The poster should be larger and more accessible with easy read information.  
<https://phescreening.blog.gov.uk/wp-content/uploads/sites/152/2020/08/AAA-leaflet-digital-information-poster-for-blog-august-2020.pdf>
- Ensure easy read versions of the Friends and Family test are available for patients to use regularly. Copies could be carried by the screening technicians as part of their resource pack and completed by patients at the Clinic.

**Standard 3: How could the service give better care and make the person with a learning disability feel safer?**

- Consider working with local voluntary organisations who support people with a learning disability to increase awareness and understanding of AAA screening.
- Consider working alongside the Peer Support Trainers who deliver '[Be Screening Aware](#)' training.
- Screening technicians should speak to Venues staff to identify quiet spaces/rooms that can be used for people who cannot tolerate a busy/ noisy waiting area.

**Standard 4: How could the service make sure all its staff are trained, know how to do their job well and are always looking to improve?**

- Consider working with more learning disabled groups in the area to offer face to face learning disability awareness training.
- Ensure all staff complete mandatory learning disability and autism training.
- Ensure all screening technicians are aware and familiar with all communications sent to them from the service, and that they are fully aware of the easy read resource pack. This should be carried at all times by all Technicians and available at all clinics.

**Recommendations for consideration by Venues used to hold AAA Clinics**

- None of the eight venues Quality Checkers visited displayed information about reasonable adjustments - Ensure there is easy read posters/leaflets displayed about reasonable adjustments and how to request these. Information and posters can be found here: <https://neclnetwork.co.uk/work-programmes/reasonableadjustments/>
- Some venues did not have any signage about AAA clinics taking place on the day – Ensure venues understand the good reasons for allowing AAA service to display clear signage to inform patients where to wait for their AAA Screening appointment. This should be in large print.
- Easy Read Friends and Family Test should be available at all venues.
- Consider the seating available to patients and include the use of single seating with armrests and high backs. Some seating should also be raised, making it safer for patients to sit down or stand up.
- Quality Checkers observed that emergency cords in some venues had been wrapped around the hand rails making it difficult, if not impossible for some people to reach and to pull the cords. Plastic tubing could be put around cords to prevent this. This is also hygienic and can be cleaned easily.

## **Conclusion**

NHS Quality Checkers use their own experience to assess the quality of care and the support patients receive, giving a view that can be often missing from other forms of assessment or inspection. This report by the Health Quality Checkers about the AAA Screening Service in the North East and North Cumbria region shows how hard the service are working to make sure everyone, especially those with learning disabilities, can get the care they need. Quality Checkers have looked closely at how well they are doing and found some good things they are doing and some things they can do better.

The report looks at how the service is trying to involve people with learning disabilities in their care, make sure they understand what is happening, and make the places where they go for screening easy to use. It also shows how they are working with different groups and learning from feedback to make things even better.

Although there are some areas for improvement, like clearer signs in clinics and better seating options, these things are out of the control of the Screening Service as they only rent rooms in the venues. Quality Checkers hope the venues will consider the recommendations suggested and look to how they too can improve.

Overall, the North East and North Cumbria AAA Service is doing an excellent job of trying to help everyone get the healthcare they need. This report is important because it shows what is going well and what can be improved, and it will help the North East and North Cumbria and Lancashire and South Cumbria AAA Screening Service to keep getting better in the future.

The Health Quality Checkers would like to thank Julie Tucker, Julie Thomas and the Screening Technicians for their ongoing support in this project and work to improve AAA Screening for all.



## Appendix 1

### AAA Quality Check Toolkit



1. AAA Screening-  
Patient letter\_with con



2. AAA Screening  
Services Patients Que:



2. (b) visiting the  
service easy read flye



3. (c) Final ineractive  
Venue checklist AAA n



4. AAA Screening  
SAQ V4 final Nov 23.c

## Appendix 2

### Venue check list survey results



AAA Screening report  
comments.docx



AAA Screening  
Report summary grap




AAA survey  
Responses\_All\_240311


## Appendix 3


### Comments from patients

#### Finding the venue?


 Well signed - and  
people available to ask  
questions

#### Getting around the venue?


 We had to ask where to  
go.

 NO ISSUES

#### How the visit met your needs?


 yes good staff - NOT  
TO long to wait.

#### What helped when you went for screening?

 Appointment letter  
good parking near  
Hospital - free for  
disabled

Everything was very easy.


## Getting the results?


 For me I found some words that I did not understand (I have a learning disability)

easy to read to me  
so I understood.  
Results

Very easy to understand.

## What went well?

 I was told the results straight away.  
The test was comfortable.

 Panking - Times  
good friendly staff  
that understood my worries  
and learning disability -  
They changed how they spoke  
to me

ALL WENT WELL.


Everything.

**What could have been better?**

none noted,

NOTHING

Nothing for me.

 Machine hard to use  
and the time between  
appointments was long

**Is there anything else you want to tell us?**

Thank you