

## Here for You Referral Guide

This guide includes top tips from hospitals that have signed up to Breast Cancer Now's Here for You referral pathway. You can use it to find a process that works best for your patients, at your hospital.

### WHEN TO REFER

Here for you is for newly diagnosed breast cancer patients, primary and secondary. Healthcare professionals have told us that for primary breast cancer patients, the first appointment after diagnosis is a good point to offer a Here for You referral. Others refer patients at crucial points, such as starting or finishing treatment or changes in ongoing treatment.

We know that pathways for patients with a secondary breast cancer diagnosis can vary so we recommend healthcare professionals use their discretion about when a referral is most appropriate.

Nurses and other healthcare professionals have found it helpful to add 'Here for You offered' to the document they use during the appointment, to record when the referral has been offered and taken up. This could also be part of a holistic needs assessment, if applicable.

### MANAGING ADMIN

Referrals are made via an [online form](#) which takes a few minutes per person. To save time, you can refer more than one person using the same form. In some hospitals an admin support assistant (or similar role) completes the online form as part of a weekly admin task. In other hospitals, it's incorporated into daily admin following clinics.

The form asks for a patient's email address, as Breast Cancer Now send a confirmation email to the patient after they've been referred. If the person doesn't have an email address, we'll send a text or letter instead.

For any questions, please check out our [FAQs](#) or contact [hereforyou@breastcancernow.org](mailto:hereforyou@breastcancernow.org).

### OFFERING HERE FOR YOU

Our Insight Survey from 2022 has shown that the vast majority (79%) of patients who didn't speak to an organisation for information or emotional support would have liked to. Confidence is the greatest barrier to accessing more information and support with over a third in those under 45. We believe that offering a personalised referral through Here for You will help reduce these disparities, tailor information and offer support in the patients' own language through a translation service.

Here are some examples of how to describe Here for You to patients.

- 'Would you like to talk to the charity Breast Cancer Now and chat about information and support services they can offer you? I can make a referral on your behalf and the Here for You team will call you within the next 2 weeks to check in with you. They can connect you to any support that's of interest to you. But there's no pressure to join anything. It's just a chat and can be an extra support network.'

- ‘Breast Cancer Now has a range of support available throughout your treatment and afterwards. This includes a Helpline, one-to-one support from people who have been through breast cancer, group sessions, talks from expert speakers and lots of trustworthy information and resources. If you’d like to explore what you might need with them, they can point you in the right direction and support you with what’s the most relevant to you. It’s like an extra support network.’

## GAINING CONSENT FOR REFERRAL

Before making a referral, the patient needs to consent to being referred to Here for You and healthcare professionals need to read the following statements:

- ‘Can you confirm that I have your permission to share the following data with Breast Cancer Now so they can contact you? This will include contact details, voice message arrangements, more information about your diagnosis, ethnicity data and additional communication needs.

Breast Cancer Now will store your data for the purpose of contacting you by email and phone, providing personalised support and services available. Data will be stored for up to 2 years.

Once the referral is made, you can opt out at any time.

Confirmation of the patient’s consent is recorded on the form by ticking the boxes.

Each referred patient gets handed a referral card with Here for You contact details, opt out information and a link to Breast Cancer Now’s Privacy Policy.

## USING OUR LEAFLETS

If patients want to know more about Breast Cancer Now’s services, these leaflets may be helpful. You can read and [download them online](#), or order [printed copies](#).

- [Our services for people living with and beyond primary breast cancer.](#)
- [Our services for people living with secondary breast cancer.](#)

These leaflets are used to complement the Here for You referral or give extra information, they do not replace the referral but can provide additional information of available support.

If a patient doesn’t want to be referred to Here for You, they can self-refer to other services at any time. More information about our support services is on the leaflets above, and [our website](#). However, patients will only get follow up calls from trained Here for You volunteers if they’re referred through Here for You.

## FEEDBACK FROM NURSES

‘Please pass on to any other nurses how beneficial our patients have found this service, that we’ve had very positive feedback.

If I could give any advice, it would be to mention it early. Offer it to all appropriate patients at diagnosis. This ensures they receive support throughout their treatment and beyond. It has been very well received by our patients and the uptake has been high. Overall, the patients we referred have found it a positive experience and valued the extra support.’

**Breast care nurse from Tunbridge Wells Hospital**

‘The Here for You referral process is brilliant. It’s simple, clear and fast! Patients seem to love the service too. It’s reassuring to know Breast Cancer Now is there to provide extra support. I would recommend that other healthcare professionals take up the service, so that their patients can benefit from this valuable service.’

**Clinical nurse specialist from Royal Bournemouth Hospital**