

BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer services for you



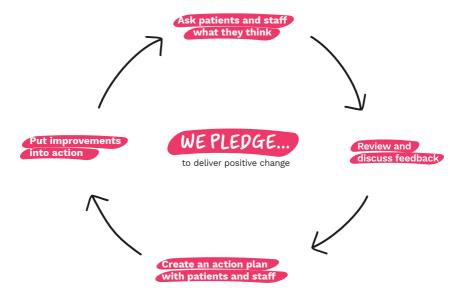


WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the research and support charity. We're always working to improve treatment, care and services for anyone affected by breast cancer.

Our Service Pledge is dedicated to improving breast cancer services.

We help hospitals to gather feedback from patients and staff on their breast care services. Then together with patients and staff we come up with a plan to act on that feedback and create positive change.



THE SERVICE PLEDGE AT SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

To find out what was important to patients at Sheffield Teaching Hospitals NHS Foundation Trust, we carried out surveys and focus groups to hear what you had to say.

Then we worked together with patient representatives and members of the Sheffield Teaching Hospitals NHS Foundation Trust breast cancer team to create goals based on this feedback.

Now, Sheffield Teaching Hospitals NHS Foundation Trust is taking action.

Here's the feedback from patients and the changes that Sheffield Teaching Hospitals NHS Foundation Trust is making:

Some primary breast cancer patients didn't get a Holistic Needs Assessment or know how they could benefit from one.

Call every patient a few days after their diagnosis to clearly explain and carry out a Holistic Needs Assessment.

Achieved

Patients didn't always feel they were offered enough support at diagnosis.

Refer newly diagnosed breast cancer patients to Here for You, Breast Cancer Now's service for personalised information and support.

March 2023



YOUR FEEDBACK	ACTION PLAN	PROGRESS
Patients sometimes found it difficult to get in touch with their key contact about questions or problems.	Hire extra clinical nurse specialists to give patients more support. Update the breast service answerphone message so patients know when they can expect a call back. Include the Breast Cancer Now helpline number in the answerphone message.	Achieved March 2023
Some patients would have liked more information about how surgery would affect their appearance.	Create new photo resources for different surgical options and their outcomes so patients can make informed decisions.	January 2024
Patients would like more information about how to look after themselves after surgery.	Review and update the discharge information that patients get after their operation.	June 2023
Primary breast cancer patients would like more support after finishing active treatment.	Refer all patients to Moving Forward, Breast Cancer Now's course for people finishing treatment for primary breast cancer.	April 2023
	Train nurses in talking to patients about the signs and symptoms of secondary breast cancer.	April 2023





DO YOU HAVE QUESTIONS OR FEEDBACK?

Royal Hallamshire Hospital

If you need support or information about breast cancer, give us a call on 0808 800 6000, or visit breastcancernow.org.

Breast Cancer Now

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