



BREAST CANCER NOW'S

SERVICE PLEDGE

Improving breast cancer services for you



**BREAST
CANCER
NOW** The research & support charity

WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the UK's leading breast cancer 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 NHS breast cancer services.

We help hospitals 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 BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST

We wanted to find out what was important to patients at your NHS Foundation Trust. So, we carried out surveys and focus groups to hear what you had to say.

Then, working together with patient representatives and members of the trust's breast cancer team, we created goals based on this feedback.

Now, Blackpool Teaching Hospitals NHS Foundation Trust is taking action. Some goals are ongoing. But there are changes in place that are already making a real difference for breast cancer patients.

Here's the feedback and the changes that your trust is making:

YOUR FEEDBACK**ACTION PLAN****PROGRESS**

Some secondary breast cancer patients said their GP missed their symptoms or thought they were something else.

A 'clinical decision support tool' is being developed across the region to help healthcare professionals more easily identify patients with symptoms of secondary breast cancer.

Ongoing

Secondary breast cancer patients were not introduced to a breast care nurse when they received their diagnosis. This is because secondary breast cancer patients receive their diagnosis from the breast surgery team.

The breast cancer nurses will give information packs to secondary breast cancer patients when they receive their diagnosis in the surgical setting. The information pack will give more information about how to access the metastatic clinical nurse specialist for support.

Completed

The metastatic clinical nurse specialist will attend all patients' first oncology appointment to offer further information and support during this time.

Completed

We'll give a tailored 1-page diagnosis information leaflet to all secondary breast cancer patients. This will give patients clear information about their diagnosis that they can refer back to.

Completed

Some healthcare professionals said they would like more training in telling patients they have secondary breast cancer.

We'll offer advanced communication training to staff who give secondary breast cancer diagnoses.

Completed

Some patients weren't offered a Holistic Needs Assessment (HNA) around the time of diagnosis. Others were unsure whether they had received an HNA.

We'll clearly explain to patients what HNAs are and why they're important. We'll make sure patients know they can ask for an HNA at any time.

Ongoing

We'll review how we record HNAs to make sure as many patients are offered one as possible.

Completed

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Secondary breast cancer patients were less likely to feel they had ongoing support from a nurse than primary breast cancer patients.</p>	<p>We're aspiring to recruit another secondary breast cancer nurse and support worker.</p> <p>We'll offer patients a referral into Breast Cancer Now, so they can access all of the extra support services available to them.</p>	<p>Ongoing</p> <p>Completed</p>
<p>Some secondary breast cancer patients found it hard to get in touch with a breast care nurse over the phone.</p>	<p>The metastatic clinical nurse specialist will add Breast Cancer Now's helpline number to their voicemail. Patients can then access expert nurses for trusted information and support while they wait to speak to the metastatic clinical nurse specialist.</p>	<p>Completed</p>
<p>Some patients wanted clearer information about how to look themselves after surgery.</p>	<p>We'll review the current information given to patients after their surgery so it's as clear as possible.</p>	<p>Ongoing</p>
<p>Some patients wanted more information about how surgery and reconstruction would affect their appearance.</p>	<p>We'll provide patients with photo resources so they can see what the outcome of their surgery will look like.</p>	<p>Completed</p>
<p>Some patients wanted extra support with treatment side effects.</p>	<p>We'll run educational workshops which include information on late side effects of treatment.</p> <p>We'll give patients leaflets for each treatment they receive, including information about the specific side effects associated with each treatment.</p>	<p>Completed</p> <p>Completed</p>

YOUR FEEDBACK**ACTION PLAN****PROGRESS**

Some primary breast cancer patients didn't feel they received enough information about the signs and symptoms of secondary breast cancer.

We'll communicate to primary breast cancer patients the signs and symptoms of secondary breast cancer to look out for during the end of treatment appointments.

Completed

Some healthcare professionals said they were interrupted with other tasks during multidisciplinary team (MDT) meetings.

We'll continue our internal review of MDT meetings to make sure they run effectively.

Completed

Staff felt there needed to be another MDT coordinator, so that meetings still run smoothly when their coordinator is on annual leave.

We'll continue with work to recruit a senior MDT coordinator.

Ongoing

Patients felt that surgeons should write letters directly to them, rather than copying them into letters written to their GP. This would make sure letters are easy to understand and explain any medical terminology.

All surgeons will write letters directly to the patient and copy in the GP, rather than the other way around.

Ongoing

HAVE QUESTIONS OR FEEDBACK?

Get in touch with
The breast care nursing team
01253 953493
Bfwh.breastcare.nurses@nhs.net

If you need support or information about breast cancer,
call the Breast Cancer Now helpline on **0808 800 6000**
or visit **breastcancer.org**.

Breast Cancer Now

6th Floor,
The White Chapel Building,
10 Whitechapel High Street,
London E1 8QS
Phone: 0345 092 0800
breastcancer.org



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