



BREAST CANCER NOW'S

SERVICE PLEDGE

Improving breast cancer services for you



University Hospitals of
Morecambe Bay
NHS Foundation Trust

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

WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the UK's leading 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 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 UNIVERSITY HOSPITALS OF MORECAMBE BAY 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, University Hospitals of Morecambe Bay NHS Foundation Trust is taking action.

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

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some primary breast cancer patients said a radiologist shared their suspicions about what they could see with them. Some patients felt they needed more support at this time.</p>	<p>We'll update the symptomatic patient letter to let patients know they can bring a family member along to their diagnostic tests.</p>	<p>Ongoing</p>
	<p>We'll make sure there is a breast care nurse available at the assessment clinics to offer support to patients.</p>	<p>Achieved</p>
	<p>We'll give feedback to the radiology team about how they share their suspicions with patients, to make sure this is done sensitively.</p>	<p>Achieved</p>
<p>Primary and secondary breast cancer patients wanted more support and tailored information around the time of their diagnosis</p>	<p>We'll give patients a list of suggested questions to ask their breast care nurse during their follow-up phone call. This should help them feel prepared and empowered to ask about what's important to them.</p>	<p>Ongoing</p>
<p>Some patients weren't offered a Holistic Needs Assessment (HNA) around the time of diagnosis. Others were unsure whether they had received an HNA.</p>	<p>We'll set up clinics to complete HNAs with primary and secondary breast cancer patients around the time of their diagnosis.</p>	<p>Achieved</p>
	<p>We'll explain what an HNA is to all patients and how they can benefit from one. Patients will know they've received one and that they can ask for one at any time.</p>	<p>Achieved</p>
	<p>We'll make sure patients and their GPs are given a copy of their care plan. They'll be able to find out about the services and organisations that can help them.</p>	<p>Achieved</p>
<p>Some patients wanted more information about how to look after themselves after surgery.</p>	<p>We'll review and update the written information we give to patients about how to support themselves after surgery.</p>	<p>Achieved</p>
	<p>We'll hold a post-op telephone clinic for patients after their surgery to see how they are.</p>	<p>Achieved</p>
<p>Some patients felt that staff on the surgical ward didn't understand how to support breast cancer patients.</p>	<p>We'll train the surgical ward staff and district nurses on how to support primary breast cancer patients after their surgery.</p>	<p>Achieved</p>
	<p>We'll give patients information about exercises and managing their wound and dressings before the day of their operation, rather than after.</p>	<p>Achieved</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some patients found it hard to get in touch with a breast care nurse when they needed information or support.</p>	<p>We'll set up a direct phone number for the primary breast care nurses so it's easier for patients to get in touch.</p>	<p>Ongoing</p>
	<p>We'll set up a dedicated mobile phone number for the secondary breast cancer nurses.</p>	<p>Achieved</p>
	<p>We'll set up dedicated email addresses for primary and secondary breast cancer patients to contact their breast care nurse teams.</p>	<p>September 2024</p>
	<p>We'll recruit a band 3 staff member to answer the phone and triage patient queries.</p>	<p>Achieved</p>
<p>Some primary and secondary breast cancer patients would like access to more tailored support.</p>	<p>We'll refer patients to the Breast Cancer Now support services that meet their needs.</p>	<p>Achieved</p>
<p>Many secondary breast cancer patients weren't aware of the signs and symptoms of secondary breast cancer before their diagnosis. They felt strongly that they needed this information.</p>	<p>We'll make sure patients know that the end of treatment workshops cover this topic. We'll also make sure they get clear information about attending these workshops.</p>	<p>Achieved</p>
	<p>We'll allow more time to discuss the signs and symptoms of secondary breast cancer in the workshops.</p>	<p>Achieved</p>
	<p>We'll add information about the signs and symptoms of secondary breast cancer to our website. We'll make patients aware of the webpage.</p>	<p>Achieved</p>
	<p>We'll give patients information about the signs and symptoms of secondary breast cancer during their end of treatment HNA. We'll also give them leaflets to keep and refer back to.</p>	<p>Achieved</p>
	<p>We'll reinforce information about the signs and symptoms of secondary breast cancer at the end of each patient's 5 years of self-management. This will be part of their discharge letter.</p>	<p>Ongoing</p>
	<p>We'll share Breast Cancer Now's leaflet on the signs and symptoms of secondary breast cancer with patients who can't attend the end of treatment workshop.</p>	<p>Achieved</p>
<p>Some primary breast cancer patients would like extra support at the end of their hospital-based treatment.</p>	<p>We'll give patients information about Breast Cancer Now's Moving Forward courses (in person and online). Patients who can't attend the end of treatment workshops can meet others for information and support.</p>	<p>November 2024</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some secondary breast cancer patients would have liked information about palliative care and end of life planning earlier.</p>	<p>We'll have conversations about palliative care and end of life planning with patients earlier - before they need to access these services.</p>	<p>Achieved</p>
<p>Staff felt that sometimes too many consultants were on leave at the same time. This sometimes meant that clinics were cancelled.</p>	<p>We'll manage annual leave schedules and plan ahead to avoid cancelling clinics at short notice.</p> <p>We'll employ a fourth consultant to make sure clinics run as planned.</p>	<p>Achieved</p> <p>Achieved</p>
<p>Some patients and staff felt that communication between the breast surgery and oncology departments could be improved.</p>	<p>We'll create a breast care nurse rota for the oncology clinic so that a breast care nurse is available at clinic times.</p> <p>We'll make sure the breast surgery team have access to the oncology IT system.</p> <p>We'll employ a database coordinator for patients who have chemotherapy before surgery, so their care feels more joined up.</p>	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p>

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If you need support or information about breast cancer, call the Breast Cancer Now helpline on **0808 800 6000** or visit **[breastcancer.org](https://www.breastcancer.org)**.

Breast Cancer Now

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