



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer
services for you

NHS

The Rotherham
NHS Foundation Trust

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

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 ROTHERHAM NHS FOUNDATION TRUST

To find out what was important to patients at Rotherham 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 Rotherham NHS Foundation Trust breast cancer team to create goals based on this feedback.

Now, Rotherham NHS Foundation Trust is taking action.

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

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients didn't always understand the Holistic Needs Assessment form.</p>	<p>Review the process for Holistic Needs Assessment (HNA), a questionnaire on patient concerns and support needs. Clearly explain this process so patients know how it can help.</p>	<p>March 2023</p>
<p>Patients didn't always feel they were offered enough support at diagnosis.</p>	<p>Offer newly diagnosed breast cancer patients Here for You, Breast Cancer Now's service that gives personalised and timely access to trusted information and specialist support.</p>	<p>March 2023</p>
<p>Patients sometimes found it difficult to get in touch with their key contact about questions or problems.</p>	<p>Hire extra staff to give patients more support and care.</p>	<p>January 2024</p>
	<p>All patients will be given a patient pathway booklet with contact details for the clinical nurse specialist team. CNS to offer Breast Cancer Now helpline number.</p>	<p>June 2023</p>
	<p>Update the breast service's answerphone message so patients know when they can expect a call back.</p>	<p>Achieved</p>
	<p>Respond to patient queries more quickly. Have a cancer support worker answer calls and messages and pass them on to the right person.</p>	<p>Achieved</p>
<p>Patients told us they had to wait a long time in clinic, often in a side room by themselves.</p>	<p>Cut down the amount of time patients spend waiting in smaller rooms by themselves.</p>	<p>March 2023</p>
	<p>Update the clinic whiteboard when appointments are running late. So patients know how long they'll be waiting.</p>	<p>Achieved</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some patients would have liked more information about how surgery would affect their appearance.</p>	<p>Create photo resources for different surgical options so patients can see how their body may look after their surgery.</p>	<p>January 2024</p>
	<p>Look into restarting consent clinics. So patients clearly understand what they're consenting to and can make informed decisions about their surgery.</p>	<p>January 2024</p>
<p>Some patients would like more information about post-surgery bras and prostheses.</p>	<p>Review the information for patients about post-surgery bras and prostheses. Add information about how and where to buy bras without VAT.</p>	<p>Achieved</p>
<p>Patients would like more information about how to look after themselves after surgery.</p>	<p>Review and update the information booklet that patients get after their operation.</p>	<p>April 2023</p>
	<p>Go through discharge information with patients before their operation rather than after. So they have time to take in the information and ask questions.</p>	<p>April 2023</p>
<p>Primary breast cancer patients would like extra support after finishing active treatment.</p>	<p>Offer all patients Moving Forward, Breast Cancer Now's course for people finishing treatment for primary breast cancer.</p>	<p>Achieved</p>
	<p>Talk to patients who have worries about their follow up care. Make sure they understand what their follow up will look like and why.</p>	<p>Achieved</p>



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to care charity

At Breast Cancer Now, we don't just fund world-class research, and provide life-changing support to people affected by breast cancer. We also highlight the importance of finding breast cancer earlier, and provide expert information on breast conditions and breast health. Whether you're worried about breast cancer or have symptoms that need to be checked out, our expert trained staff and breast screening information are here for you. For support and information, call us free on 0800 000 0000 or visit www.breastcancer.org.uk

KNOW YOUR BREASTS

A GUIDE TO BREAST AWARENESS AND SCREENING

**TOUGH
LOOK
CHECK™**

**BREAST
CANCER
NOW**

DO YOU HAVE QUESTIONS OR FEEDBACK?

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

Breast Cancer Now

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