



BREAST CANCER NOW'S SERVICE PLEDGE

Dedicated to improving
breast cancer services

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

NHS

Milton Keynes
University Hospital
NHS Foundation Trust

BREAST CANCER NOW'S SERVICE PLEDGE HELPS HOSPITALS TURN PATIENT FEEDBACK INTO REAL SERVICE IMPROVEMENTS

To highlight what is most important to patients, Breast Cancer Now took a comprehensive patient experience survey and held focus groups to gather patient views.

After collecting this feedback, we came together with patient representatives and members of the breast cancer team to create a set of improvement goals. Here's how and when your breast care team will address them.

YOU SAID

Patients didn't always know what a Holistic Needs Assessment was, or whether they needed to have one

WE PLAN TO

All patients diagnosed with breast cancer will have their support needs assessed by a member of the breast care team.

For primary breast cancer patients this will be after diagnosis, during treatment, and at the end of treatment, and on an ongoing basis for secondary breast cancer patients.

If you feel you need more support you can request a Holistic Needs Assessment from your breast care nurse at any point.

BY

Achieved

Patients weren't always aware of what support was available and how to access it

We will signpost people to support services during their Holistic Needs Assessments.

We're recruiting volunteers to help signpost everyone to relevant support services.

Achieved

July 2021

There's a long wait between arriving for surgery and when the surgery takes place

We'll stagger surgery appointments so everyone doesn't need to arrive in the morning for surgery taking place in the afternoon.

Oct 2021

YOU SAID

Even when patients knew about support, they didn't always feel comfortable using it

WE PLAN TO

We will better explain the support available, including Bosom Pals' local buddy system where patients can talk to someone in a similar position, and Breast Cancer Now's Someone Like Me service which connects people with primary breast cancer to a volunteer who's had a similar diagnosis.

We have set up a local support group for people with primary breast cancer aged 47 and under.

BY

Achieved

Achieved

Patients didn't feel like they could always access their clinical nurse specialist when being treated in Oncology

Our new Cancer Centre has more space for consultations with patients. We have introduced a leaflet which explains the role of the Oncology clinical nurse specialists and how they can support you.

The Oncology clinical nurse specialists will help patients navigate the oncology clinics.

The oncology nurses will visit the breast unit, the chemotherapy unit, and the wards to offer support to patients.

Achieved

COVID restrictions have prevented someone coming with a patient to appointments

We'll offer patients the option of having consultations over video so they can have someone at home with them. For in person appointments, patients can record the conversation or phone a loved one to listen in.

Achieved

Patients weren't sure of all the signs and symptoms of secondary breast cancer

We'll make sure everyone finishing treatment for primary breast cancer know the symptoms of secondary breast cancer and how to access support if needed.

Achieved

Patients with secondary breast cancer didn't always feel well supported

We're setting up a multidisciplinary team for secondary breast cancer patients so we can ensure they receive the best possible treatment and care.

We'll recruit a dedicated secondary breast cancer nurse who can offer support and care to secondary breast cancer patients.

Dec 2022

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