



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer
services for you

NHS

**Chesterfield
Royal Hospital**
NHS Foundation Trust

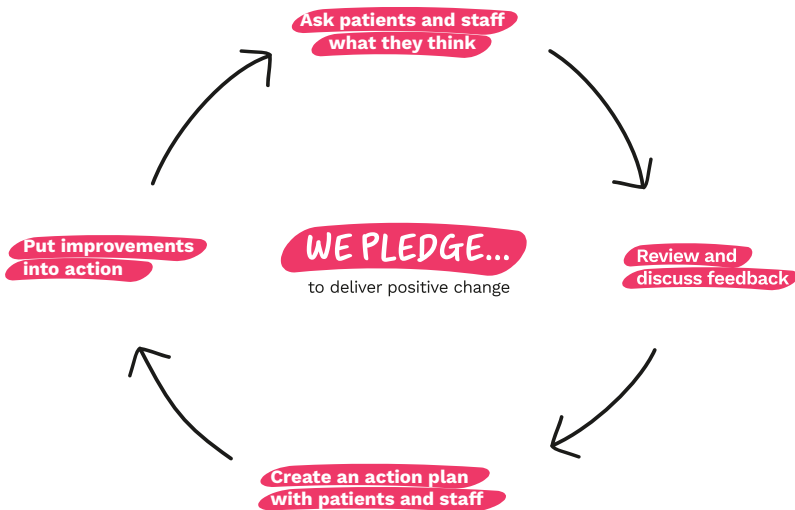
**BREAST
CANCER
NOW** The research &
support charity

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 CHESTERFIELD ROYAL HOSPITAL NHS FOUNDATION TRUST

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

Now, Chesterfield Royal Hospital NHS Foundation Trust is taking action.

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

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients didn't always feel they were offered enough support during diagnosis and treatment.</p>	<p>Create a leaflet for newly diagnosed people on how to access support and information that is specific to Chesterfield Royal Hospital.</p>	<p>January 2024</p>
	<p>A clinical nurse specialist will call all newly diagnosed patients to discuss support needs and offer an Electronic Holistic Needs Assessment (HNA).</p>	<p>Achieved</p>
	<p>All current patients affected by secondary breast cancer will be contacted and offered an EHNA.</p>	<p>Achieved</p>
	<p>Develop a bespoke support group for secondary breast cancer patients so that they can access peer support</p>	<p>Achieved</p>
	<p>Offer referral to patients to Here for You Breast Cancer Now's service for people newly diagnosed with breast cancer.</p>	<p>Achieved</p>
<p>Some patients, especially secondary breast cancer patients, didn't feel they had access to a clinical nurse specialist.</p>	<p>Recruit new members to the breast care team to better support all patients.</p>	<p>Achieved</p>
	<p>Trial having 2 dedicated secondary clinical nurse specialists to support patients affected by secondary breast cancer.</p>	<p>Achieved</p>
	<p>Review if extra support is required for the breast care team in answering the high number of patient calls.</p>	<p>December 2023</p>
<p>Patients sometimes felt they didn't have enough information about:</p> <ul style="list-style-type: none"> - Waiting times on the day of surgery - How they might look after surgery - Who to contact out of hours 	<p>All patients will be given information about waiting times on the morning of their surgery</p>	<p>Achieved</p>
	<p>Give up-to-date photo resources and information of different surgical options and their outcomes so patients can make informed decisions.</p>	<p>October 2023</p>
	<p>Give clear information on who to contact if patients have issues out-of-hours.</p>	<p>Achieved</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Primary breast cancer patients finishing treatment didn't always know the signs and symptoms of secondary breast cancer.</p>	<p>Give clearer information on the signs and symptoms of breast cancer returning or spreading. Make sure patients know who to contact if they have any worries.</p>	<p>Achieved</p>
<p>Primary breast cancer patients didn't always feel confident in the next steps at the end of treatment.</p>	<p>Update website so all patients are aware of open access to the service, and how to get in touch with any concerns in the future.</p> <p>Refer patients to Moving Forward, Breast Cancer Now's course for people treatment for primary breast cancer.</p>	<p>January 2024</p> <p>Achieved</p>
<p>Secondary breast cancer patients didn't feel they were given enough support for the future.</p>	<p>Apply for funding to recruit a lead breast clinical nurse specialist for the secondary breast cancer service.</p> <p>Make better links with the local hospice and make sure patients know how to access their support and services.</p>	<p>Achieved</p> <p>Achieved</p>



BREAST CANCER NOW The Research, 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 about your breasts, our nurses, expertly trained health and research-relevant information are here for you. For support and information, call us free on 0800 100 0000 or visit www.breastcancer.org.uk

KNOW YOUR BREASTS

A GUIDE TO BREAST AWARENESS AND SCREENING

TOUCH 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**.

Macmillan Information and Support Centre:

crhft.macmillaninfo@nhs.net

01246 516406

Download the App direct from the App store or Google play by searching for **CMISC**.

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