



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer
services for you

Doncaster and
Bassetlaw Hospitals 
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 DONCASTER AND BASSETLAW TEACHING HOSPITALS NHS FOUNDATION TRUST

To find out what was important to patients at Doncaster and Bassetlaw Teaching Hospitals 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 Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust breast cancer team to create goals based on this feedback.

Now, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust are taking action.

Here's the feedback from patients and the changes that Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust are making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients didn't always feel they were given enough emotional support at diagnosis.</p>	<p>Tell all patients about a questionnaire on their concerns and support needs, called a Holistic Needs Assessment (HNA).</p>	<p>This is now in place</p>
	<p>Give patients time to think about their support needs by setting up an electronic HNA to do at their own pace.</p>	<p>2024</p>
	<p>Make sure patients understand how and when they can get support from the breast care nurses.</p>	<p>This is now in place</p>
	<p>Update email bounce backs and answering machine messages so patients know when to expect to hear back from the team.</p>	<p>This is now in place</p>
	<p>Give time for secondary breast cancer patients to talk with a breast team member about their diagnosis and treatment.</p>	<p>This is now in place</p>
<p>Some patients felt they didn't get the right level of information about their treatment.</p>	<p>Refer newly diagnosed patients to Here for You, Breast Cancer Now's service with personalised information and support.</p>	<p>This is now in place</p>
	<p>Give tailored information by asking patients how much they want to know about their treatment.</p>	<p>This is now in place</p>
<p>Some patients didn't feel they knew the signs and symptoms of secondary breast cancer and who to contact with concerns.</p>	<p>Give patients and their GPs an end-of-treatment summary including:</p> <ul style="list-style-type: none"> • Clear information about the signs and symptoms of secondary breast cancer • Who to contact with any worries 	<p>This is now in place</p>

YOUR FEEDBACK

ACTION PLAN

PROGRESS

Some secondary breast cancer patients wanted more information and support about their treatment.

Make sure all secondary breast cancer patients know who their breast care nurse is.

This is now in place

Some primary breast cancer patients didn't feel well-supported on the surgical wards.

Train staff on the surgical ward so they feel confident supporting breast cancer patients.

Ongoing

Patients didn't always know where to get support for issues relating to treatment side effects, especially out of hours.

Give patients clear information about who to contact and where to go with concerns about side effects of treatment.

This is now in place

Secondary breast cancer patients didn't always know how to access palliative care services when needed.

Keep working with the community palliative care team and other relevant community teams in order to provide the right support at the right time, and to allow discussions around advanced care planning at a time that is right for you.

Ongoing

YOUR FEEDBACK

Primary breast cancer patients weren't always comfortable with follow up care and felt anxious at the end of treatment.

ACTION PLAN

Keep referring patients to Moving Forward, Breast Cancer Now's course for people finishing treatment for primary breast cancer.

Make sure patients know what'll happen at their follow up appointment so they can properly prepare.

Explain follow up care to patients in their end-of-treatment appointment. Tell them it's normal to feel anxious and to get in touch whenever they need.

PROGRESS

Ongoing

This is now in place

This is now in place



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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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The Lilly logo, featuring the word "Lilly" in a red, cursive script font.The Pfizer logo, featuring a blue stylized "P" icon followed by the word "Pfizer" in a blue sans-serif font.

Breast Cancer Now's Service Pledge 2021/2022 has been jointly sponsored by Eli Lilly and Company Limited and Pfizer Limited. Lilly and Pfizer have not had any control or involvement in this programme.