

BREAST CANCER NOW'S SERVICE PLEDGE

Dedicated to improving breast cancer services

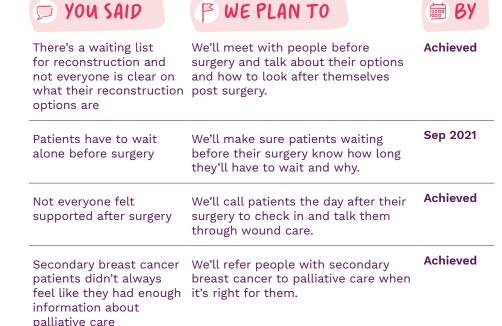




BREAST CANCER NOW'S SERVICE PLEDGE HELPS HOSPITALS TURN PATIENT FEEDBACK INTO REAL SERVICE IMPROVEMENTS

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.



We're improving our IT systems and

introducing a patient portal where

vou can see appointments, get

reminders and view information.

Dec 2021

Patient care wasn't

always as well

could be

coordinated as it



P WE PLAN TO



BY

Achieved

Patients weren't consistently referred to support services

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

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

We're recruiting a new member of staff to help our secondary breast cancer nurse support secondary patients, including regularly carrying out HNAs.

We will work with our IT services to provide information and support to all breast cancer patients on our website. Achieved

Ongoing

Not all primary breast cancer patients understood Open Access or felt comfortable using it We'll make sure information about Open Access is provided to patients before their Open Access appointment so they can prepare questions. Achieved

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

COVID restrictions are making it harder to communicate with patients We'll make sure all patients are comfortable with phone appointments and give them time to ask questions. **Achieved**

Patients with secondary breast cancer didn't always feel they were offered the same level of support as patients with primary breast cancer We will make sure secondary breast cancer patients can access the information and support they need.

Achieved