



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer
services for you

NHS
Sheffield Teaching 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 SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

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

Now, Sheffield Teaching Hospitals NHS Foundation Trust is taking action.

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

YOUR FEEDBACK

ACTION PLAN

PROGRESS

Some primary breast cancer patients didn't get a Holistic Needs Assessment or know how they could benefit from one.

Call every patient a few days after their diagnosis to clearly explain and carry out a Holistic Needs Assessment.

Achieved

Patients didn't always feel they were offered enough support at diagnosis.

Refer newly diagnosed breast cancer patients to Here for You, Breast Cancer Now's service for personalised information and support.

March 2023



YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients sometimes found it difficult to get in touch with their key contact about questions or problems.</p>	<p>Hire extra clinical nurse specialists to give patients more support.</p> <p>Update the breast service answerphone message so patients know when they can expect a call back. Include the Breast Cancer Now helpline number in the answerphone message.</p>	<p>Achieved</p> <p>March 2023</p>
<p>Some patients would have liked more information about how surgery would affect their appearance.</p>	<p>Create new photo resources for different surgical options and their outcomes so patients can make informed decisions.</p>	<p>January 2024</p>
<p>Patients would like more information about how to look after themselves after surgery.</p>	<p>Review and update the discharge information that patients get after their operation.</p>	<p>June 2023</p>
<p>Primary breast cancer patients would like more support after finishing active treatment.</p>	<p>Refer all patients to Moving Forward, Breast Cancer Now's course for people finishing treatment for primary breast cancer.</p> <p>Train nurses in talking to patients about the signs and symptoms of secondary breast cancer.</p>	<p>April 2023</p> <p>April 2023</p>



BREAST CANCER NOW The research. The care. Changing.

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 just don't go away, expertly trained health and research 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

TOUCH LOOK CHECK

BREAST CANCER NOW

DO YOU HAVE QUESTIONS OR FEEDBACK?

Royal Hallamshire Hospital

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

Breast Cancer Now

Fifth Floor
Ibex House
42-47 Minories
London EC3N 1DY
Phone: 0345 092 0800
breastcancer.org



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.