



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer services for you.

WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the UK's leading 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 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 NORTH MIDDLESEX UNIVERSITY HOSPITAL

We wanted to find out what was important to patients at your Trust. So we carried out surveys and focus groups to hear what you had to say.

Working together with patient representatives and members of the trust's breast cancer team, we created goals based on this feedback.

Now, North Middlesex University Hospital is taking action. Some goals are ongoing. But there are changes in place that are already making a real difference for breast cancer patients.

Here's the feedback and changes that your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Patients wanted more support and information around the time of their diagnosis	We've identified emotional support services in the local area, so we can refer patients to the help they need	Completed
	We've reviewed the information patients receive at diagnosis to ensure it covers everything they need	Completed
	We'll continue completing Holistic Needs Assessments (HNAs) with patients at diagnosis, during treatment and at the end of treatment, and we'll develop an action plan to increase the delivery of care plans	Ongoing
	We'll give all newly diagnosed patients a Breast Cancer Now's helpline card and signpost them to other charities, so they know where to turn for additional support	Ongoing
	We offer patients a referral into Breast Cancer Now's Here for You, so they can get timely access to Breast Cancer Now's support services	Ongoing
Many secondary breast cancer patients weren't aware of the signs and symptoms of secondary breast cancer before their diagnosis. They felt strongly that they needed this information	We've included information about the signs and symptoms of secondary breast cancer in the treatment summary that primary breast cancer patients receive at the end of their hospital-based treatment	Completed
	We'll signpost primary breast cancer patients to Breast Cancer Now's Moving Forward courses. These courses cover the signs and symptoms of breast cancer returning or spreading	Ongoing

YOUR FEEDBACK		ACTION PLAN	PROGRESS
Patients didn't always feel they had enough information on how they might look after surgery	We conduct pre-op consultations with all patients to show pictures of what to expect after breast surgery and how the drain and prosthesis look		Ongoing
	We provide patients with information about Breast Cancer Now's Someone like Me service, where they can speak with a trained volunteer who's undergone the same surgery to help them know what to expect		Ongoing
Patients didn't always feel they had enough information on how to look after themselves after surgery	We'll provide more information about surgery aftercare including the risk of lymphoedema		Ongoing
	We'll develop informational videos about lymphoedema. This will be available to access through the North Central London Cancer Alliance website		Ongoing
Patients sometimes found it hard to get in touch with a breast care nurse	We've added the contact details for different teams involved in the patients' care to the information leaflet provided at diagnosis, so patients know who to contact and for what		Completed
	We've filled the vacant breast care nurse position		Completed
	We've updated the answerphone message to include how long patients can expect to wait for a response from the breast care team, to help manage their expectations		Completed
Some primary and secondary breast cancer patients would like access to more emotional support at diagnosis	A new psychologist has been recruited to provide emotional support to breast cancer patients		Completed

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Some patients didn't feel their care was as joined up as it could have been	We'll review patient complaints to identify areas of care that require improvement, particularly in communication and coordination	Ongoing
	We provide all staff members with communication skills training to carefully listen and respond helpfully to patients	Completed
Primary breast cancer patients didn't always feel they had enough support at the end of treatment	We've developed an information pack to support patients at the end of their active treatment, which is now given to all patients at this stage	Completed
	We offer all patients with a range of health and wellbeing events to provide additional information on physical activity, healthy eating and encourage peer-support	Completed
	We'll provide all patients on stratified follow-up with informational videos covering lymphoedema, menopause and osteoporosis. We'll also provide relevant contact details, signs and symptoms to watch for and signpost to other charities for additional support after treatment	Ongoing



HAVE QUESTIONS OR FEEDBACK?



Get in touch with the
Breast Care Nursing Team – 020 8887 3645.



If you need support or information about breast cancer, call the Breast Cancer Now helpline on **0808 800 6000** or visit **breastcancernow.org**.

Breast Cancer Now

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