



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 WESTON PARK CANCER CENTRE

To find out what was important to patients at Weston Park Cancer Centre, 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 Weston Park Cancer Centre breast cancer team to create goals based on this feedback.

Now, Weston Park Cancer Centre is taking action.

Here's the feedback from patients and the changes that Weston Park Cancer Centre is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some secondary breast cancer patients didn't get a Holistic Needs Assessment or know how it could benefit them.</p>	<p>We currently run a clinic where nurses go through a Holsitic Needs Assesment with patients to find out their support needs and worries. But we are looking in to getting more staff resource to be able to provide more support to patients at this stage.</p>	<p>Ongoing</p>
<p>Some patients felt their GPs didn't recognise the signs and symptoms of secondary breast cancer.</p>	<p>Improve the information sent to GPs about the signs and symptoms of secondary breast cancer.</p>	<p>Ongoing</p>
<p>Patients didn't always feel they were offered enough support throughout diagnosis and treatment.</p>	<p>Run health and wellbeing events to further support patients.</p> <p>Set up TV screens in the outpatients department showing information about support available for breast cancer patients.</p> <p>Set up a Breast Cancer Now information point with information booklets and leaflets for patients.</p> <p>Create an app with easy-to-access information about support for patients.</p> <p>Refer newly diagnosed breast cancer patients to Here for You, Breast Cancer Now's service with personalised information and support.</p> <p>Run a monthly telephone clinic where a clinical nurse specialist or support worker calls all newly diagnosed patients.</p> <p>Restart the secondary breast cancer patients support day.</p>	<p>In Progress</p> <p>January 2024</p> <p>October 2023</p> <p>Sept 2024</p> <p>March 2023</p> <p>Ongoing</p> <p>Oct 2024</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
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Staff are stretched and don't have enough time to support patients in the way they would like to.

Hire extra staff to further support patients and make sure the service runs smoothly. For example, clinical nurse specialists, support workers and administrative staff.

January 2024

Staff would like more opportunities for team building and training.

Organise a team away day to boost morale and give an opportunity for training.

June 2024

Patients sometimes found it difficult to get in touch with their key contact about questions or problems.

Update the breast service answerphone message so patients know when to expect a reply. Include Breast Cancer Now's helpline number.

Achieved

Update the leaflet that introduces patients to the team.

June 2024

Plan how to triage calls by speaking to other breast services in South Yorkshire about how they manage this.

June 2024

Patients found the floor 4 waiting room uncomfortable, and often had to wait there for a long time.

Improve the floor 4 waiting room for patients. Add better blinds and a heater, more comfortable chairs, and a coffee machine.

January 2024

Give patients more support while they're waiting.

Sept 2024

Set up a buzzer system. So patients waiting in the outpatients department can leave the room and be alerted when it's time for their appointment.

Sept 2024

YOUR FEEDBACK

ACTION PLAN

PROGRESS

Telephone appointments were sometimes late.

Update the letter that patients get about their telephone appointments.

Sept 2024

Have a support worker call patients to let them know if their appointment is running late.

Ongoing

Staff would like training in talking to secondary breast cancer patients about palliative care and end of life planning.

Train staff in discussing end of life planning and having difficult conversations with patients.

Ongoing



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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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.