



BREAST CANCER NOW'S SERVICE PLEDGE

**Improving breast cancer
services for you**

NHS
East Lancashire Hospitals
NHS Trust
A University Teaching Trust

**BREAST
CANCER
NOW** The research &
support charity

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 EAST LANCASHIRE HOSPITALS NHS FOUNDATION TRUST

We wanted to find out what was important to patients at East Lancashire Hospitals NHS Foundation Trust. So, we carried out surveys and focus groups to hear what you had to say.

Then, working together with patient representatives and members of the East Lancashire Hospitals NHS Foundation Trust breast cancer team, we created goals based on this feedback.

Now, East Lancashire Hospitals NHS Foundation Trust 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 the changes that East Lancashire Hospitals NHS Foundation Trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Some patients didn't feel they were offered enough emotional support at diagnosis.	We'll refer newly diagnosed primary and secondary breast cancer patients to Breast Cancer Now's personalised referral service, Here for You. It gives people newly diagnosed with breast cancer personalised and timely access to all of Breast Cancer Now's trusted information and specialist support.	Completed
	We'll give patients the option to complete a Holistic Needs Assessment (HNA) electronically, which helps to identify any practical or emotional support they might need. This will allow patients to think about what support they might need in their own time.	Completed
	The secondary breast cancer clinical nurse specialist will attend clinics where secondary breast cancer patients receive their diagnosis. Patients will have the opportunity to get support and ask any questions they might have.	Completed
	If secondary breast cancer patients aren't diagnosed at a clinic, the secondary breast cancer clinical nurse specialist will either go to the wards and clinics to meet newly diagnosed patients there or phone patients	Completed
	We'll call all newly diagnosed secondary breast cancer patients 2 weeks after their diagnosis to go through an HNA. We'll identify their support needs and make sure they have the support they need.	Completed
	We'll give all secondary breast cancer patients an information pack when they are diagnosed.	Completed
Some primary breast cancer patients didn't feel they were offered a treatment plan.	We'll make sure all primary breast cancer patients get a clinic letter detailing their treatment options and final action plan.	Completed
Some patients wanted more information about the different elements of their treatment.	We'll make sure patients having radiotherapy treatment can access information videos and attend radiotherapy open day events to help reduce anxiety prior to starting treatment.	Completed
	We have a cancer care app which provides information and support to patients. We'll continue to let patients know about the app and make sure the information on it is as up to date as possible.	Ongoing

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Some primary breast cancer patients didn't always feel supported while they waited to go into surgery.	We'll make sure to keep patients updated while they're waiting to go into surgery. Staff on the surgical wards will check in with them regularly to see how they are and offer support.	Completed
	We'll provide training to staff on the surgical wards so that they feel comfortable supporting breast cancer patients who are waiting to go into surgery.	Completed
Some primary breast cancer patients didn't always feel they knew how to look after themselves post-surgery.	We'll continue to give patients information on how to reduce their risk of lymphoedema, including arm exercises for them to do.	Completed
	In their pre-surgical appointment, we give patients a clear check list of information that they can refer back to about how to look after themselves post-surgery. This includes how to manage dressings and drains, and who to contact if they have concerns.	Completed
Some patients felt the wait for test and scan results could be improved.	We'll make sure patients understand how long it will take to receive scan and test results. This should help manage their expectations and reduce anxiety.	Completed
Some primary breast cancer patients didn't feel they had access to clinical nurse specialist.	We'll make sure breast care nurses are easily identifiable to patients so they know who the team are. We'll do this by putting up a picture of the team in the clinic and including job titles on name badges.	Completed
	We'll let patients know that the breast care nurses work as a team. Although they'll have a dedicated nurse, they can speak to any of the breast care nurses to get the information and support they need.	Completed
	We have an email address so patients can send us their queries via email as well as over the phone.	Completed
Some secondary breast cancer patients didn't know how to access the metastatic breast clinical nurse specialist for support.	We have created a business card for the metastatic breast clinical nurse specialist which includes her mobile number and email address. Patients can call, text, or email her for support.	Completed
	We've created a services leaflet which gives more information about the metastatic breast clinical nurse specialist's role and how patients can access her for support. It also includes information about other local services available in East Lancashire. This leaflet will be handed out to patients at their diagnosis, and will also be available at the chemo unit and at the Macmillan hub.	Completed

YOUR FEEDBACK	ACTION PLAN	PROGRESS
	We'll contact existing secondary breast cancer patients, either by phone or by letter, to let them know the metastatic breast clinical nurse specialist is in post. We'll give them more information about her role and how she can support them.	Completed
	We'll set up a meet and greet event in the chemo unit to give secondary breast cancer patients a chance to meet the metastatic breast clinical nurse specialist.	Ongoing
Secondary breast cancer patients wanted more support and a chance to meet others for peer support.	We'll set up Breast Cancer Now's Living with Secondary Breast Cancer group in the local area. Secondary breast cancer patients will have the opportunity to meet with each other for support.	Completed
Some secondary breast cancer patients wanted more information about end of life planning.	We'll set up advanced care planning clinics to discuss end of life planning with patients when appropriate, and make sure their wishes are recorded.	Ongoing
Some primary breast cancer patients felt anxious when their treatment ended and wanted more support.	We'll give patients an information pack at the end of their treatment. This will support them to move forward before they attend the patient led information session.	Completed
	We'll offer our patient-led follow up sessions at the end of treatment, which gives patients the information and support they need to move forward following their treatment. We'll encourage patients to attend and will make sure they're aware of how important this aspect of their treatment is.	Ongoing
	During their patient-led follow up, we'll include information about the psychological support that is available to them.	Completed
	We'll give patients a leaflet at the end of their treatment which includes all the support available in the local area. We'll also create a wall display in the waiting room so patients can see what support is available in their local area.	Completed
	We'll check in with patients at 3 and 5 years post treatment to see how they are. We'll go through an HNA to make sure patients have the right support for them at this time.	Completed

HAVE QUESTIONS OR FEEDBACK?

Get in touch with the Breast Care Nurses,

breastcarenurses@elht.nhs.uk

01282804779 (this is an answer machine, please leave your full name, DOB and telephone number)

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

6th Floor,
The White Chapel Building,
10 Whitechapel High Street,
London E1 8QS
Phone: 0345 092 0800
breastcancernow.org



Breast Cancer Now's Service Pledge 2022/2023 has been jointly sponsored by Eli Lilly and Company Limited and Roche Products Limited. Lilly and Roche have not had any control or involvement in this programme.