



BREAST CANCER NOW'S SERVICE PLEDGE

Dedicated to improving
breast cancer services

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

NHS
Mid and
South Essex
NHS Foundation Trust

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.

YOU SAID	WE PLAN TO	BY
There's a waiting list for reconstruction and not everyone is clear on what their reconstruction options are	We'll meet with people before surgery and talk about their options and how to look after themselves post surgery.	Achieved
Patients have to wait alone before surgery	We'll make sure patients waiting before their surgery know how long they'll have to wait and why.	Sep 2021
Not everyone felt supported after surgery	We'll call patients the day after their surgery to check in and talk them through wound care.	Achieved
Secondary breast cancer patients didn't always feel like they had enough information about palliative care	We'll refer people with secondary breast cancer to palliative care when it's right for them.	Achieved
Patient care wasn't always as well coordinated as it could be	We're improving our IT systems and introducing a patient portal where you can see appointments, get reminders and view information.	Dec 2021

YOU SAID

Patients weren't consistently referred to support services

WE PLAN TO

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.

BY

Achieved

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.

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

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