



# 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 ROYAL FREE LONDON NHS FOUNDATION TRUST

We wanted to find out what was important to patients at your NHS 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, Royal Free London 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
<p><b>Some patients wanted more information and support while waiting for their diagnosis</b></p>	<p>We will explore ways to communicate waiting times for a diagnosis better</p>	<p><b>Complete and ongoing</b></p>
	<p>We will tell patients about Breast Cancer Now's helpline, so they have additional support while waiting for their diagnosis</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some secondary breast cancer patients weren't happy with the speed of their diagnosis</b></p>	<p>We will inform all patients awaiting biopsy results about the potential for a longer wait to receive their diagnosis, so they know what to expect</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some patients were unaware that they could bring someone to their diagnosis appointment, resulting in them receiving the news alone</b></p>	<p>We will ensure that information about bringing a friend or family member to appointments is included in patient communications</p>	<p><b>Complete and ongoing</b></p>
	<p>We will ensure that the Let's Talk Cancer - Top 10 Tips for Cancer Patients leaflets and posters are available in every breast clinic. This advises patients that they can bring someone to appointments</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some patients wanted more information and support at diagnosis</b></p>	<p>We will ensure that patients are signposted to the group wellbeing and information session, PREPARE, around the time of diagnosis</p>	<p><b>Complete and ongoing</b></p>
	<p>We will set up two new Breast Cancer Now information points for patients, improving access to support resources in breast clinics</p>	<p><b>Completed</b></p>
	<p>We will signpost patients to approved sources of information and support in other languages, such as Macmillan and Breast Cancer Now, so they can access information in their chosen language</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some secondary breast cancer patients reported that not all staff involved in their treatment communicated clearly</b></p>	<p>We will encourage all staff to access the Let's Talk Cancer training on effective communication with patients</p>	<p><b>Complete and ongoing</b></p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p><b>Some patients didn't feel they were offered enough emotional support at diagnosis</b></p>	<p>We will recruit a new Macmillan Cancer Support Worker dedicated to supporting the breast unit, allowing us to provide more support to patients at the time of diagnosis</p>	<p><b>Complete and ongoing</b></p>
	<p>We will ensure that appropriate referrals to inpatient psychology are made and signpost to external psychological support for outpatients</p>	<p><b>Complete and ongoing</b></p>
	<p>We will ensure that patients are offered Holistic Needs Assessments (eHNAs) at key times in their pathway to ensure they are getting support related to their needs</p>	<p><b>Complete and ongoing</b></p>
	<p>We will signpost patients to health and wellbeing information sessions at significant times during the treatment and care pathways</p>	<p><b>Complete and ongoing</b></p>
	<p>We will signpost patients to their local support centres, such as Maggie's, Cherry Lodge Cancer Support Centre and the Nightingale Cancer Support Centre, where patients can access activities and support</p> <p>We will also signpost patients to the Macmillan Cancer Information and Support Centres at all sites</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some secondary breast cancer patients would like more support and information at diagnosis</b></p>	<p>We will call all secondary breast cancer patients a few days after receiving their diagnosis to offer support and information</p>	<p><b>Complete and ongoing</b></p>
<p><b>Most patients weren't aware of the signs and symptoms of secondary breast cancer before their diagnosis</b></p>	<p>We will educate primary breast cancer patients on self-examination and how to recognise the signs and symptoms of secondary breast cancer</p>	<p><b>Complete and ongoing</b></p>
	<p>We will signpost primary breast cancer patients to Breast Cancer Now's Moving Forward course towards the end of their treatment, where the signs and symptoms of recurrence and secondary breast cancer will be discussed</p>	<p><b>Complete and ongoing</b></p>
<p><b>Primary breast cancer patients wanted more support at the end of treatment</b></p>	<p>As above, we will signpost patients to Breast Cancer Now's Moving Forward course, which provides patients with the tools to adjust to life beyond primary breast cancer treatment</p>	<p><b>Complete and ongoing</b></p>
	<p>We will signpost patients to Breast Cancer Now's Speakers Live and Facebook Live Sessions</p>	<p><b>Complete and ongoing</b></p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p><b>Some primary and secondary breast cancer patients would have welcomed more information on managing the side effects of treatment</b></p>	<p>We will produce video resources for patients on lymphoedema, menopausal symptoms and bone health. These will also be available in a number of different languages</p>	<p><b>Completed</b></p>
	<p>We will offer patients the opportunity to take part in a pilot patient app and receive personalised information about side effects</p>	<p><b>Pending</b></p>
	<p>We will include multimedia resources in our new app to make it easier for patients to access this information</p>	<p><b>Pending</b></p>
	<p>We have updated our pre-chemotherapy sessions to help prepare patients for treatment better and support them in managing their side effects</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some primary breast cancer patients didn't always feel they knew how to look after themselves post-surgery</b></p>	<p>We will explore the possibility of calling patients 48 hours after surgery to address any concerns</p>	<p><b>Pending</b></p>
<p><b>Some primary breast cancer patients didn't feel they knew how surgery was going to affect their appearance</b></p>	<p>We will signpost patients to Breast Cancer Now's Someone Like Me service, where they can speak to others who have been through the same surgery as them and find out what to expect</p>	<p><b>Complete and ongoing</b></p>
	<p>We will encourage patients to view photo resources so they can see what the outcome of their surgery may look like</p>	<p><b>Complete and ongoing</b></p>
<p><b>Some patients felt it was not always easy to get in touch with their CNSs, particularly by phone</b></p>	<p>We will allocate some support to help the clinical nurse specialists with telephone calls, messages and emails to ensure a quicker response time</p>	<p><b>Complete</b></p>
	<p>We will inform patients of the expected wait time for a callback if their call isn't answered</p>	<p><b>Complete and ongoing</b></p>
<p><b>Secondary breast cancer patients would have welcomed more information about palliative care</b></p>	<p>Where appropriate, we will offer secondary breast cancer patients more opportunities to discuss palliative care and planning for the future</p>	<p><b>Complete and ongoing</b></p>
	<p>We will signpost secondary breast cancer patients to group support that meets their needs</p>	<p><b>Complete and ongoing</b></p>

## HAVE QUESTIONS OR FEEDBACK?



Get in touch with us:  
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If you need support or information about breast cancer, call the Breast Cancer Now helpline on **0808 800 6000** or visit [breastcancernow.org](https://breastcancernow.org).

### Breast Cancer Now

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**Royal Free London**  
NHS Foundation Trust

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