



BREAST CANCER NOW'S SERVICE PLEDGE

**Improving breast cancer
services for you**

NHS
Lancashire Teaching
Hospitals
NHS Foundation Trust

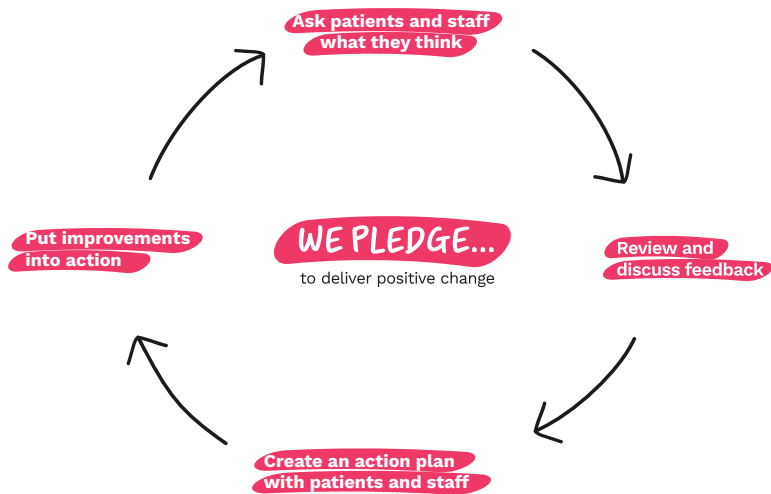
**BREAST
CANCER
NOW** The research &
support charity

WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the UK's leading breast cancer 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 LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST

We wanted to find out what was important to patients at your 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 trust's breast cancer team, we created goals based on this feedback. Now, Lancashire Teaching 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 your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Some patients with primary breast cancer received their diagnosis over the phone. Some found it hard to ask questions and get the support and privacy they needed.	We now offer all patients an in-person appointment. They can still request a telephone appointment if they'd prefer.	Completed
	We tell patients about Breast Cancer Now's helpline at their results appointments.	Completed
	We give all patients Breast Cancer Now's information at diagnosis. They're also made aware of the hospital's Macmillan information and support centre.	Completed
	We'll offer all patients an HNA at diagnosis, and make sure they know they can ask for an HNA at any time during their treatment. We'll clearly tell patients what an HNA is and how it can help them get the support they need.	Completed
Some patients wanted more support at the time of their diagnosis and didn't feel they were offered a Holistic Needs Assessment (HNA)	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.	Ongoing
Some secondary breast cancer patients found it hard to get in touch with a breast care nurse when they needed information or support.	We'll recruit a secondary breast cancer support worker. They'll be able to provide extra support to secondary breast cancer patients.	Completed
	We'll consider recruiting an additional secondary breast cancer nurse who can provide support to secondary breast cancer patients.	Ongoing
	We'll set up a dedicated email address for secondary breast care patients so they can email their queries to the secondary breast cancer nurse.	Completed
	We'll look in to setting up a Breast Cancer Now Living with Secondary Breast Cancer group. Secondary breast cancer patients will have the opportunity to meet with each other for support.	Ongoing
Not all primary and secondary breast cancer patients felt they'd received a treatment plan.	We'll make sure all patients receive a treatment plan. We'll also review our treatment plans to make sure they're useful and informative for patients.	Completed
	We'll pilot a patient portal, so patients can access their records and send queries to the team.	Ongoing

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some patients had a long wait on the day of their surgery. They would have liked more support while they were waiting.</p>	<p>We'll clearly communicate why there may be a long wait for patients on the day of their surgery.</p>	<p>Completed</p>
	<p>We'll explore the possibility of staggering admissions on the day of surgery to reduce waiting times for patients.</p>	<p>Ongoing</p>
<p>Some patients felt that staff on the surgical ward didn't know how to support breast cancer patients. They wanted more information about how to look after themselves before they were discharged.</p>	<p>We'll provide training for staff on the day surgery ward so they know how to support breast cancer patients. We'll make sure they give patients information about looking after themselves, including wound care.</p>	<p>Completed</p>
<p>Secondary breast cancer patients wanted tailored information about palliative care and end of life planning to be given at the right time for them. And more information about local hospice support.</p>	<p>The secondary breast cancer nurse has been working closely with the oncology team to make sure patients get information about hospice support and palliative care services at the right time for them.</p>	<p>Completed</p>
<p>Some secondary breast cancer patients didn't feel departments involved in their care communicated well with one another, or that their care felt joined up.</p>	<p>We now have a secondary breast cancer nurse and a secondary breast cancer support worker. They make sure patients' care feels joined up and they get the information they need.</p>	<p>Completed</p>



HAVE QUESTIONS OR FEEDBACK?

Get in touch with
Lucy Worthington
Matron
01257 245690
lucy.worthington@lthtr.nhs.uk

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.