



# BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer  
services for you



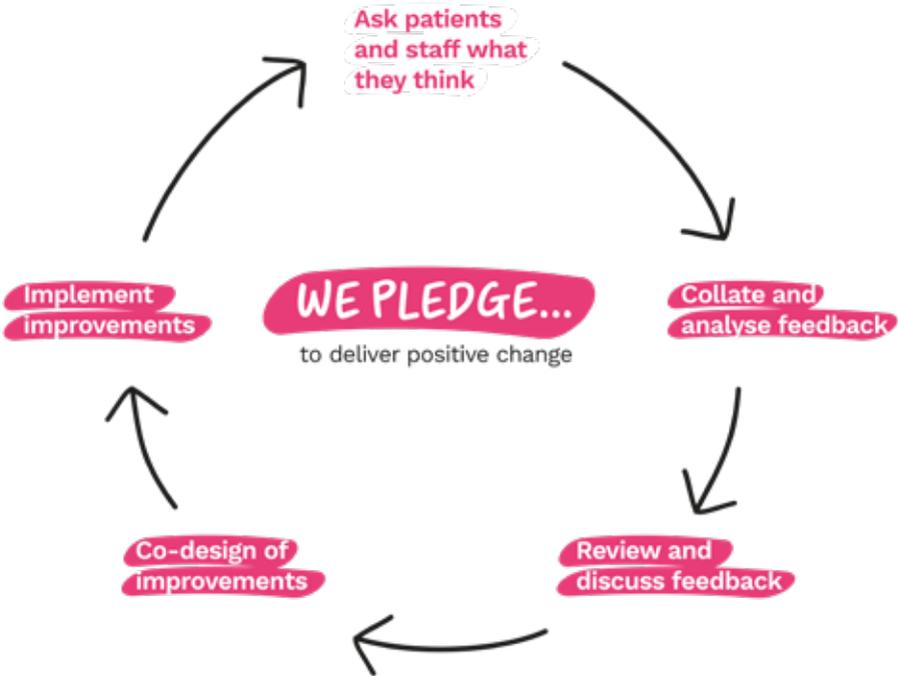
**BREAST  
CANCER  
NOW** The research &  
support charity

# 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 COLCHESTER HOSPITAL

To find out what was important to patients at Colchester Hospital, 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 breast cancer team to come up with goals based on this feedback.

Now, Colchester Hospital is taking action.

Some goals are ongoing, but there are changes in place that are already making a difference.

Here's the feedback from patients and the changes that Colchester Hospital is making:

**YOUR FEEDBACK****COLCHESTER HOSPITAL'S ACTION PLAN****PROGRESS**

**Patients didn't always feel they were offered enough support at diagnosis.**

Set up a Holistic Needs Assessment process for patients. Someone in the breast care team will assess their support needs and point them towards relevant support services.

**Achieved**

Create a list of reliable and useful websites with information about a wide range of support for patients diagnosed with secondary breast cancer.

**Feb 2023**

Refer patients who are newly diagnosed with primary or secondary breast cancer to Here for You, Breast Cancer Now's service that gives personalised and timely access to trusted information and specialist support.

**April 2023**

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**Patients felt that clinical nurse specialists were not always available when they needed them.**

Additional support for the secondary breast cancer service to ensure that secondary breast cancer patients are well supported and can contact the hospital when they need to.

**August 2023**

Set up hand-over procedures so patients don't fall through the gaps when moving from the primary breast cancer service to the secondary (metastatic) service.

**Achieved**

Buy call management software for the secondary clinical nurse specialist's phone to better triage calls and support patients.

**April 2023**

Create a leaflet for patients explaining when to call their clinical nurse specialist and when someone else might be more relevant, so they can contact the best person to help them.

**Feb 2023**

**YOUR FEEDBACK****COLCHESTER HOSPITAL'S ACTION PLAN****PROGRESS**

**Some patients didn't feel that they had enough information to make informed decisions about their treatment and care.**

Let all patients with secondary breast cancer know that their scan results can be attached to their clinic letters upon request.

**April 2023**

**Some patients waited for a long time on the day of their surgery.**

Stagger surgical admissions to lessen the amount of time primary breast cancer patients wait to go into theatre on the day of their surgery.

**Achieved**

**Patients didn't always feel supported while waiting for their surgery on the Day Surgery Unit.**

Review the information given to Day Surgery Unit staff at Ipswich Hospital about supporting patients with breast cancer to see what can be learned and if it's appropriate for Colchester Hospital.

**Feb 2023**

Train the Day Surgery Unit in supporting patients with primary breast cancer who are receiving surgery.

**Nov 2022**

**Patients felt that their expectations around their suitability for reconstruction could have been better managed.**

Manage patient expectations about whether they'll be eligible for breast reconstruction and give them a leaflet that explains the risks of reconstruction.

**Achieved**

**Patients felt that their expectation about how they would look after their surgery or reconstruction could have been better managed.**

Review and update photo resources so patients can see results for different types of surgery and reconstruction. Make sure all relevant members of staff have access to these resources for their patients.

**August 2023**

**YOUR FEEDBACK****COLCHESTER HOSPITAL'S ACTION PLAN****PROGRESS**

**Primary breast cancer patients were unaware of the signs and symptoms of secondary breast cancer. They didn't know how to reduce their risk of recurrence through their lifestyle.**

Share the signs and symptoms of secondary breast cancer at all Patient-centred follow up appointments and send patients a copy of Breast Cancer Now's Moving Forward booklet.

**Achieved**

**Secondary breast cancer patients told us that they were unaware of the signs and symptoms of secondary breast cancer before their diagnosis.**

Include the signs and symptoms of secondary breast cancer in the treatment summary sent to patient GPs.

**Feb 2023**

**Secondary breast cancer patients said that waiting for their scan results caused them anxiety.**

Develop an information sheet explaining the timeframe for scan results, and clearly communicate to patients why they must wait to receive their scan results.

**Feb 2023**

If you need support and information about breast cancer, call our free Helpline on **0808 800 6000**, or visit **[breastcancer.org](https://breastcancer.org)**

**Breast Cancer Now**

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