



# BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer  
services for you

**NHS**

Norfolk and Norwich  
University Hospitals  
NHS Foundation Trust

**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 NORFOLK AND NORWICH UNIVERSITY HOSPITAL

To find out what was important to patients at Norfolk and Norwich University 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 Norfolk and Norwich University Hospital breast cancer team to create goals based on this feedback.

Now, Norfolk and Norwich University Hospital is taking action.

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

Here's the feedback from patients and the changes that Norfolk and Norwich University Hospital is making:

**YOUR FEEDBACK****NORFOLK AND NORWICH UNIVERSITY  
HOSPITAL'S ACTION PLAN****PROGRESS**

**Patients didn't always understand the Holistic needs assessment form and didn't always feel it had been explained to them.**

Create a holistic needs passport for patients so that care and support continue as patients move through their treatment. Include a starting point for finding further information and support so patients aren't overwhelmed with too much information.

**March 2023**

Cancer Care Navigators will contact patients to complete their first Holistic Needs Assessment.

**March 2023**

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

Offer newly diagnosed breast cancer patients referral to Here for You, Breast Cancer Now's service that gives personalised and timely access to trusted information and specialist support.

**Achieved**

Keep waiting room TV screens and information points up to date with information about support services.

**Jan 2023**

**Patients felt that the amount of information they received at diagnosis was overwhelming and not always relevant to them or their situation.**

Work with patient representatives to review the information given to patients at diagnosis.

**March 2023**

Send patients a copy of what was discussed in their clinic appointments.

**Achieved**

**Primary breast cancer patients would welcome additional support once their active treatment had finished.**

Patients have attended a moving forward clinic at the end of their treatment as part of their follow up since 2019, they meet with a healthcare professional and are referred to wellbeing services. This includes Breast Cancer Now's Moving Forward course that provides people finishing treatment for primary breast cancer with tools, information, and support to move forward with confidence.

**Achieved**

**YOUR FEEDBACK****NORFOLK AND NORWICH UNIVERSITY  
HOSPITAL'S ACTION PLAN****PROGRESS**

**Patients felt that clinical nurse specialists in oncology weren't always available when needed.**

Hire more staff for the secondary breast cancer service so secondary breast cancer patients are well supported and can contact the hospital when they need to.

**Ongoing**

Introduce support services and groups through Breast Cancer Now and Here For You for secondary patients.

**Ongoing**

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

Continue to work with the Day Surgery Unit to train staff in the needs of patients with primary breast cancer who are getting surgery.

**Achieved**

**Patients' expectations about how they'll look after their surgery or reconstruction could be better managed.**

Review and update photo resources so that patients can see results for different types of surgery and reconstruction. Make sure all patients receiving surgery are given the opportunity to see these resources.

**Feb 2023**

**Patients felt that treatment and care wasn't joined up across the hospital and other services.**

Continue to give staff the chance to shadow other team members and departments to learn more about their roles and areas of work.

**Achieved**

**YOUR FEEDBACK****NORFOLK AND NORWICH UNIVERSITY  
HOSPITAL'S ACTION PLAN****PROGRESS**

**Patients were cold during their radiotherapy and felt that more thought could go into the choice of music playing during their treatment.**

Offer a blanket to all patients receiving radiotherapy to make sure they're warm and comfortable while receiving their treatment.

**Achieved**

**Patients didn't always feel supported during their radiotherapy treatment.**

Create a more suitable playlist for patients in radiotherapy.

**Ongoing**

Share information from the radiotherapy team about what to expect during treatment with the breast care team so they can pass it on to patients before they begin their radiotherapy.

**Achieved**

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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