BREAST CANCER NOW’S SERVICE PLEDGE

Dedicated to improving breast cancer services
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

Patients didn’t always feel they were given enough emotional support at diagnosis

WE PLAN TO

Achieved

We will continue to offer follow up appointments to all primary breast cancer patients after diagnosis to offer further information and support.

We will offer video calls to patients who aren't able to come into hospital so a loved one can join the appointment with them at home.

All patients diagnosed with breast cancer will have their support needs assessed by a member of the breast care team through a Holistic Needs Assessment (HNA) and signposted to relevant support services as a result. We will set up an electronic HNA process so patients can fill out a HNA at a time that's convenient for them.

If you feel you need more support you can request a Holistic Needs Assessment from your breast care nurse at any point.

We are recruiting two new members of staff on a fixed term contract so we can ensure all patients receive the right level of support. We hope to make these positions permanent subject to funding.

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