



BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer
services for you

NHS

Bedfordshire Hospitals
NHS Foundation Trust

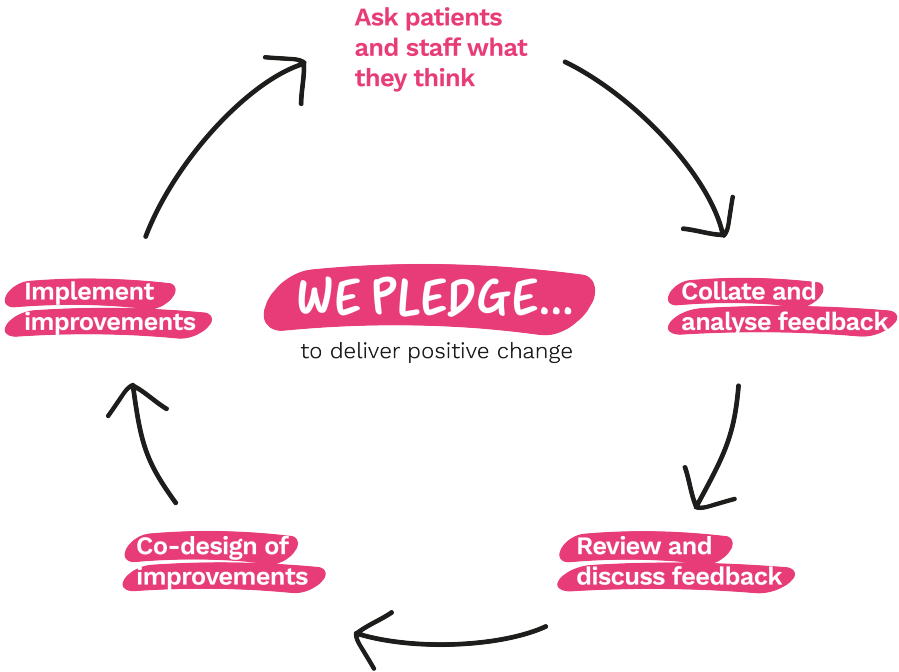
**BREAST
CANCER
NOW** The research &
support charity

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 BEDFORD HOSPITAL

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

Now, Bedford 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 Bedford Hospital is making:

YOUR FEEDBACK	BEDFORD HOSPITAL'S ACTION PLAN	PROGRESS
<p>Patients didn't always feel they were given enough emotional support at diagnosis.</p>	<p>Follow up with patients in the weeks after their diagnosis to check in, answer questions and offer personalised support and information.</p>	<p>Achieved</p>
	<p>Offer patients a Holistic Needs Assessment once they've had time to process their diagnosis and think about what support they might need.</p>	<p>Achieved</p>
	<p>Refer patients to Here for You, Breast Cancer Now's service for people newly diagnosed with breast cancer which gives personalised and timely access to trusted information and specialist support.</p>	<p>Ongoing</p>
<p>Patients didn't always feel well informed about the possible side effects of treatment and where to go for support.</p>	<p>Give all patients the chemotherapy hotline business card, which shows who to call and the symptoms to look out for.</p>	<p>Achieved</p>
	<p>Give patients tailored information about the side effects of their treatment and include this information in their treatment summary.</p>	<p>Achieved</p>
<p>Some patients didn't feel they were offered a treatment plan.</p>	<p>Develop a standardised treatment plan so all patients receive the same level of information about their treatment.</p>	<p>Sept 2023</p>
	<p>Write appointment summary letters directly to the patient and copy in their GP, rather than the other way round. Letters will be written in a patient-friendly way.</p>	<p>Sept 2023</p>
<p>Patients undergoing surgery felt there was a long wait between their arrival and the surgery taking place. Patients felt unsupported during this time.</p>	<p>Recruit volunteers to offer support to patients while they're waiting for their surgery.</p>	<p>Ongoing</p>

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

Some secondary breast cancer patients didn't feel involved in decisions made about their treatment.

The secondary breast cancer nurse will attend treatment decision appointments with patients to make sure they're involved in decision making and understand their treatment options

Ongoing

Some secondary breast cancer patients wanted more peer support.

Set up a Breast Cancer Now Living with Secondary Breast Cancer group to offer support to people living with secondary breast cancer.

Achieved

Some patients wanted more access to a clinical nurse specialist.

Make sure there are enough staff for all patients to get the support they need.

Sept 2023

Let all secondary breast cancer patients know about the secondary breast cancer nurse who's there to support them.

Achieved

Make sure patients know how to get in contact with the breast care nurses and when they'll respond.

Achieved

Secondary breast cancer patients wanted more information about palliative care services.

Work with the palliative care team to provide more information about palliative care.

Achieved

Refer patients and their loved ones to information and support about palliative care at an appropriate time for them.

Achieved

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

Primary breast cancer patients finishing treatment didn't always feel comfortable with follow up care or know the signs and symptoms of secondary breast cancer.

Make sure all primary breast cancer patients know when and how to access the breast service if they need further support once their treatment has finished.

Achieved

Offer patients clear information about the signs and symptoms of secondary breast cancer.

Achieved

Offer all patients a treatment summary at the end of their treatment and share this with their GP.

Achieved

BREAST CANCER NOW

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If you need support and information about breast cancer, call our free Helpline on **0808 800 6000**, or visit **breastcancer.org**

Breast Cancer Now

Fifth Floor,
Ibex House,
42-47 Minories,
London EC3N 1DY
Phone: 0345 092 0800
breastcancer.org



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