



# BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer  
services for you

**NHS**  
Barnsley Hospital  
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 BARNSELY HOSPITAL NHS FOUNDATION TRUST

To find out what was important to patients at Barnsley Hospital NHS Foundation Trust, 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 Barnsley Hospital NHS Foundation Trust breast cancer team to create goals based on this feedback.

Now, Barnsley Hospital NHS Foundation Trust is taking action.

Here's the feedback from patients and the changes that Barnsley NHS Foundation Trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p><b>Some patients didn't feel they were offered enough support during diagnosis and treatment.</b></p>	<p>Be clearer when offering patients a questionnaire about their concerns and support needs, known as a Holistic Needs Assessment (HNA).</p>	<p><b>Achieved</b></p>
	<p>Plan appointments with patients to focus on HNAs and planning their care.</p>	<p><b>Achieved</b></p>
	<p>Make sure patients and carers get access to support services.</p>	<p><b>April 2023</b></p>
<p><b>Some patients wanted more information about waiting times on the day of surgery and how to get support after surgery.</b></p>	<p>Tell patients the reason for waiting times on the day of surgery.</p>	<p><b>April 2023</b></p>
	<p>Make sure the pre-operative waiting area is patient-friendly.</p>	<p><b>Achieved</b></p>
	<p>Give patients information on who to contact out of hours with any concerns after surgery.</p>	<p><b>August 2023</b></p>
	<p>Create new photo resources for the different surgical options available so that patients can see how their body may look after their surgery.</p>	<p><b>Sept 2023</b></p>
<p><b>Some secondary breast cancer patients didn't feel they had access to a clinical nurse specialist. They felt their practical and emotional support needs weren't being met.</b></p>	<p>Explore the possibility of recruiting more staff resource to improve support and care for secondary breast cancer patients.</p>	<p><b>June 2023</b></p>
	<p>The breast team will join the Secondary Breast Cancer Nursing Group to talk about how best to support these patients.</p>	<p><b>April 2023</b></p>
	<p>Offer all secondary breast cancer patients an HNA.</p>	<p><b>April 2023</b></p>
<p><b>Some patients feel the co-ordination of their care could be improved.</b></p>	<p>Make sure patients know who to contact as they move through their treatment.</p>	<p><b>April 2023</b></p>

**YOUR FEEDBACK**

**ACTION PLAN**

**PROGRESS**

**Some primary breast cancer patients weren't confident about the signs and symptoms of secondary breast cancer.**

- Give primary breast cancer patients information on the signs and symptoms of secondary breast cancer.
- Give all primary breast cancer patients a written summary of their treatment.

**Achieved**  
**Achieved**

**Some primary breast cancer patients weren't confident about what would happen after the end of their treatment.**

- Invite all primary breast cancer patients to an end-of-treatment consultation with their key contact.
- Give all primary breast cancer patients a written summary of their treatment.
- Offer an HNA to all primary breast cancer patients finishing treatment.
- Refer patients to Moving Forward, Breast Cancer Now's course for people finishing primary breast cancer treatment.

**Achieved**  
**Achieved**  
**Achieved**  
**Achieved**







**BREAST  
CANCER  
NOW** The research  
to save lives

A BREAST CANCER NOW 2024 2024

At Breast Cancer Now, we don't just fund world-class research and provide life-changing support to people affected by breast cancer. We also highlight the importance of finding breast cancer sooner, and provide expert information on breast conditions and breast health.

Whether you're worried about breast cancer or have questions about your breasts, our website, expertly staffed with health professionals, information is here for you. For support and information, talk us free on 0800 000 0000 or visit [www.breastcancer.org.uk](http://www.breastcancer.org.uk)

# KNOW YOUR BREASTS

A GUIDE TO  
BREAST AWARENESS  
AND SCREENING

TOUCH  
LOOK  
CHECK™  
BREAST  
CANCER  
NOW

## DO YOU HAVE QUESTIONS OR FEEDBACK?

If you need support or information about breast cancer, give us a call on **0808 800 6000**, or visit **[breastcancer.org](https://breastcancer.org)**.

### **Breast Cancer Now**

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