



# 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 UK's leading breast cancer 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 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 UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST

We wanted to find out what was important to patients at your NHS Foundation Trust. So, we carried out surveys and focus groups to hear what you had to say.

Then, working together with patient representatives and members of the trust's breast cancer team, we created goals based on this feedback.

Now, University Hospitals Birmingham NHS Foundation Trust is taking action. Here's the feedback and the changes that your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p><b>Patient experience is affected by staff shortages and lack of support for staff.</b></p>	<p>We'll make sure staff are supported to give the best support and treatment possible.</p>	<p><b>Completed</b></p>
<p><b>Patients would like more private space in clinic areas, especially at diagnosis.</b></p>	<p>We'll explore potential opportunities to improve the clinic area and space available.</p>	<p><b>Ongoing</b></p>
<p><b>Some patients would prefer the option of having a phone or video call rather than visiting the hospital again.</b></p>	<p>We'll look into offering patients a telephone or video appointment if appropriate.</p>	<p><b>Completed</b></p>
<p><b>Patients could benefit from being signposted to support services while waiting for a diagnosis.</b></p>	<p>We'll give patients information on Breast Cancer Now's helpline at the point of investigation, so they can access further support at this stage.</p>	<p><b>Completed</b></p>
<p><b>Patients with secondary breast cancer would like more support at diagnosis.</b></p>	<p>We'll look into hiring a cancer support worker to make sure secondary breast cancer patients feel as supported as possible.</p>	<p><b>Ongoing</b></p>
<p><b>Patients would have liked support to be more tailored at diagnosis and throughout.</b></p>	<p>We'll work to make sure patients are offered a Holistic Needs Assessment (HNA) shortly after their diagnosis.</p> <p>We'll refer patients to Breast Cancer Now's Here for You service at diagnosis, so they can get tailored support and information at a time that works for them.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<b>Some patients had to travel to more than one hospital on the day of their surgery and found this difficult.</b>	We'll look into options for transport between hospitals and try to reduce the amount of travel between sites where possible.	<b>Ongoing</b>
<b>Patients didn't always feel they had enough information on what to expect on the day of surgery.</b>	We'll give patients having surgery a leaflet with practical hints and tips of what to expect on the day.	<b>May 2025</b>
<b>Patients would have liked more information about bra and prosthesis fitting.</b>	Before their surgery, we'll give patients clear guidance on how they can get fitted for a prosthesis and bra after surgery.	<b>Completed</b>
<b>Patients with secondary breast cancer would benefit from more support.</b>	We'll look into hiring a clinical nurse specialist specifically for patients with secondary breast cancer.	<b>Nov 2025</b>
	We'll make sure that the nurses' answerphone is updated with acute oncology information so that patients know how to access support from the oncology team.	<b>May 2025</b>
	We'll put together an information pack specifically for patients with secondary breast cancer so that they have personalised information.	<b>May 2025</b>
	We'll work with Breast Cancer Now to set up a Living with Secondary Breast Cancer group to support patients across the Trust.	<b>Completed</b>
<b>Patients would have liked more information on support available for men and younger women.</b>	We'll signpost patients to information on support services for men or younger women as appropriate, in addition to our existing signposting plans.	<b>Completed</b>

## YOUR FEEDBACK

## ACTION PLAN

## PROGRESS

**Some patients didn't feel their care was as joined up as it could have been.**

We'll look for better ways of working together across hospital sites to make sure care feels joined up for patients.

**Completed**

We've developed a better way of working with the multidisciplinary team which will improve coordination of care.

**Completed**

**Some primary breast cancer patients would have liked more information and support towards the end of treatment.**

We'll signpost primary breast cancer patients to Breast Cancer Now's Moving Forward courses as they come to the end of treatment.

**Completed**



## HAVE QUESTIONS OR FEEDBACK?

Get in touch with

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If you need support or information about breast cancer,  
call the Breast Cancer Now helpline on **0808 800 6000**  
or visit **breastcancer.org**.

### **Breast Cancer Now**

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