



BREAST CANCER NOW'S

SERVICE PLEDGE

**Improving breast cancer
services for you**

NHS

The Shrewsbury and
Telford Hospital
NHS Trust

**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 AT SHREWSBURY AND TELFORD HOSPITAL NHS 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, Shrewsbury and Telford NHS Hospital Trust is taking action. Here's the feedback and the changes that your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients didn't always feel they were offered enough support and information while waiting for a diagnosis.</p>	<p>We'll give patients a time for their next appointment at the point of investigation, along with contact details if they have any questions.</p>	<p>Completed</p>
	<p>We'll offer patients the details of Breast Cancer Now's helpline so that they can access support during this time.</p>	<p>Completed</p>
<p>Patients would have liked more tailored support at diagnosis.</p>	<p>We'll give patients Breast Cancer Now's Support for You leaflet along with the QR code for all publications, so they can choose which leaflets they'd like to order or download.</p>	<p>Completed</p>
	<p>We'll explore whether all patients can be referred to Breast Cancer Now's Here for You service.</p>	<p>Completed</p>
	<p>Holistic Needs Assessments (HNAs) will be offered at diagnosis as well as after surgery.</p>	<p>Completed</p>
	<p>We'll explore having a Breast Cancer Now Information Point in the clinic area, so patients can access more information while waiting at appointments.</p>	<p>Completed</p>
	<p>We'll update the information boards in the Lingen Davies Centre so that they provide up-to-date information for both primary and secondary breast cancer patients.</p>	<p>Completed</p>
<p>Patients didn't always feel they had enough information on how they might look after surgery and information on side effects such as lymphoedema.</p>	<p>We'll give patients information on services such as Keeping Abreast and Breast Cancer Now's Someone Like Me service.</p>	<p>Completed</p>
	<p>We'll give patients the opportunity to meet others who've had different types of surgery, so they feel able to make an informed choice.</p>	<p>Completed</p>
	<p>We'll provide more information on the risk of lymphoedema, especially for patients having an axillary node clearance.</p>	<p>Completed</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Some patients didn't feel their care was as joined up as it could have been.	We'll give patients the details of cancer care navigators who can help coordinate their care.	Completed
Patients sometimes found it hard to get in touch with a breast care nurse.	We've added contact details for different teams involved in the patients' care to the Living Well App, so patients know who to contact and for what.	Completed
Patients didn't always feel they had the practical and emotional support they needed.	Through a Holistic Needs Assessment (HNA), we'll give patients information relevant to them and their needs.	Completed
	A male cancer support group has been set up to provide support to men affected by breast cancer.	Completed
Primary breast cancer patients finishing treatment didn't always know the signs and symptoms of secondary breast cancer to look out for.	We'll give all patients Breast Cancer Now's After breast cancer treatment, what now? booklet after their surgery. This information will be reiterated at the end of treatment appointment. We include information on the signs and symptoms of secondary breast cancer clearly on the Treatment Summary, which is sent to patients and their GP.	Completed
Primary breast cancer patients didn't always feel they had enough support at the end of treatment.	We'll explore if Breast Cancer Now's Moving Forward course is suitable for the service and its patients. The course gives information and support to patients who are finishing treatment for primary breast cancer.	Ongoing
All patients would benefit from more support for the future.	We'll look at advertising our support group more widely, so that patients know what support is available to them and how to access it.	Completed



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HAVE QUESTIONS OR FEEDBACK?

Get in touch with **Mandy Wilson**
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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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