



BREAST CANCER NOW'S SERVICE PLEDGE

Dedicated to improving
breast cancer services

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

NHS
Mid and
South Essex
NHS Foundation Trust

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	 WE PLAN TO	 BY
Patients didn't always know what a Holistic Needs Assessment (HNA) was, whether they needed to have one, or feel they were offered the right level of support	We have recruited a Health Care Assistant who calls all primary breast cancer patients after diagnosis to assess what support they need and signpost to services. If you feel you need more support, you can request a Holistic Needs Assessment from your breast care nurse at any point. We are creating a leaflet to explain the role of the Health Care Assistant and how she can support you. We'll train volunteers who have been through breast cancer who can offer support to patients.	Achieved Aug 2020 Dec 2022
Patients with secondary breast cancer didn't always feel well supported	We'll recruit a dedicated secondary breast cancer nurse who can offer support and care to secondary breast cancer patients.	Dec 2022
Care didn't always seem well coordinated	We'll make sure patient's GPs are kept up-to-date.	Dec 2021
	We're improving our IT systems around the Trust so staff can access the right information.	Dec 2021
	Patients and their families will be able to feedback in real time on their experience of the breast unit.	Dec 2021



YOU SAID



WE PLAN TO



BY

Patients didn't always feel like they got the right level of support or privacy at diagnosis

At diagnosis patients will get the support that's right for them. We'll call patients 24 hours after their diagnosis to check in and offer support.

May 2021

We'll ensure all staff get regular training on communication.

Ongoing

To ensure privacy at diagnosis we'll collect feedback from patients about their experiences of the breast care unit.

Dec 2022

Patients didn't always know who their breast care nurse was or how they could contact them

We'll make sure everyone knows who their breast care nurse is and how to contact them for support.

Achieved

We're setting up a process so patients can access support out of hours.

Dec 2022

There's a waiting list for reconstruction and not everyone is clear on what their surgery options are

We're making sure everyone knows what reconstruction options are available, and how long the wait is for a delayed reconstruction.

Achieved

We'll set up a delayed reconstruction service so people who are waiting for a reconstruction can be kept up to date on when to expect their surgery.

Achieved

Patients didn't always feel like they were given a written treatment plan

We'll ensure all patients are offered a written easily understandable treatment plan.

Dec 2021

Not all primary breast cancer patients finishing treatment understood Open Access or felt comfortable using it

We have a dedicated Open Access nurse, who all primary breast cancer patients will meet at the end of treatment to talk through how Open Access works.

Achieved

Patients weren't sure of all the signs and symptoms of secondary breast cancer

We'll make sure everyone finishing treatment for primary breast cancer know the symptoms of secondary breast cancer and how to access support if needed.

Achieved

Patients didn't always have a good idea of what reconstruction looked like afterwards

We'll help people connect with others who've gone through reconstruction so they can ask questions.

Dec 2021