

# WORKING TOGETHER TO SUPPORT PEOPLE AFFECTED BY BREAST CANCER

A guide to the support we can  
offer your patients

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

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**We're here**

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# WHATEVER BREAST CANCER BRINGS, WE'RE HERE

## WHO WE ARE

**We're Breast Cancer Now, the research and support charity. However someone is experiencing breast cancer, we're here.**

Whoever the person you support is, and whatever their experience of breast cancer, they can turn to us.

Whether they're dealing with a diagnosis, managing side effects, working out life during or beyond treatment – or someone they love is. We have free services that will give them the support they need in the way they want. We can be here for them over the phone, in person or online.

Scan the QR code to find out more about our full support offering or visit

[breastcancer.org/services](https://breastcancer.org/services)



Our services are designed to work alongside clinical care. We offer people the chance to talk to others going through the same thing, so they have people to share their experiences and concerns with.

We have expert nurses on hand to listen to whatever someone's going through. And we have courses that help people manage living with or adjust to life beyond treatment.

You can find a full list of our services on pages 6-10.

**96%** of people who used a Breast Cancer Now support service over the past year would recommend it to others



## HOW WE CAN WORK TOGETHER

By working together, we can make sure everyone affected by breast cancer has access to the support they need.

We'll help your patients get the information and support they need alongside their clinical care. And you can be sure they're getting reliable and expert help.

### Referring people to our services

We know that a referral from a trusted healthcare professional is the best recommendation possible. That's why we've created our personalised referral route to make it simple for you, and helpful for your patients.

All you need to do is fill in the online referral form and we'll do the rest. One of our team will call your patient to explain the support we can offer, and help them find out what works best for them. And we'll offer 2 further calls over 6 months to talk through their needs and how we can help. We also use interpreters for anyone with additional language needs.

Together, we can make sure that anyone with primary or secondary breast cancer gets the information and support they need to live well.

Refer your patient at [breastcancer.org/refer](https://breastcancer.org/refer)

**100%** of healthcare professionals who referred patients through our personalised referral route would recommend it to their colleagues

**96%** of patients referred through this route would recommend their healthcare professional refer other patients through it

## Supporting you

We don't just want people affected by breast cancer to get the best support available. We also want to support you.

If you're a member of our healthcare professional hub, you'll receive our monthly email. It includes breast cancer news, updates, upcoming events and information on our services and research. You can also join one of our specialist interest groups, where you can network with other healthcare professionals with shared interests.

We regularly host free webinars by expert presenters for healthcare professionals. These will help support your practice and development, and are facilitated by our clinical nurse specialists.

Find out more at [breastcancer.org/hcp](https://breastcancer.org/hcp)



# SUPPORT FOR ANYONE AFFECTED BY BREAST CANCER

Our services for people with either primary or secondary breast cancer, or their friends and family.

## Ask Our Nurses

Breast cancer and breast health can be hard to make sense of. If your patient has a question or worry, they can contact our nurses about whatever's on their mind.

Whether they're going through treatment, worried about signs and symptoms or supporting someone they love – no question is too big, or too small. They can message our nurses through email, Facebook, X, Instagram, TikTok or our forum. And someone will get back to them with a clear, tailored reply to whatever's on their mind. It's totally confidential and they can be confident they're getting trustworthy information.

“

The process of writing my questions helped me clarify my thoughts and concerns. Having the information via email, rather than from a telephone conversation, means I can re-read it at any time, and also share it with people who are close to me – to help them feel in control.

– Ask Our Nurses service user

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## Helpline

We know it's sometimes easier to talk to someone over the phone. That's why we run our free and confidential helpline.

If someone is worried about breast cancer, or has a question about breast health, our breast care nurses and specially trained staff are just a call away. You can know your patient is speaking to someone who understands, and who can give them reliable information.

Our helpline is open **Monday to Friday**, between **9am and 4pm**. And **Saturdays**, from **9am to 1pm**.

Our helpline is free to call on  
**0808 800 6000**

**95%**

of helpline callers got the support they needed when they rung us



## Forum

Through our online forum, we're here for people every step of the way – alongside thousands of others who understand exactly what they're going through.

Lots of people affected by breast cancer use our forum. And they're always ready to share, listen and support each other. Day or night. So your patients can talk about what's on their mind in a safe space, and connect with a community of people who understand.

## Health information

If your patient's looking for accurate information about breast cancer diagnosis and treatment, or breast health, we've got them covered.

We can give them information on a number of topics ranging from managing menopausal symptoms to breast reconstruction to information on secondary breast cancer.

Our award-winning information, written and regularly reviewed by clinical specialists, is available online or in print. It's also available in multiple languages, braille, audio and large print. So they can get all the information they need in whatever way they want.

“

It's the most helpful and comprehensive, yet easily understandable information I've ever got since my treatment started.

– Health information user

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## Information points

We set up information points in hospitals, cancer support centres and other healthcare settings across the UK on request, for free.

Each stand has a selection of our publications, including leaflets on breast health, breast cancer and our services. They're stocked and maintained by our trained volunteers, so you don't have to worry about a thing.

Find out more at  
[infopoints@breastcancernow.org](mailto:infopoints@breastcancernow.org)

# SUPPORT FOR PEOPLE WITH PRIMARY BREAST CANCER

## Someone Like Me

With Someone Like Me, people affected by primary breast cancer can find somebody who understands what they're going through.

We'll match them with a trained volunteer who's had a similar experience. They'll be a phone call or email away, ready to answer any questions, offer support or simply listen. We have over 270 trained volunteers, who among them can speak 22 languages – meaning we can support more people who need it.

**99%** of service users would recommend Someone Like Me to others

“This service provided me the opportunity to ask someone like me exactly what it was like. And to find the practical answers I was looking for. This service is amazing and made a huge difference to me, in my treatment decision making but also emotionally, to have the confidence I wasn't alone in this.

- Someone Like Me service user

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## Moving Forward

We know people don't always feel “back to normal” when they finish hospital treatment for primary breast cancer. That's why our Moving Forward courses are here.

In a safe and confidential environment, we connect patients with people who understand. Through supportive, open conversations, they'll be given the tools to feel empowered and in control. Helping them cope with the stress of diagnosis, treatment, side effects and the fear of cancer coming back.

Sessions take place over 2 half days, either face-to-face or online.

**95%** of service users would recommend the Moving Forward course to others

“The group was fantastic and the best support around the emotional side of this diagnosis I have had so far, it gave me hope when I had very little - thank you.

- Moving Forward service user

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## Younger Women Together

If your patient is aged 18 to 45, then our Younger Women Together service is for them. We'll give them specialist support and the chance to meet people their age who understand what they're going through. And we'll provide tailored information and talks on topics like relationships, exercise and fertility.

We hold in-person events across the UK either over one or two days, as well as online courses one evening per week over 4 weeks.

**91%** of service users said they felt less alone after attending a Younger Women Together event



## Becca

Becca, the breast cancer support app, is a pocket companion to primary breast cancer. If your patients have questions on anything from side effects to wondering how to live a healthier lifestyle – then Becca is here.

It has a wealth of information and real-life stories that can help people find answers to their questions and give support in helping them establish their “new normal”.

**3 in 4** of service users say that the Becca app has a positive effect on their feelings about breast cancer and cancer treatment

## Speakers Live

Does your patient want to learn more about topics relevant to their primary breast cancer diagnosis? Then they can join one of our online Speakers Live sessions.

Speakers Live is a chance to learn about a wide range of topics, such as healthy eating, exercise, hormone treatment, sleep, fertility, returning to work and much more.

The events take place live over Zoom, and people can ask questions by sending them in beforehand or by typing in the chat box during the event.

# SUPPORT FOR PEOPLE WITH SECONDARY BREAST CANCER

## Living with Secondary Breast Cancer

Secondary breast cancer is full of uncertainties. But our Living with Secondary Breast Cancer service is here for people with a secondary diagnosis, no matter what.

People can join our monthly groups either in person or online, so they can have group conversations with people just like them. Our sessions include talks from expert speakers, and there are videos they can watch in their own time.

Whether they want to explore wellbeing, side effects, exercise – or just share what’s on their mind, we can help. And everything is facilitated by qualified counsellors.

**85%** of service users gained information and tips that help them cope with the day-to-day living with secondary breast cancer

“ I have been part of a national online group for 2.5 years and the monthly meetings are part of my life. I have made valuable friendships and support.

– Living with Secondary Breast Cancer service user

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## Younger Women with Secondaries Together

If younger women are living with secondary breast cancer, they might feel isolated and invisible. But we’re here for them.

Younger Women with Secondaries Together gives patients the chance to meet other women under 45 with secondary breast cancer. They’ll get to talk about what’s on their mind in a safe, welcoming space with people who really get it. And we’ll provide tailored information on living with secondary breast cancer and more.

They can take part in sessions online, over 3 weeks. We also run a Younger Women with Secondaries Together residential event twice a year.

“ I feel seen, validated and less alone on this journey.

– Younger Women with Secondaries Together service user

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# WE'RE BREAST CANCER NOW, THE RESEARCH AND SUPPORT CHARITY

**However someone is experiencing breast cancer, we're here.**

The brightest minds in breast cancer research are here, making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here, ready to support you and your patients whenever you need it. Dedicated campaigners are here, fighting for the best possible treatment, care and support for anyone affected by breast cancer.

Why? Because our vision is that by 2050, everyone diagnosed with breast cancer will live and be supported to live well. But to make that vision a reality, we need to act now.

**For support and information:**

 Visit [breastcancernow.org](https://breastcancernow.org)

 Call us free on **0808 800 6000**

Fifth Floor,  
Ibex House,  
42-47 Minories,  
London EC3N 1DY

Breast Cancer Now is a charity registered in England and Wales (1160558), Scotland (SC045584) and the Isle of Man (1200)

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