



# BREAST CANCER NOW'S SERVICE PLEDGE

Improving breast cancer  
services for you

**NHS**

**Bedfordshire Hospitals**

NHS Foundation Trust

**BREAST  
CANCER  
NOW**

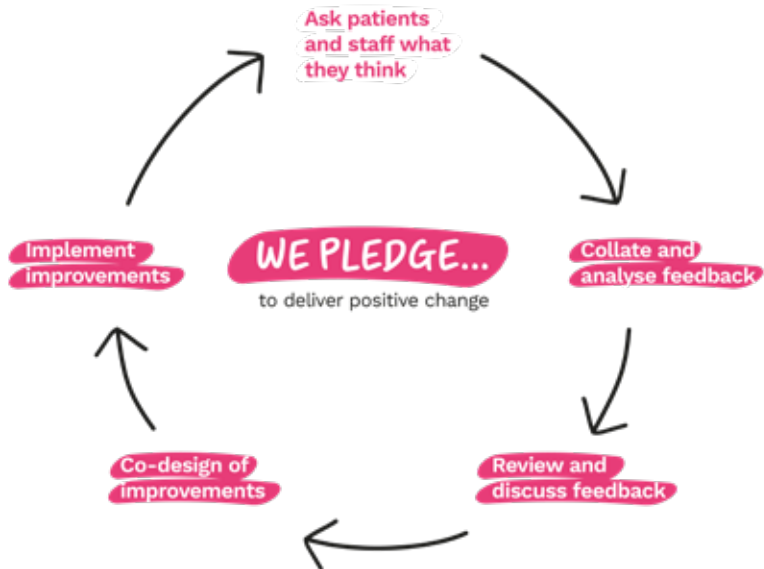
The research &  
support charity

## 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 LUTON AND DUNSTABLE UNIVERSITY HOSPITAL

To find out what was important to patients at Luton and Dunstable University Hospital, 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 Luton and Dunstable University Hospital breast cancer team to create goals based on this feedback.

Now, Luton and Dunstable University Hospital is taking action.

Some goals are ongoing, but there are changes in place that are already making a difference for breast cancer patients.

Here's the feedback from patients and the changes that Luton and Dunstable University Hospital is making:

YOUR FEEDBACK	LUTON AND DUNSTABLE UNIVERSITY HOSPITAL'S ACTION PLAN	PROGRESS
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<p><b>Patients didn't always feel they were given enough emotional support at diagnosis.</b></p>	<p>Explain to all patients what a Holistic Needs Assessments (HNA) is, how it can support them and how to get the most out of it.</p>	<p><b>Sept 2022</b></p>
	<p>Share HNAs with all teams involved in a patient's care so they're aware of any support the patient might need.</p>	<p><b>Ongoing</b></p>
	<p>Refer newly-diagnosed breast cancer patients to Here for You, Breast Cancer Now's service that gives personalised and timely access to trusted information and specialist support.</p>	<p><b>Aug 2022</b></p>

<p><b>Patients didn't always feel well informed about the possible side effects of treatment and where to go for support.</b></p>	<p>Give all patients information about the side effects of treatment and who to contact with any concerns about side effects.</p>	<p><b>Achieved</b></p>
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<p><b>Some secondary breast cancer patients didn't feel they were offered a treatment plan.</b></p>	<p>Give all secondary breast cancer patients a treatment plan following their diagnosis.</p>	<p><b>Achieved</b></p>
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<p><b>Some secondary breast cancer patients wanted more peer support.</b></p>	<p>Set up a Breast Cancer Now Living with Secondary Breast Cancer group to offer support to people living with secondary breast cancer.</p>	<p><b>Achieved</b></p>
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**YOUR FEEDBACK****LUTON AND DUNSTABLE UNIVERSITY  
HOSPITAL'S ACTION PLAN****PROGRESS**

**Patients undergoing surgery felt there was a long wait between arriving for surgery and surgery taking place. They felt unsupported during this time.**

Stagger surgery appointments so patients don't need to arrive early in the morning if their surgery is in the afternoon.

**Achieved**

Offer training to staff on the Day Surgical Unit so they know how to support breast cancer patients who are waiting for surgery.

**Dec 2022**

**Some people weren't sure where to pick up their loved ones after surgery, as they were dropped off in a different location.**

Review the information given to patients about the day of their surgery and make sure it's clear where patients should be dropped off and picked up..

**Autumn  
2022**

**Some patients didn't feel they were pointed towards additional support services.**

Continue making sure that all breast cancer patients know where to find relevant support services.

**Ongoing**

**Some people supporting loved ones going through primary and secondary breast cancer didn't feel they were offered support for themselves.**

Set up a new secondary breast cancer patient support group and use this group to support patients' loved ones.

**Achieved**

Review how to support loved ones who aren't able to attend appointments with patients.

**Ongoing**

YOUR FEEDBACK	LUTON AND DUNSTABLE UNIVERSITY HOSPITAL'S ACTION PLAN	PROGRESS
<p><b>Patients found it difficult to travel from Luton to Mount Vernon for radiotherapy treatment.</b></p>	<p>Explore the possibility of setting up a radiotherapy satellite centre near Luton so patients don't have to travel as far.</p>	<p><b>Ongoing</b></p>
	<p>Let patients choose whether they'd like their appointment in the morning, afternoon or evening to make it as easy as possible to attend.</p>	<p><b>Achieved</b></p>
	<p>Offer transport to patients who are concerned about travelling to and from Mount Vernon for treatment.</p>	<p><b>Achieved</b></p>
<p><b>The current IT system makes it difficult to share patient notes between departments.</b></p>	<p>Look at improving the hospital's IT systems and involve patients to make sure their needs and expectations are met.</p>	<p><b>Ongoing</b></p>
<p><b>Secondary breast cancer patients wanted more information about planning for the future, including end of life planning and palliative care services.</b></p>	<p>Continue having personalised conversations with patients about planning for the future, and give them information about palliative care services and end of life planning at a time that's right for the patient.</p>	<p><b>Ongoing</b></p>
<p><b>Primary breast cancer patients finishing treatment didn't always feel comfortable with follow up care or know the signs and symptoms of secondary breast cancer.</b></p>	<p>Primary breast cancer patients finishing treatment will have an end of treatment phone call to discuss follow up care and the signs and symptoms of secondary breast cancer.</p>	<p><b>Achieved</b></p>
	<p>Continue to offer all patients and their GPs a treatment summary along with an information sheet about the signs and symptoms of secondary breast cancer.</p>	<p><b>Achieved</b></p>
	<p>Work with Breast Cancer Now to explore the possibility of running Moving Forward, a course that provides people finishing treatment for primary breast cancer with tools, information and support to move forward with confidence.</p>	<p><b>Sept 2022</b></p>

If you need support and information about breast cancer, call our free Helpline on **0808 800 6000**, or visit **[breastcancernow.org](https://breastcancernow.org)**

**Breast Cancer Now**

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