



BREAST CANCER NOW'S

SERVICE PLEDGE

**Improving breast cancer
services for you**



South Warwickshire
University
NHS Foundation 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 SOUTH WARWICKSHIRE UNIVERSITY 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, South Warwickshire University NHS Foundation Trust is taking action.

Here's the feedback and the changes that your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
Patients would like more private space in clinic areas, especially at diagnosis.	We'll explore potential opportunities to improve the clinic area and space available.	Ongoing
Patients could benefit from being signposted to support services while waiting for a diagnosis.	We'll give patients information about Breast Cancer Now's helpline at the point of investigation, so they can access further information and support at this time.	Ongoing
	We'll display information about Breast Cancer Now's helpline on screens within waiting areas.	Ongoing
Patients were sometimes unaware of the waiting time for results.	We'll make sure we communicate an accurate waiting time verbally to patients at all stages.	Completed
Patients would have liked support to be more tailored at diagnosis and throughout.	We'll offer patients a follow up call with a cancer navigator where a Holistic Needs Assessment (HNA) will be discussed.	Ongoing
	We'll produce a digital version of our patient diary so that patients can choose which version they'd prefer to have.	Completed
Patients didn't always feel they had enough information on how they might look after surgery.	We'll give patients information on services such as Keeping Abreast, Flat Friends and Breast Cancer Now's Someone Like Me service to support them around surgery.	Completed
Patients would have liked more information about bra and prosthesis fitting.	We'll give patients having surgery a leaflet about prosthesis and bra fitting. We'll also offer patients a free bra after their surgery.	Completed
Patients would have liked more information on support available for men and younger women.	We'll signpost patients to information on support services for men or younger women.	Ongoing
	We'll look into producing some in-house resources specific to patients being treated at South Warwickshire University NHS Foundation Trust.	Completed

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some patients didn't feel their care was as joined up as it could have been.</p>	<p>Patients receiving CDK4/6 drug treatments will be supported within a nurse led clinic by the same clinical nurse specialist.</p>	<p>Completed</p>
	<p>Patients on extended adjuvant treatments will be supported by the new oncology clinical nurse specialist in a nurse led clinic.</p>	<p>Completed</p>
	<p>We've developed a better way of working with the multidisciplinary team for secondary breast cancer patients which will improve their coordination of care.</p>	<p>Completed</p>
<p>Some primary breast cancer patients would have liked more information and support around the end of treatment.</p>	<p>Patients who are having chemotherapy will have access to the oncology team for 6 weeks after their treatment. They'll also be able to access the oncology nurse for support at any time.</p>	<p>Completed</p>
	<p>We'll offer patients a Holistic Need Assessment (HNA) during their nurse led end of treatment discussion, so that we can offer the individualised, practical and emotional support they need and signpost to community resources.</p>	<p>Completed</p>
<p>Secondary breast cancer patients would like tailored support and information on planning for the future.</p>	<p>We'll introduce patients to Respect forms when they meet their key contact. This will open up the opportunity to discuss planning for the future.</p>	<p>Completed</p>
<p>Secondary breast cancer patients would like the opportunity to meet others in a similar situation.</p>	<p>We'll invite patients with secondary breast cancer to join our bi-monthly support group, where they can meet other patients in an informal setting.</p>	<p>Completed</p>



Light switch

NHS

Document with text and a red heading, possibly a patient information leaflet.

HAVE QUESTIONS OR FEEDBACK?

Get in touch with
Warwick Breast Care Team
warwick.breastcare@swft.nhs.uk

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

Breast Cancer Now

Fifth Floor,
Ibex House,
42-47 Minories,
London EC3N 1DY
Phone: 0345 092 0800
breastcancernow.org



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