The Secondary Breast Cancer Pledge

A joint initiative from Breakthrough Breast Cancer and Breast Cancer Care
What we will cover

• What is the Secondary Breast Cancer Pledge pilot?

• Who benefits?

• The Secondary Breast Cancer Pledge in practice: Barts Hospital
The Secondary Breast Cancer Pledge

- Breakthrough Breast Cancer and Breast Cancer Care identified a need to improve services and care for patients with secondary breast cancer:
  - Lack of defined care pathways
  - Lack of support available for patients
  - Lack of dedicated specialist support

Identifying such a key need for people with secondary breast cancer, the two charities decided to combine forces and form the Pledge Partnership
The Secondary Breast Cancer Pledge helps hospitals:

• develop a clearer, evidence-based, understanding of your secondary breast cancer patients’ priorities

• give people with secondary breast cancer a voice in your hospital

• identify, plan for and implement realistic improvements that will result in a better patient experience
Real changes informed by patients...

Patient feedback
Assess patient experience
Identify areas for improvement
Develop and agree changes to improve patient experience
Who benefits: Your patients

- Opportunity to influence future service provision
- Improved patient experience
- Increased patient satisfaction and confidence in services
- Informed about standards and entitlements
Who benefits: Your hospital

- Practical skills and training in patient involvement and service improvement
- In-depth insight into patients’ needs and experience
- Profile-raising opportunities
- Potential cost- and time-saving changes implemented
The Secondary Breast Cancer Pledge in Practice

St Bartholomew’s Hospital
Why did Barts want to be involved?

- Aim to continuously improve our services
- Previous Pledge involvement experience
- Looking at our services as whole: Patient and staff perspectives
- Not previous work around Secondary Breast Cancer Patients Experience
How are we finding the process?

• Step 1: Survey- Review the wording of the questions and ensure all questions were applicable to our service

• Step 2: Identifying the patients

• Step 3: Sending the Surveys to patients and staff
Results:

• Sent patient experience surveys and interview requests to 142 patients.

• Resulted in:
  • 8 patients being interviewed
  • 58 patients completing the patient experience survey
  • 2 patients recruited as patient representatives
• Step 4: Review the Pledge Booklet while information was being gathered

• Step 5: Feedback Meeting: to review survey results

• Next Step: Improvement Goals Meeting

• Final Step: Booklet Launch
If you are interested in taking part in the Secondary Breast Cancer Pledge, please contact:

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