Breakthrough’s Service Pledge for Breast Cancer

Involving patients in shaping breast care services
Aims for today’s workshop

• Look at strengths and weaknesses of our current patient involvement in the Service Pledge programme

• Identify potential new or alternative ways to involve patients in our work
Ground rules for today

- Participate
- Be creative – there’s no such thing as a bad idea!
About us

Through our research and campaigning work, we will:

• Lead the way to prevent most breast cancers
• Increase the pace and precision of early detection
• Develop effective treatments for all primary breast cancers
• Create a new focus on metastatic breast cancer
• Unite everyone affected by and working against breast cancer
Breakthrough’s Service Pledge

An overview
Service Pledge overview

• Since the Service Pledge launch in 2004, Breakthrough Breast Cancer has worked with 62 hospitals to involve their breast cancer patients in shaping and improving breast care services.

• Using surveys and workshops, patients are asked to feedback on what they feel works well or is in need of improvement across the service.

• Trained Patient Advocates work with hospital staff to agree specific long- and short-term improvements based directly on patient feedback.
Service Pledge – How it works

- Paper surveys sent to patients
- Local patient workshops held to discuss feedback
- Trained Patient Advocates meet with hospital staff to discuss feedback and possible improvements
- Agreed improvements based on feedback
- Review feedback
- Collate and analyse data
- Ask patients and staff what they think
- Implement improvements
As a result of our work, services across the UK have improved patient experience and made time and cost savings through their patient-centred improvements:

- Ipswich hospital introduced a new waiting list system, reducing waiting times
- Grantham hospital opened a new breast unit, with a business case supported by their Service Pledge evidence
- As a result of patient involvement and the resulting improvements, many hospitals have reported a significant reduction in patient complaints
Any questions?
Breakthrough’s Service Pledge for Breast Cancer

Maximising effective patient involvement
Today’s workshop

• Are there other ways we could involve patients in improving breast care services?

• What support/information would patients need?
Patient workshop

• Patients invited to attend workshop at their local hospital

• Facilitated by Breakthrough member of staff – no hospital staff members present

• Trained Patient Advocates also sit in to listen to discussions

• Ask patients to review survey findings and prioritise the issues they want hospital to address most

• Opportunity to get qualitative feedback and opinions on why things are an issue for patients/ideas for how things could be improved
Patient workshop

• Have you been to similar types of meetings? How are these run?

• Are we using the patient workshops in the right way, and at the right stage in the process? Should we hold them earlier or later in the cycle?

• Other comments/thoughts on the use of patient workshops?
Agreeing improvement goals

• Patient Advocates and Breakthrough staff meet with hospital staff to discuss patient feedback (surveys and workshops) and agree suitable service improvements based on this

• Meeting minutes circulated to all attendees

• Hospital develops an action plan for the improvements which is reviewed and approved by hospital staff and Patient Advocates
Agreeing improvement goals

• Are there ways we can involve local patients in agreeing improvement goals?

• Are there other ways to identify possible improvements instead of a face to face meeting with hospital staff?

• How do we ensure the process is an effective use of hospital staff and patients’ time?
Thank you