

Breast Personalised Stratified Follow Up (PSFU)

This leaflet explains the Personalised Stratified Follow Up (PSFU) programme supporting patients who have been treated for breast diseases including cancer. If you have any further questions, please speak to a doctor or nurse caring for you.

What is Personalised Stratified Follow-Up (PSFU)?

PSFU is a type of follow-up at St George's Hospital. It is where routine, clinical examination-type appointments are replaced by a system where patients can call us when they have a problem so that they don't have to come to hospital at times when they are feeling well and symptom-free.

We have introduced PSFU as it has been shown to be better for patients. It means that you don't have to make unnecessary trips to the hospital at times when you are feeling perfectly well.

Patients often find traditional clinical appointments are a source of anxiety and can lead to them being tempted to put off reporting worrying signs and symptoms if a routine clinical appointment is "not too far away".

Also, it has been proved that new problems are unlikely to be picked up by clinical examination alone. Most are identified by patients themselves, in between routine appointments.

Does it cost anything?

No, the service is free.

What information will I be given?

In addition to this leaflet, you will have a consultation at the end of your treatment and will be taught how to be body and breast aware, including the specific symptoms that you should report, without delay, to your breast care nurse.

You will also be given written information on:

- Your diagnosis and medication
- The treatment you have had and the possible side effects
- Arrangements for annual mammograms (and bone density scans if appropriate)
- How to use the special direct helpline which gives you fast access to your breast care nurse if you need it

- The process your breast care nurse will follow if you need to be booked back into clinic at any time in the future.

Your breast care nurse will give you the Moving Forward resource pack for people living with and beyond breast cancer published by Breast Cancer Now.

Will I continue to have routine mammograms?

Yes, unless it has been otherwise specified at the end of your treatment, you will continue to be called for yearly mammograms. This will be for at least five years after your treatment or until you are the right age to join the national NHS Breast Screening Programme.

If, because of your specific treatment, you do not need to have annual mammograms, you will be told this, as will your GP.

How will I get my mammogram results?

If your mammogram is normal, then we will write to you and your GP with the result. We will then book your next mammogram for 12 months' time.

If your mammogram indicates that further tests and assessment are needed, we will invite you for an appointment with one of our breast surgeons. Depending on availability, where possible, we will book this with the surgeon who has treated you previously. This will be held at the Rose Centre.

Are there any other regular tests that I may need to have?

Following your treatment, you and your GP will be told if you need any additional regular checks, such as bone density scans (DEXA scans). These scans can tell us if you are developing bone thinning which could lead to a condition called osteoporosis. These will be organised via your GP who will receive clear instructions on what you need.

Will I still be able to access the breast service in the event of concerns?

Yes, you can call the breast care nurses on the dedicated PSFU helpline telephone number if you have any queries or problems and you will be encouraged to do so.

If your breast care nurse feels that it would be appropriate for you to come back to clinic to be seen, you will be offered a clinic appointment or, if necessary, an appropriate diagnostic test within 14 days of your telephone call.

Discharge

When you have been in PSFU for five years, you will have a review and possible discharge from the program. We will either write to you or arrange a telephone appointment:

- If your most recent mammogram was normal and are aged 50 years or over, you may be discharged back into the care of your GP and will be offered three yearly screening mammograms through the National Breast Screening Service.
- If you are on endocrine treatment, we will arrange a telephone appointment for a medication review prior to discharging you into the care of your GP.
- If you are not yet 50 years old, we may extend your surveillance until you reach 50 years of age and are eligible for the National Breast Screening Services.

Contact us

Free Helpline Number 020 8725 0500

If you need to ring this number, **please leave a short message including your name, hospital number and telephone number** on the answer phone.

This is checked regularly from Monday to Friday between 9am and 5pm and you will be phoned back by the breast care nurse by the end of the next working day.

Location: Breast Unit, The Rose Centre, St George's Hospital, Blackshaw Road, Tooting, London SW17 0QT

Useful sources of information

The Macmillan Support and Information Service

The team provides free, confidential information and support for anyone affected by cancer. (Monday to Friday 9am to 4.30pm, excluding bank holidays)

Location: Ground floor of Grosvenor wing in St George's Hospital and on the ground floor of Queen Mary's Hospital.

Tel: 020 8725 2677 **Email:** cancer.information@stgeorges.nhs.uk

Breast Cancer Now

Tel: 0808 800 6000 **Web:** www.breastcancernow.org

Macmillan Cancer Support

Tel: 0800 808 00 00 (Monday to Sunday 8am to 8pm) **Web:** www.macmillan.org.uk

For more information leaflets on conditions, procedures, treatments, and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk).

The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

