

Positive patient feedback following breast pain management in Community Breast Pain Clinics

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The East Midlands Breast Pain Pathway (EMBPP) manages women with breast pain alone in a community breast pain clinic (CBPC) setting, with a combination of clinical assessment, family history risk assessment, reassurance and breast pain management advice. It is important that this significant pathway change is acceptable to women attending CBPCs. Patients attending CBPCs are seen within 2 weeks, their appointment is with an Advanced Nurse Practitioner supported by a Clinic Administrator. The clinics are located at 5 community sites across Derbyshire and South East Staffordshire: Derby, Lichfield and Tamworth Community Hospitals, Ashgate GP Practice in Chesterfield and Hill Street Burton Health and Well Being Centre.

Methods: All patients attending clinics were given an anonymised questionnaire to complete after their clinic attendance, which was posted anonymously into a collection box. A follow up audit identified any patients referred to a 2WW diagnostic clinic within 3 months of their CBPC attendance, that might indicate dissatisfaction with the CBPC.

Results: Questionnaires: between June 2021 and October 2023, 1734 / 1735 patients attending the CBPCs completed post attendance questionnaires.

Did you find the breast pain advice you received helpful? 1723 (99%)

Do you feel reassured by the breast pain advice you received? 1710 (99%)

Did you find the information regarding your personal risk of developing breast cancer helpful? 1665 (96%)

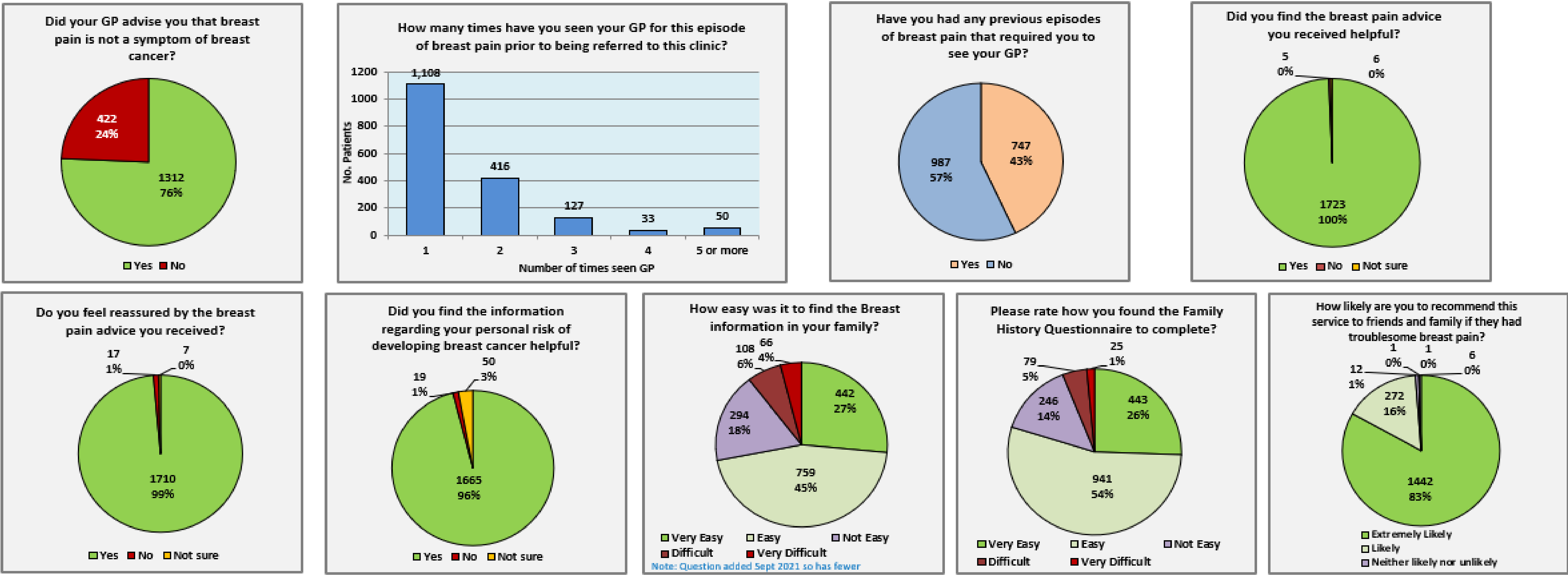
How likely are you to recommend this service to friends and family if they had troublesome breast pain 1714 (99%)

Word Clouds constructed from free text answers to three questions are shown below.

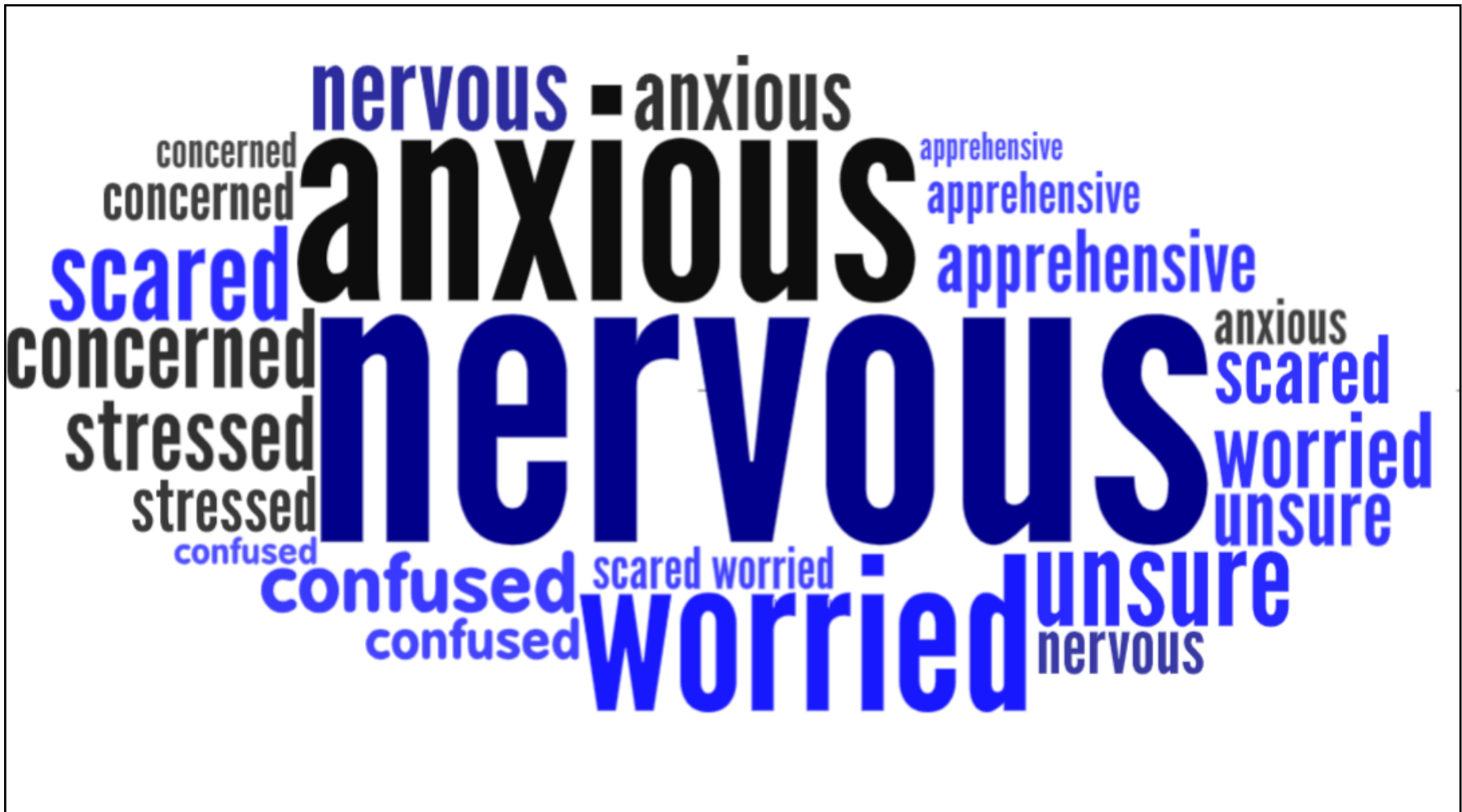
Referrals: Only 12 of 1735 (0.7%) patients were referred to a 2WW clinic within 3 months of their CPBC attendance, all with a new breast symptom(s).

Breast Pain Clinic Patient Experience Questionnaire Responses

Derbyshire and South Staffordshire clinics June 2021 to October 2023



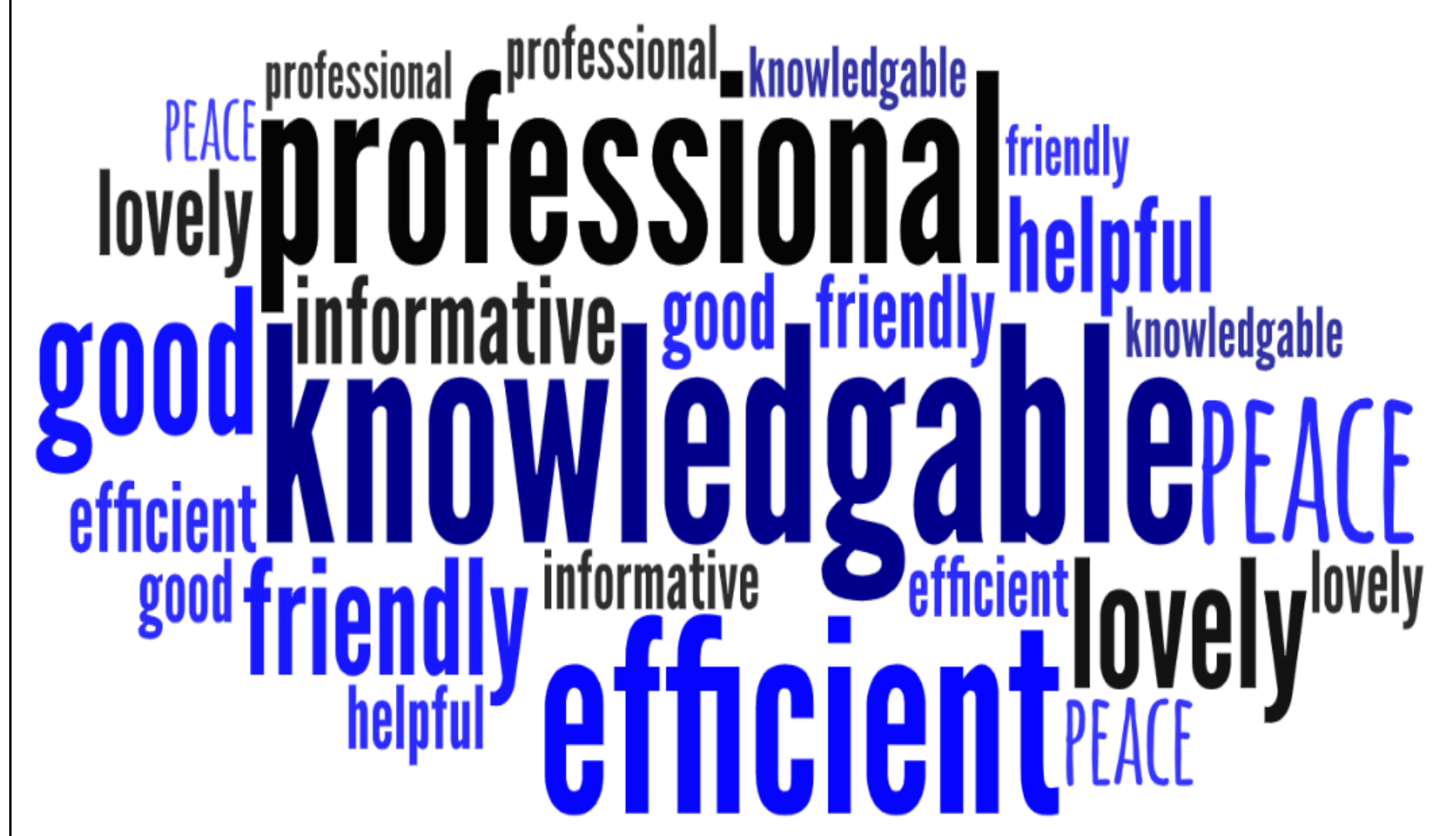
BEFORE: How did you feel before coming to your appointment?



AFTER: How did you feel after seeing the Advanced Nurse Practitioner?



AFTER: Additional comments about the CPBC service



Conclusion

The East Midlands Breast Pain Pathway manages women with breast pain only in a community setting outside of 2WW breast diagnostic clinics, a significant pathway change.

Patient feedback has confirmed that this pathway change is acceptable with 99% of clinic attendees stating that they would recommend a community breast pain service.

Acknowledgments

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We would like to thank the patients who provided their feedback after attending Community Breast Pain Clinics in Derbyshire and South East Staffordshire.

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