



# What's next for breast cancer?

Jo Stoddart, Head of Healthcare  
Development  
October 2023

# Bupa's specialist centres for breast cancer

Specialist centres for breast cancer offer better customer experience and health outcomes through fast, frictionless access to diagnostics and cancer treatment

## Access to care

**Direct booking** and appointment at breast specialist centre **within 2 working days** of contacting Bupa



## Diagnosis

**One stop appointment** for all diagnostics - fast reassurance or treatment



## Treatment

**Treatment within 31 days**

Holistic patient care with **enhanced quality and service standards**



## Disease progression

Care guided by **specialist MDT and Cancer Nurse Specialist**

**Complex case management**



## Patient Support

**Holistic support**

- Living Well
- Survivorship
- End of Life care
- Counselling



Specialist centre pathways on average have **half** the fine needle aspiration rate when compared with non specialist centre pathways

**c.90%** of customers receive rapid reassurance and the all clear

**92%** of customers receive cancer treatment within 31 days of contacting us

----- VS -----

**59%** of NHS patients start treatment within 62 days of GP urgent referral