

## Cancer services

# Breast Open Access Follow-Up

## Information for patients, relatives and carers

You will be seen for annual mammograms for 5 years or more if you are not yet eligible to join the NHS breast screening programme, unless otherwise informed. The mammograms will be arranged by the hospital and results sent to you and your GP by post within 2-3 weeks of the scan. If bone density scans are needed, we will let your GP know and they will arrange these.

## Signs and symptoms

Please contact us if you have any of the following:

- a lump, thickening or swelling in the breast(s), in the area of a mastectomy or lumpectomy, above the collar bone or in the neck, or under the arm
- any skin changes, red areas or raised spots on the breast, mastectomy or lumpectomy scar
- nipple discharge
- a change in the shape or size of the breast(s)
- onset (beginning) or recurrence of lymphoedema
- any new, on-going pain in any part of the body, especially in the back or hips, that does not improve with painkillers and which is often worse at night
- pins and needles and/or a loss of sensation or weakness in the arms or legs
- unexplained weight loss and a loss of appetite
- a constant feeling of nausea (feeling sick)
- discomfort or swelling under the ribs or across the upper abdomen (stomach)
- a dry cough or a feeling of breathlessness
- severe headaches which are usually worse in the morning

Once you have completed follow-up with OAFU, you will be eligible for the national breast screening programme to continue receiving mammograms every 3 years. Patients under 71 are automatically enrolled, provided they are registered with a GP. Patients aged 71

and over will need to contact their local breast screening service. Our team will be able to advise patients on their local service when leaving OAFU.

OAFU contact: [Imperial.OAFUbreast@nhs.net](mailto:Imperial.OAFUbreast@nhs.net) Telephone: **020 3312 3426**

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 -16.00, Monday to Friday). You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)