

*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)

*VENUE: Medium MR unit

*DATE: 19/11/2004

*ID: Patient16

*INTERVIEWER: DJW

INT: FIRST OF ALL, THANK YOU FOR AGREEING TO BE INTERVIEWED.

Patient: It's no problem.

INT: I'D LIKE TO START WITH QUESTION ONE, WHICH IS CAN YOU TELL ME A LITTLE BIT ABOUT WHAT YOU KNEW OR UNDERSTOOD ABOUT BREAST CANCER BEFORE YOU REALISED THERE WAS SOMETHING WRONG WITH YOUR BREAST?

Patient: Well, as I've already said, my Mum - I've always worried about it because my Mum and I've two older sisters, one's dead now, and the other one lives just up the road above me, she's had a her breast off with breast cancer, so I've always been conscious of the fact of anything happening with my breasts and the changes and that, I've always kept an eye out. Yeah.

INT: AND SO YOUR MUM HAD, IS THAT RIGHT?

Patient: Yeah.

INT: IS THERE ANYBODY ELSE IN YOUR FAMILY HAD IT? I KNOW WE MENTIONED IT A BIT EARLIER, BUT JUST TO GET IT ONTO TAPE.

Patient: Yes. My sister, a sister, Dor-, my sister Dorothy died with it, my sister-in-law [?] who lives up here, she's had her breast off with it.

INT: RIGHT, OK. SO DID THEY ALL HAVE MASTECTOMIES, IS THAT RIGHT?

Patient: Yeah, yeah.

INT: RIGHT, OK. AND, ERM, ARE THEY ALL LIVING IN THE CHESTERFIELD REGION?

Patient: Yes.

INT: IS THAT RIGHT, YEAH.

Patient: Yes, yeah.

INT: YEAH, OK. HAVE YOU HAD ANY FRIENDS OR ANYTHING LIKE THAT THAT'S HAD BREAST CANCER?

Patient: Yes. Yes there was ...

INT: YEAH? CAN YOU TELL ME A LITTLE BIT ABOUT THEM PLEASE?

Patient: Well, I'm a pensioner and I work in a pensioners club or help run a pensioners club, and there's a girl that comes to help us and she's had breast cancer, and she's only in her 50s.

INT: RIGHT, OH THAT'S BAD THEN?

Patient: Yeah.

INT: YEAH, MM. AND DO YOU KNOW WHAT OPERATION SHE HAD FOR THAT? DO YOU KNOW THAT?

Patient: Same as me, a mastectomy. When I knew I was going to have one we had long chats.

INT: MM, RIGHT, OK. AND, ERM, SO CAN YOU JUST TELL ME BRIEFLY, BECAUSE I'M NOT CONNECTED TO THE CHESTERFIELD UNIT, JUST TELL ME HOW YOU CAME TO FIND OUT THERE WAS SOMETHING WRONG WITH YOUR BREAST?

Patient: Erm, well it was one night in bed, I knew there was something wrong and I daren't get up and have a look but I got a terrible pain in my right breast ... a terrible pain, it was something unbelievable. And when I got up the next morning, I have a bath every morning, and I got up next morning and had a bath, I found my nipple had got inverted.

INT: RIGHT.

Patient: And that's what had been happening in the night and hurt me so much.

INT: RIGHT, OK.

Patient: Absolutely horrible.

INT: YES.

Patient: Horrible feeling and I was horrified. I thought, 'Mm, my turn.'

INT: RIGHT, OK.

Patient: You know ...

INT: BECAUSE OF THE FAMILY HISTORY.

Patient: ... and I was scared to do anything about it a fortnight, and I thought, 'This is silly ...

INT: YEAH, SURE.

Patient: ... I've got to.' So I really, I was silly again because I didn't want my GP to see me, 'cos he's a man.

INT: RIGHT, OK.

Patient: Which is totally stupid, but there you are, we can do stupid things. So I made an appointment with the doctors, or with the receptionist to see the lady doctor we've got down there, can't remember her name 'cos I don't normally see her, and the recap-, I didn't want to tell the receptionist because they're on, only receptionists, if you understand what I mean ...

INT: YEAH, SURE, OF COURSE.

Patient: And, er, she'd said I'd got to wait for, I think it was about three weeks before I could get in to see this lady doctor. And, er, my youngest daughter who lives in Bradford, I'd been talking to her on 't phone and she said, 'Mam, you've got to go to 't doctors,' and I said, 'I want to see this lady doctor.' She said, 'You've got to go, you can't wait for three weeks,' she says, 'It's a fortnight now and that's gonna make it a month, five weeks.' she says, 'This is silly,' she says, 'Don't tell me I've got to come over and take you.' Well she would have done, [chuckles] so I thought I'd better do something about it myself. So I went and had a chat with the nurse - I still wasn't gonna see no man doctor - and, er, they did, wanted me to go to see the man doctor, they said, her and the Receptionist said, 'We'll go in with you.' No, I just didn't want him to see me. And, er, see that part of my body 'cos it was so ugly. And they finally got me in, a couple of days after that to see the lady doctor, and she wrote me a note straight away to go to the hospital. And after that I was all right being looked at by a man, but I don't know, it's just something silly in me.

INT: OH, OH THAT'S FINE, I MEAN, IT'S A DIFFERENT THING, YOU KNOW,

Patient: It is, I mean, I was ...

INT: WHEN YOU GO TO THE GP YOU THINK

Patient: ... it was so ugly. You know, it looked so different and I felt it was ugly and I just didn't want a man to see me there.

INT: YEAH. OH THAT'S PERFECTLY ALL RIGHT, THAT'S OK. ERM, SO, YOU GOT AN APPOINTMENT TO GO TO SEE THE, ERM, THE UNIT AT CHESTERFIELD ...

PATIENT: Yeah.

INT: HOW FAR AWAY WAS THAT, HOW LONG WAS IT ...

[Dog barking]

Patient: Oh, I have to go on two buses from here, I'm on my own and I've not got a car, I couldn't drive anyway, and I'd got to go on the bus, so I went on the bus. Er, oh actually, I'm telling a lie there, my youngest sister went with me, 'cos she was concerned about me.

INT: RIGHT, OK.

Patient: Well, [chuckles] fair enough, it's her turn next, you know.

INT: RIGHT, OK.

Patient: And, er, she went with me and he confirmed practically straight away that I'd got pre-cancerous cells.

INT: RIGHT, OK. SO WHEN YOU WENT TO THE UNIT, DID YOU HAVE ANY TESTS OR ANYTHING?

Patient: Yes, I went in twice into hospital, I had a biopsy and they did that, because I've also got diabetes, high blood pressure and all sorts of things, he did it under a local anaesthetic, but I wouldn't advise anybody to go in for that, it were horrible, but, yeah, they found I'd got pre-cancerous cells in the nipple part, just behind the nipple, and he said they could take half of the breast and that way I'd have to go for chemo, etc, or they could take it all and that would be it. So it was my decision, more or less, after listening to that, to say, well, take it all.

INT: RIGHT, OK. SO WHEN YOU WENT THE FIRST TIME, WHEN YOU WERE REFERRED THE FIRST TIME AND YOU HAD YOUR TESTS, WHICH CONSULTANT DID YOU SEE? WAS IT MR HOLT?

Patient: Mr Chadwick.

INT: MR CHADWICK.

Patient: Yeah.

INT: YEAH, DAVID CHADWICK.

Patient: He's lovely. He is really, really good.

INT: SO DID YOU SEE HIM BEFORE YOU HAD THE TESTS OR AFTER, DO YOU REMEMBER?

Patient: Erm, I'd never, I had never met him before, if that's what you mean, no.

INT: NO. SO WHEN YOU WERE ACTUALLY AT THE UNIT DID YOU SEE HIM AND THEN DID YOU GO AND HAVE YOUR TESTS, OR DID YOU HAVE THE TESTS AND THEN SEE HIM?

Patient: Erm, he did the tests.

INT: OH RIGHT, OK. OH, RIGHT, OK THEN. THAT'S ALL RIGHT. AND, ERM, DID HE AT THAT VISIT, DID HE SAY ANYTHING AT ALL TO SUGGEST THAT IT MIGHT BE PRE-CANCEROUS?

Patient: Er, no, he said, yes, I told him my family history and he said, yes, he could see I would have concerns and, yes, he would look into it.

INT: INT: RIGHT, OK. AND AT THAT TIME DID YOU SEE ANY OF THE BREAST CARE NURSES?

Patient: Yes, yeah.

INT: DO YOU REMEMBER WHO YOU SAW?

Patient: I can't remember the names, but ... I remember the faces but not the name.

INT: ERM, WAS IT YOUNGISH GIRL WITH DARK HAIR ...

Patient: No.

INT: OR A SLIGHTLY OLDER GIRL, THAT'D BE MARY.

Patient; Yeah, Mary, yeah, yeah.

INT: RIGHT, OK. AND, ERM, AT THAT POINT, THAT FIRST VISIT, DID THEY EVER MENTION ANYTHING ABOUT TREATMENT OPTIONS ABOUT [???] OR ANYTHING LIKE THAT.

Patient: Yes, he told me, like, as I say, if he only took half of my breast off, he told me then that if it was, if I had a problem, and they only took half the breast off, I would have to go to Sheffield for treatment ...

INT: RIGHT.

Patient: And it sounded horrendous, and I actually remember, I've known other people that go to ...

INT: WESTON PARK.

Patient: That have had to go and .. yeah. And they say, you know, if you can avoid it, don't.

INT: MM, IT'S QUITE A JOURNEY.

Patient: Yeah, and it gives you a ... it's not just the journey and all the treatment, I mean the treatments are horrendous, have an horrendous effect on your body apparently.

INT: RIGHT, YEAH.

Patient: So I thought, well if I can avoid that I will.

INT: YEAH, SURE, OF COURSE. ERM, SO, YOU WENT TO SEE HIM, YOU HAD THE TESTS AND YOU SAW THE BREAST CARE NURSE ...

Patient: Yeah.

INT: ... ERM, DO YOU REMEMBER WHAT YOU TALKED ABOUT WITH THE BREAST CARE NURSE?

Patient: She was talking about more after-care.

INT: RIGHT, OK. WHAT WOULD HAPPEN AFTERWARDS, YEAH.

Patient: Sort of, she said, 'If you have to have your breast off then we can, and you, when you're ready for a new bra,' you know, that kind of talk.

INT: MM. OH, RIGHT, OK. YEAH. AND THEN, AFTER YOU HAD THE TESTS AND YOU SAW THE CONSULTANT AND THE BREAST CARE NURSE, YOU CAME HOME, DID YOU?

Patient: Yeah.

INT: AND HOW LONG DID YOU HAVE TO WAIT FOR YOUR RESULTS FOR THE TESTS?

Patient: Er, I think it was a fortnight.

INT: RIGHT, OK. AND IN BETWEEN THAT TIME, YOU KNOW, BEFORE YOU WENT BACK FOR YOUR RESULTS, I MEAN HOW WERE YOU? WHAT WERE YOUR THOUGHTS AND ...?

Patient: Erm, as I said at the time, when he told me I'd got pre-cancerous cells, I'd got a chance that my Mam and Dorothy didn't have, because they, that all happened 20-odd years ago, more than 20 years ago, 30 years ago, and they didn't have the cure in them days, they didn't have the knowledge.

INT: YEAH. IT WAS VERY DIFFERENT, WASN'T IT, IN THEM DAYS?

Patient: Very, very different world, you know, I mean ... they never made anything like my age, you know, so, you know, I've got a chance that they, I've had a chance that they didn't have.

INT: MM, RIGHT, ABSOLUTELY. ER ...

Patient: And I just thought, well at least I'm lucky, if I've got to be, you know, getting it now.

INT: AND DID YOU TALK WITH ANYBODY ABOUT, YOU KNOW, WHAT HAD HAPPENED AT THE CLINIC?

Patient: What, you mean, like, erm, ... this new thing about counselling or anything? Is that what you mean?

INT: NO, NO, I MEAN ABOUT JUST WHAT HAPPENED AT THE, ERM ...

Patient: Well I told the family because I mean all the girls need to know.

INT: YEAH, MM.

Patient: All the females in the family need to know.

INT: YEAH, SURE. RIGHT, OK. AND, ERM, SO CAN YOU JUST TELL ME WHAT HAPPENED WHEN YOU WENT BACK FOR YOUR RESULTS? DID YOU GO WITH ANYBODY?

Patient: Yes, until recently I've been, you know, I've always had one of the family, my daughter or my sister, or a friend's gone with me, I've never, until recently I've not been going back on my own. I've been going back on my own now 'cos I've been going backwards and forwards to get fluid drained off.

INT: AH RIGHT, OF COURSE, YEAH.

Patient: And I can do that on my own.

INT: YES, MM.

Patient: But if I was going to get any, erm, sort of chat with the doctor that would be any way important, somebody went with me because, erm, when you're sitting there and the doctor's talking to you, you don't take it all in.

INT: NO, OF COURSE. YEAH, [???

Patient: Most of it goes straight over your head, you know, and you come out afterwards thinking, 'What did he say?' you know.

INT: THAT'S REALLY COMMON THAT.

Patient: It is ...

INT: IT REALLY IS COMMON.

Patient: I mean it happens when you go here to the doctor's surgery, you come out saying, you think to yourself, 'What did he say?' because you don't, it doesn't sink in.

INT: YEAH, YEAH. SO WHEN YOU WENT BACK TO HEAR YOUR RESULTS OF YOUR TESTS, CAN YOU JUST TELL ME WHAT HAPPENED ON THE DAY, PLEASE, WHEN YOU WENT INTO THE ROOM AND ...?

Patient: Er, when he told me I'd got pre-cancerous cells?

INT: YEAH, MM.

Patient: My sister had gone with me and, erm ... just before, while I was waiting before, to go into the, in the waiting room at the hospital to go in to see the consultant, this girl came out and she was all smiles. She was a young girl, I was pleased for her, absolutely, she was glowing. So we said, 'She's had good news,' you know, well when it come to my turn ...

INT: OH ...

Patient: Erm, to start with I wasn't smiling when I went in ...

INT: YEAH.

Patient: And, he said, 'Who's this, my sister?' and I said, 'Yes,' so he says, 'Come on, bring your chair a little closer and I'll talk to you both together,' and he, erm, just said, 'Well we have found something,' and we looked at each other. And he says, 'We've found pre-cancerous cells,' and I think all I heard at the time was cancer, I didn't hear the rest of it because, you know, that was the only think that sunk in.

INT: YES, OF COURSE.

Patient: And, er, he said, 'It is pre-cancerous cells,' and I says, 'What does that mean?' and he did a drawing to show us, a very rough drawing to show us what he was talking about.

INT: RIGHT, OK. YEAH.

Patient: And he said so far they were only in the first part of the breast but it was quite possible there was some further back and, you know, and then he talked about taking half my breast off and so on.

INT: RIGHT, OK. WERE THE, WERE THE CELLS IN THE MILK DUCTS OR SOMETHING?

Patient: Yes, yeah.

INT: YEAH, RIGHT. OH RIGHT, OK.

Patient: Yeah.

INT: DID HE MENTION DCIS?

Patient: No.

INT: OH RIGHT, OK. I THINK THEY CALL IT DUCTAL CARCINOMA IN SITU. SOMETIMES THEY SAY THAT.

Patient: Yeah.

INT: OH, I'M WITH YOU NOW, I KNOW WHAT YOU MEAN NOW.

Patient: Yeah.

INT: RIGHT, OK. RIGHT, AND YOU SAID YOU ONLY HEARD CANCER, WHICH IS [???

Patient: Well, you do at first, 'cos I said to our Mary, 'Can you ...' my sister, when we were coming home, 'Can you tell me what he said?' she said, 'Well you've got it but it's only pre-cancer, which means it's before cancer, or it could turn to cancer,' and she said, 'We both more or less agreed you're going to get your breast off.' I thought I'd dreamt it. [chuckles]

INT: RIGHT, OH RIGHT, OK. ERM, SO YOU SAID THAT WHEN HE WAS TALKING TO YOU, WAS THERE ANYBODY ELSE IN THE ROOM? THERE WAS YOURSELF, THERE WAS YOUR SISTER ...

Patient: And a nurse.

INT: AND WAS IT ONE OF THE BREAST CARE NURSES?

Patient: Yes, well there was someone there, I don't actually know which, it might have been one of the nurses that help in ...

INT: YEAH, THE CLINIC ASSISTANTS OR SOMETHING?

Patient: Yeah, yeah.

INT: YEAH, OK. ERM, AND SORT OF, YOU SAID HE DREW A LITTLE DIAGRAM FOR YOU, IS THAT RIGHT?

Patient: Yeah, yeah.

INT: AND WHAT ELSE, AND THEN DID HE DESCRIBE THE TREATMENT OPTIONS [???

Patient: Yeah, yeah.

INT: CAN YOU JUST TELL ME HOW HE SAID THAT, PLEASE, IF YOU, IF YOU REMEMBER?

Patient: Well, straightforward, he said, 'You can have, take half the breast away, just clear away where we know the pre-cancerous cells are,' and he said, 'In that case you'll have to go to Sheffield,' ... I forget how many time he said I'd got to go, but it was a heck of a lot, and he says, 'It'll be every day for weeks,' and, erm, that would absolutely devastate my life as it is, you know, as I live it, so, unless I'd, it was a case of I'd no choice, I didn't want.

INT: YEAH, SURE.

Patient: So I said, 'What's the alternative?' and he says, 'Having the breast off and with any luck that's, that's it.' And I said, 'Well we'll go for that then.'

INT: RIGHT, OK. ERM, AND THEN, YOU KNOW, WHEN HE CONFIRMED THAT YOU HAD THE PRE-CANCEROUS CELLS, I MEAN WHAT WERE YOUR FEELINGS AT THAT POINT?

Patient: Well, er, as I say, I'm an optimist. I was glad that I'd got a chance that my sister and my mother ... well not really ... glad for myself as I'd got a chance that my Mum and my sister hadn't had.

INT: MM, MM.

Patient: You know, I mean, if you're gonna get it and you're gonna get it sorted like I have, you're lucky.

INT: MM, RIGHT, OK. AND, ERM, WHILE HE WAS TELLING YOU ABOUT THE TREATMENT AND THE PRE-CANCER AND THINGS, HOW MUCH DO YOU FEEL YOU UNDERSTOOD ABOUT WHAT HE WAS SAYING?

Patient: Well, as I say, my sister ...

INT: OH RIGHT THEN.

Patient: ... went over, over it on the, in the car coming home and sort of confirmed what I'd heard and some more that hadn't sunk in.

INT: YEAH, IT'S GOOD, YEAH, IT'S GOOD IF YOU TAKE SOMEONE WITH YOU.

Patient: Yes, it is, it is, because, you know, there is bits you miss.

INT: YEAH, OF COURSE. AND ERM, AFTER YOU'D SEEN ... WAS IT MR CHADWICK YOU SAW THE SECOND TIME?

Patient: Yeah.

INT: YEAH, OK. AFTER YOU'D SEEN MR CHADWICK, ERM, DID YOU SPEND ANY MORE TIME WITH THE BREAST CARE NURSE AFTER THAT?

Patient: Erm, yes, yes, she took me into her office and sort of told me what was happening, again, I think, just in case it hadn't sunk in. And, er, she said about new bras and what-have-you, you know.

INT: MM, RIGHT. WAS THIS MARY AGAIN, WAS IT?

Patient: Yeah, yeah.

INT: OK. SO ... ERM, AND THEN OF COURSE, AFTER YOU'D HAD THAT, DID YOU COME HOME AFTER THAT?

Patient: Mm.

INT: YEAH, OK. AND HOW LONG AFTER THAT DID YOU HAVE YOUR SURGERY?

Patient: Well I was to go in on 1st August, and they got me ready for the theatre, down to having a line in with glucose going in for my diabetes, and the long stocking son etc for the theatre, and then they, erm, anaesthetist said I couldn't go down because I'd got rapid heartbeat.

INT: RIGHT, OK.

Patient: Or an irregular heartbeat or summat, so that was all cancelled. So then I got a, that was on the 1st August, so I got it done then on 20th September.

INT: RIGHT, OK.

Patient: I had to have treatment from the doctors between that and ...

INT: FOR YOUR HEART, YOU SAY?

Patient: To get my heart sorted, yeah.

INT: RIGHT, OK. AND, ERM, YOU KNOW WHEN YOU HAD THE OPERATION, DID YOU SIGN A CONSENT FORM?

Patient: Well I'd sign one for the first, for the first time, so I didn't need to for the second.

INT: AH, RIGHT, OK. AND WHEN DID YOU, DO YOU REMEMBER WHEN YOU SIGNED THAT, THE CONSENT FORM? WHEN WAS IT?

Patient: Erm, that day I was supposed to go down.

INT: OH RIGHT, SO ON THE MORNING OF THE ... WHEN YOU WERE SUPPOSED TO HAVE THE [???

Patient: Yeah, mm.

INT: OK. ERM, SO CAN YOU TELL ME WHAT HAPPENED WHEN YOU WENT IN FOR THE SECOND TIME, THE SECOND OPERATION IF YOU LIKE? JUST TELL ME WHAT HAPPENED ON THAT DAY PLEASE.

Patient: Er, well, er, the first time they'd told me to come in on the Monday, for the operation, Monday morning for 11 o'clock. The second time someone or other said that she'd got into trouble for not sending me, for me the day before, so I had to go on the 19th September.

INT: OK.

Patient: And that's a Sunday, and ... they did tests on me sort of straight away to make sure as I was gonna be fit for the operation the next day, and everything went according to plan.

INT: MM, WAS IT DAVID CHADWICK, MR CHADWICK THAT DID THE OPERATION, WAS IT?

Patient: Mm, yeah.

INT: DID YOU SEE HIM IN THE MORNING BEFORE ...

Patient: Yeah, yeah.

INT: YEAH? [???] AND, ERM, AND HOW WERE YOU WHEN YOU, AFTER THE OPERATION I MEAN? WERE YOU OK? WERE YOU POORLY AT ALL?

Patient: Oh, fine.

INT: YEAH?

Patient: I was just glad to get it over.

INT: YEAH, SURE, YEAH.

Patient: 'Cos I'd sort of visions of being sent home again, you know. You felt as if you were gonna get sent home in disgrace - do you know what I mean?

INT: LATE HOME FROM SCHOOL.

Patient: Yes.

INT: YEAH, BAD REPORT CARD. [CHUCKLES]

Patient: Yeah.

INT: ERM, AND HOW LONG WERE YOU IN HOSPITAL?

Patient: Erm, from the Sunday till the Sat-, following Saturday.

INT: SO ABOUT A WEEK, YEAH?

Patient: Mm.

INT: RIGHT, OK. AND, ER, WERE YOU ALL RIGHT THERE? WHERE YOU, DID YOU HAVE ANY PROBLEMS OR ANYTHING LIKE THAT?

Patient: Oh no, no problems. Only thing was, my blood wasn't draining from me or whatever it was supposed to drain from me wasn't ...

INT: RIGHT, OK.

Patient: ... Which is why I'm still going back now to get it done.

INT: RIGHT, TO GET IT DRAINED OFF. OK. ERM, LET ME JUST SEE, ERM, AND THEN SORT OF HOW LONG AFTER THAT DID YOU HAVE THE, DID YOU GO BACK TO HEAR ABOUT THE RESULTS OF YOUR OPERATION?

Patient: Yes, yeah, about a fortnight later than that, after that, yeah, yeah.

INT: AND SO CAN YOU JUST TELL ME WHAT HAPPENED THEN?

Patient: And he said, 'It's ...,' he just said, 'It's all cleared up.'

INT: OH RIGHT, THAT'S GOOD.

Patient: So I thought, 'Thank God for that.'

INT: RIGHT. DID THEY TAKE ANY LYMPH NODES FROM UNDERNEATH YOUR ARM?

Patient: No.

INT: OK.

Patient: No, no, they didn't them.

INT: RIGHT, OK. ERM, AND SO NOW, HOW, I MEAN, WHAT, YOU'VE GOT NO FURTHER TREATMENT, IS THAT RIGHT?

Patient: Well, apart from going backwards and forwards to get my, you know, this draining done, no problem.

INT: MM, NO PROBLEM AT ALL, RIGHT.

Patient: No.

INT: SO NO RADIOTHERAPY, NO CHEMO, [???

Patient: No, no. No, no.

INT: LUCKY YOU. [CHUCKLES]

Patient: Yes. That's what I say, I'm lucky, I know I'm lucky.

INT: THAT'S GOOD. ERM, THAT'S REALLY GOOD NEWS. THINKING ABOUT THE TIMES YOU SPOKE WITH, ERM, MR CHADWICK, WHEN YOU WERE TALKING TO HIM, ERM, HOW DO YOU FEEL YOU GOT ON WITH HIM?

Patient: Terrific.

INT: YEAH?

Patient: I get on better with him than I do with Mr Holt.

INT: RIGHT, OK. YOU SAW MR HOLT, DID YOU?

Patient: I saw him yesterday.

INT: OH RIGHT, OK THEN.

Patient: Mm, I've seen him before, yeah.

INT: AND DO YOU FEEL THAT MR CHADWICK, WHEN YOU WERE TALKING TO HIM, DO YOU FEEL THAT HE LISTENED TO YOU, THAT HE UNDERSTOOD YOUR NEEDS AND YOUR CONCERNS AND THINGS?

Patient: Yeah ... yeah. He is very sympathetic and he's very good.

INT: RIGHT. AND, ERM ... SORRY, WHERE YOU ...?

Patient: Even when I had that first biopsy when I was, it was loc-, under local anaesthetic and of course that meant I was awake, if I jumped when he ... hurt me, er, the nurse on this side of me holding my hand would have said, 'More anaesthetic,' and he'd have said, 'Sorry,' you know. He was ... really sympathetic. He was doing his job but he didn't, he wasn't careless to the fact that I was a person.

INT: RIGHT. OH THAT'S GOOD. THAT'S EXCELLENT.

Patient: He is a very, very nice person.

INT: MM, AND THINK ABOUT THE TIMES YOU SPOKE WITH MARY, THE BREAST CARE NURSE, HOW DO YOU FEEL YOU GOT ON WITH HER?

Patient: Erm, well I'm hoping to see more of her in the near future to get my new bras bit thing sorted out. Yeah.

INT: DO YOU FEEL YOU GOT ON ALL RIGHT WITH HER?

Patient: Yeah, yeah.

INT: AND DO YOU FEEL THAT SHE WAS LISTENING TO YOU ...

Patient: Yes.

INT: ... AND UNDERSTANDING YOUR NEEDS AND CONCERNS?

Patient: Yes. They are very, very good. They are very good.

INT: YEAH? THAT'S EXCELLENT. ERM, WHEN YOU WERE TALKING TO THE BREAST CARE NURSES OR THE DOCTOR, DO YOU THINK THAT EITHER OF THEM HAD, ERM, A PARTICULAR TREATMENT IN MIND, YOU KNOW, A PREFERENCE FOR A KIND OF OPERATION OR ANYTHING LIKE THAT?

Patient: Well, I don't know because they only told me about what, you know, applied to my case.

INT: YEAH, MM. SO THEY JUST GAVE YOU THE TWO OPTIONS?

Patient: Yeah.

INT: AND THEN YOU JUST CHOSE WHAT YOU ...

Patient: Yeah.

INT: YEAH. SO THINKING ABOUT THAT CHOICE, ERM, WHEN YOU'D MADE YOUR MIND UP FOR THE MASTECTOMY, DID YOU AT ANY POINT CHANGE YOUR MIND OR HAVE ANY SECOND THOUGHTS?

Patient: Never, never occurred to me to ... no, I'd got to go ahead with it.

INT: RIGHT, OK. AND DID YOU FEEL THAT YOU HAD ENOUGH CHOICE BETWEEN THE TWO?

Patient: Yeah.

INT: ... TREATMENT ... YEAH?

Patient: Well [chuckles] it's [???], you know, you had no real choice because it had got to be done.

INT: YEAH, RIGHT, OK.

Patient: It was my decision, it wasn't theirs, it was mine.

INT: RIGHT, OK. AND, ERM, DID THE BREAST TEAM GIVE YOU ANY INFORMATION TO READ AT HOME OR ANYTHING LIKE THAT?

Patient: Oh yes, yes, stacks of it, yes.

INT: YEAH? AND DID YOU READ THAT STUFF?

Patient: Mm. Yes, and passed it on to my daughters, made sure they read it too, yes.

INT: OH, OK. AND DID YOU, HOW, DID YOU FIND IT USEFUL IN ANY WAY, THAT INFORMATION?

Patient: Yeah, yeah. Yes, sort of discussed it with my younger daughter especially her, 'cos she lives near us, and, you know, we discussed it quite often. I often get the books out and have a look, [???] information out. Yeah.

INT: AND, ERM ... DID YOU, DID YOU LOOK FOR ANY INFORMATION ANYWHERE ELSE ...

Patient: No.

INT: NO? DID ANYBODY GIVE YOU ANY BOOKS, MAGAZINES ...

Patient: No.

INT: VIDEOS, PROGRAMMES ON THE TV?

Patient: No.

INT: NO, OK. ERM, LET ME SEE ... THINKING ABOUT THE CHOICE THAT YOU HAD, THE SURGERY THAT YOU CHOSE, WHAT DO YOU THINK WAS THE MOST IMPORTANT THING THAT YOU HAD HEARD OR TOLD, WERE TOLD, OR THAT YOU READ, WHATEVER, THAT HELPED YOU MAKE YOUR DECISION TO HAVE A MASTECTOMY?

Patient: Well, it sort of was, it was ... from my Mam and Dorothy died, it's always been in my head that it was my turn next and, you know, it's something that I've learned to live with. So, there was just no choice in it, I'd got to go with whatever the doctor said and ... I didn't, I didn't need any, any talk from anybody, I just knew I'd got to get it done.

INT: RIGHT, YEAH, OF COURSE. AND, ERM, IO THINK WE'VE DONE NEARLY ALL THE QUESTIONS.

Patient: I think we must have.

INT: YEAH, YOU'VE DONE VERY WELL ACTUALLY. [???] VERY CONCISELY. ERM, LOOKING BACK FROM WHEN YOU WERE ... JUST A COUPLE OF QUESTIONS TO FINISH OFF WITH ...

Patient: Mm, yeah.

INT: LOOKING BACK FROM YOU WERE FIRST DIAGNOSED ...

Patient: Yeah.

INT: ... WITH YOUR PRE-CANCEROUS CELLS, HOW, UNTIL NOW, HOW DO YOU FEEL ABOUT THE CARE THAT YOU'VE RECEIVED?

Patient: Absolutely marvellous. You couldn't fault it.

INT: YEAH? OK. DO YOU THINK IT MET YOUR EXPECTATIONS, OR DID YOU HAVE ANY EXPECTATIONS?

Patient: Yes, it did, it did, yeah.

INT: AND ... WERE YOU GONNA SAY SOMETHING ...?

Patient: No, I've got a cough.

INT: OH, ERM, IF YOU WERE TOLD THAT YOU HAD THE POWER AND MONEY TO CHANGE ONE THING AT THE BREAST SERVICE IN CHESTERFIELD THAT YOU WENT THROUGH, WHAT DO YOU THINK IT WOULD BE? WHAT DO YOU THINK YOU WOULD CHANGE?

Patient: I can't think of anything because it was all excellent.

INT: RIGHT, OK. HOW WAS THE HOSPITAL FOOD?

Patient: All right, I have no complaints on that either. No.

INT: [CHUCKLES] OH WELL, THERE YOU GO THEN.

Patient: No, you know. Erm, some of them were moaning but then again, I help with a luncheon club too and there's some of them moan at that, so people do moan, it's ...

INT: YEAH, I THINK IT'S IN THEIR NATURE, ISN'T IT REALLY?

Patient: It is.

INT: ERM, AND THINKING ABOUT THIS EXPERIENCE YOU'VE HAD NOW, WITH THE OPERATIONS AND THINGS, WHAT DO YOU THINK IS THE MOST IMPORTANT THING SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT, WHEN THEY RECEIVE THEIR DIAGNOSIS? WHAT DO YOU THINK'S THE MOST IMPORTANT THING THAT THEY NEED TO KNOW WHEN THEY GET THAT DIAGNOSIS?

Patient: Er, to be told what the treatment, what's gonna happen in the operation theatre, and what the treatment is afterwards.

INT: RIGHT, OK.

Patient: The one think nobody can sort of warn you about, is what you're gonna look like afterwards.

INT: YEAH.

Patient: The only reason knew was my older sister, who lives up here, I've put her to bed, so you know I've seen her naked, well the top half of her naked, but I knew what she was look, gonna look like, but

it is, that's the only bit that sort of makes you shudder, is what you actually look like at the end of it all.

INT: YES, AHA.

Patient: But it's life-saving, so ..

INT: YES, OF COURSE, YEAH.

Patient: ... you know, but to a woman, even a woman of my age, in my 70s, it is important.

INT: MM, ABSOLUTELY, OF COURSE.

Patient: You see, and, er ... I just feel so sorry for young girls when they get it, 'cos that must be absolutely devastating.

INT: YEAH, SURE. MM. AND, NOW YOU'VE BEEN THROUGH THIS EXPERIENCE, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT THE OPERATIONS THAT THEY CAN HAVE?

Patient: Well, the surgeon needs to tell them what he's gonna do and why.

INT: MM, RIGHT. MM. YOU KNOW, I THINK WE'VE DONE ALL OF THE QUESTIONS ... I'M JUST HAVING A QUICK LOOK THROUGH, I'M SURE WE'VE BEEN THROUGH THEM ALL.

Patient: Would you like a drink?

INT: ERM, I'LL HAVE A CUP OF COFFEE, BUT JUST LET ME FINISH THIS LAST QUESTION.

Patient: Right.

INT: I'VE GOT ONE MORE TO ASK YOU, AND I'M JUST CHECKING TO MAKE SURE I HAVEN'T MISSED ANYTHING.

Patient: Yeah.,

INT: THE LAST QUESTION IS JUST IS THERE ANYTHING ELSE THAT YOU THINK YOU'D LIKE TO ASS TO WHAT WE'VE BEEN TALKING ABOUT TODAY? ANYTHING YOU THINK WE'VE MISSED, ANY IMPORTANT POINTS I HAVEN'T COVERED?

Patient: I can't think of any.

INT: RIGHT, OK. WELL THANK YOU VERY MUCH FOR THAT.