

\*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)  
\*VENUE: Medium MR unit  
\*DATE:  
\*ID: Patient04  
\*INTERVIEWER: DJW

INT: FIRST OF ALL THANK YOU FOR AGREEING TO BE INTERVIEWED. I'D LIKE TO START OFF WITH QUESTION ONE, WHICH IS CAN YOU TELL ME A LITTLE BIT ABOUT WHAT YOU ACTUALLY KNEW OR UNDERSTOOD ABOUT BREAST CANCER BEFORE YOU REALISED THERE WAS SOMETHING WRONG WITH YOUR BREAST?

Patient: Well I understand of attending mammograms and this was the ... third time I've been, I think it was my third one. I'm 58 years old so I went exactly in the month that I was 50. My older sister had the same experience three years ago so it's one of those things that you think about when you go or a mammogram, but it happens to other people, it doesn't happen to you. Erm, I just went for the mammogram and gave it no other thought apart from the fact that the lady said, 'You'll be notified within ten days of the results,' and I just dismissed it completely from my mind until I had the letter to say they needed to see me again and would I go back for a second ...

INT: RIGHT, OK. SO WHAT SORT OF WENT THROUGH YOUR MIND AT THAT POINT?

Patient: ... I don't think I even, I don't think then I thought it could be cancer, I just thought, 'Well, you know, maybe something's just not quite right.' Lots of people said, 'Oh, don't worry about it, you know, I was called back and it was nothing,' and ... I still didn't think that I had breast cancer. I just did not give it any ...

INT: ANY THOUGHT AT ALL.

Patient: No, no.

INT: HAVE YOU ANY FAMILY HISTORY OF BREAST CANCER.

Patient: Only ... I have three sisters, one younger and two older, and the next one to me, Jenny, she's six years older than me, she had the same thing three years ago.

INT: RIGHT, OK.

Patient: But nothing apart from that.

INT: AND SHE IS IN THE SAME AREA HERE, CHESTERFIELD?

Patient: Yes, yes she had exactly the same doctor and ... well not the same GP but the same consultant.

INT: SAME CONSULTANT, YEAH, YEAH. AND SO WHAT HAPPENED WITH YUR SISTER THEN, WHEN SHE FOUND OUT SHE HAD BREAST CANCER?

Patient: Hers was the same, hers was just a routine mammogram and she was recalled and went back and she was told that she had a breast cancer which was, just the tumour was removed and her lymph glands, lymph nodes, like me. And she went off to Sheffield for radiotherapy just the same.

INT: RIGHT, OK. SO LIKE A WIDE LOCAL EXCISION, SHE HAD, IS THAT RIGHT? LIKE A LUMPECTOMY ...

Patient: Yes, yes.

INT: YEAH. HAVE YOU GOT ANY FRIENDS OR FAM-, ER OTHER FRIENDS THAT HAVE HAD BREAST CANCER?

Patient: No, no. Oh, I'm sorry, yes. A colleague at school: I've retired now from my job as a, I was a school secretary, and I retired at Easter, and after that all this has happened. And one of the teachers at school, she had breast cancer, but she had to have chemotherapy as well as radiotherapy. And she lost her hair and she was off school for nine months or something, but she's back now, she's fine.

INT: RIGHT, OK. AND SO, WHEN YOU WENT FOR YOUR MAMMOGRAM, AND YOU GOT A LETTER THROUGH THE POST TO SAY COME BACK ...

Patient: Yes.

INT: ... FOR MORE TESTS. SO WHAT HAPPENED AFTER THAT THEN?

Patient: Well the date that they gave me, I couldn't go back on that day, which delayed it a little bit more. The actual appointment day was the day of my retirement party so ...

INT: OH, RIGHT, OK.

Patient: So I mean there was no way ... and I rang up and they said it had to be on a Wednesday or a Friday, the Friday of that same was the last day of my working time at school, was when we closed school for Easter, so I made the appointment for Wednesday immediately after we broke up.

INT: MM, RIGHT. SO HOW WAS THAT AFTER YOUR MAMMOGRAM ROUGHLY?

Patient: Erm ... 31st ... it would, I got the letter ... it would be about a fortnight, not any longer.

INT: OK. HOW SOON DID YOU GET THE LETTER TELLING YOU TO COME BACK? ABOUT A WEEK OR SOMETHING?

Patient: Within ten days, I mean I, you know, the letter was there. I think I'd gone at the beginning of the month and the letter was there about the 25th or could have been a bit ... I really can't remember the first appointment I had, I know it was, you know, in the beginning of the month, but could have been the 4th, 5th, 6th something ...

INT: OH YES, OK, IT'S FINE.

Patient: I haven't made a note of it. [chuckles] I didn't expect to be called back, let's put it that way. Yes.

INT: AND SO WHAT HAPPENED WHEN YOU WENT ALONG TO THE CLINIC ON THE WEDNESDAY THEN?

Patient: On the Wednesday? My daughter went with me and, because in the letter it said that they'd found some abnormality and that I would need either another mammogram, a breast examination, an ultrasound or a biopsy. So, erm, went along expecting, you know, another mammogram or something. And they did another mammogram and then I went in to the see the consultant, who put the x-rays up on the thing and showed me that the white spots there, he said that they could be calcium or it could be pre-, you know, cancerous, and the only way to find out was to be, was to do a needle biopsy, which they did then, you know, I went back

in and they did that. And I was given an appointment for the 16th April for the results for that.

INT: RIGHT, OK.

Patient: I had the needle biopsy on the 8th April.

INT: RIGHT, OK, THAT'S ABOUT A WEEK OR SO LATER ...

Patient: Yeah.

INT: ... YOU'VE GONE BACK FOR THE RESULTS. WHEN HE PUT THE MAMMOGRAM UP AND ... DID HE ACTUALLY USE THE WORD 'CANCER'?

Patient: Yes.

INT: YEAH, SO WHAT WENT THROUGH YOUR MIND AT THAT POINT?

Patient: I was still quite, still ... he said they could be, he said there's a possibility it could be calcium or he said they could be pre-cancerous cells. In most cases it's calcium and nothing to worry about, but to be sure ... so I was still ... you know, still quite happy for them to do what they'd got to do.

INT: AND SO, WHAT HAPPENED WHEN YOU WENT BACK TO HEAR ABOUT YOUR RESULTS?

Patient: My daughter was with me again: my husband was with me as well and we felt that we didn't all three ought to go in, Michael said it was a bit sort of ... but Joanne, she's 33, she said, 'Well I'm going in with Mum,' and so we went in. And he put the results up again and he said that, as he'd told me the few days before, or the week before or what-have-you, it could be calcium or it could be cancerous, but he said in my case it was cancer. It was a very small tumour and he was very confident that they'd caught it early and that it could be, you know, quite successfully removed.

INT: YEAH. WAS IT THE SAME CONSULTANT YOU SAW EACH TIME ... MR ...

Patient: Mr Holt. No, it was ...

INT: CHADWICK, MR CHADWICK?

Patient: It was Mr Chadwick when I first went in and said I would a needle biopsy ...

INT: RIGHT, OK.

Patient: That's right, and then it was Mr Holt when I went, who told me that it was ...

INT: YEAH, OK.

Patient: ... cancer.

INT: SO WAS THERE JUST YOU AND YOUR DAUGHTER IN THERE?

Patient: Yes.

INT: AND WAS THERE ANYBODY ELSE IN THE ROOM AT THE SAME TIME?

Patient: Yeah, there was, Donna was in with me, and a nurse of some, you know, just ...

INT: A CLINIC NURSE IN UNIFORM?

Patient: Yeah, yeah.

INT: SO, WHEN HE WAS EXPLAINING, SO HE OBVOIUSLY GAVE YOU YOUR DIAGNOSIS AT THIS POINT?

Patient: Yes.

INT: WHAT WERE YOUR FEELINGS THEN WHEN YOU REALISED IT WAS CONFIRMED?

Patient: Well I was shocked. I still ... I found it very difficult to believe that, you know, this was something ... I still had this, you know, 'It doesn't happen to me, it happens to other people.' Erm ... but, I don't know really, I think, I mean, obviously you've got to accept it, there's nothing you can do, you can't argue, you can't say, 'You've got to be mistaken, I haven't got cancer.' I had got the cancer, my daughter was with me, she was very supportive, erm, and I think she heard more about it than I did at that point, if you know what I mean. She, I ... I'm not saying I blanked off, but I think it's just that ...

INT: MM. IT STOPS YOU IN YOUR TRACKS, DOESN'T IT?

Patient: Yeah, you don't want to hear any more about it, do you? No, no. Erm, he explained what, you know, what he felt should be done and the operation and ...

INT: SO CAN YOU JUST EX-, CAN YOU REMEMBER WHAT HE SAID?

Patient: Well afterwards, when we went through real[?] questions and the fact that, you know, he wanted to do this, and the choices part ... Joanne remembered that he had said that, that some people are straightaway, want a full mastectomy, they want the whole lot off, but there is the choice that I could have just the lump removed and the lymph glands and, you know, corrective surgery in that way and that it would all be put right. Erm, and I, I just accepted that part. The thought of having to have the full breast off never occurred to me because he was quite reassuring, he felt, you know, he was quite confident that just having this operation would sort it out. And the fact that Jenny, my older sister, that's all that happened to her.

INT: YES, YEAH.

Patient: So I think that, you know, I thought, 'Well, it's happened and Jenny's all right, so it's got to be all right for me.'

INT: YEAH. RIGHT, YEAH, MM. AND WHEN YOU'D SPOKEN ABOUT YOUR TREATMENT OPTIONS, WHAT HAPPENED AFTER THAT? DID YOU SPEND ANY TIME WITH THE BREAST CARE NURSE AFTERWARDS?

Patient: Oh, yes, yes. I mean, erm, we spent more time there with Mr Holt and he asked me when I was available, was I free to go into the hospital time, and as I said, I've just retired from a full time job, and so he offered me a date which was exactly two weeks' time Friday to Friday, two weeks, and he said, 'OK, we'll book you in for 30th April,' and he filled in a form. And I said, 'What happens now?' and he said, 'Well you'll go through with Donna and she will book you in for pre-assessment,' I needed to go and have all the tests done, which was fine.

INT: MM, YEAH.

Patient: He was very good, very reassuring. I mean, I was all right in there, it was when we got through into the other little room and my, and Joanne went to fetch Michael out of the waiting room, and then, then I did break down obviously. But it was very good because Donna was there and she could, she could then go over it all again.

INT: MM, YEAH. AND SO WHAT, DID SHE TALK YOU THROUGH THE WHOLE PROCEDURE AGAIN, THE DIAGNOSIS AND THE TREATMENT OPTIONS, YEAH?

Patient: Yes, yes.

INT: AND DID SHE GIVE YOU ANY INFORMATION AT THE END OF IT TO TAKE AWAY OR ...?

Patient: About what? About ...

INT: ANY WRITTEN INFORMATION, ANY LEAFLETS, ANY ... A CONTACT CARD OR ANYTHING?

Patient: Oh yes, she gave me the contact card and said I could ring at any time and all this and ... yeah there was ... yes, she gave me a thing all about what to expect in the operation and, you know ... and then an appointment. She took me through to the, you know, through the ward - through the corridors to the ...

INT: RECEPTION DESK.

Patient: ... receptionist to book me in for a pre-assessment which was the following, two days, three days later.

INT: RIGHT, OK. AND THE WRITTEN INFORMATION YOU HAD, THE LEAFLET OR WHATEVER IT WAS, DID YOU READ ALL THAT, DID YOU?

Patient: Yes, I did.

INT: WAS IT USEFUL IN ANY WAY?

Patient: Yes. Well it was, but at the same time I've got Jenny that I knew it had worked for Jenny and I was, I was quite confident that what he'd told me, that what he could do would work. I didn't doubt it at all, you know.

INT: RIGHT, OK. AND SO, I MEAN, HOW DO YOU FEEL YOU GOT ON WITH MR HOLT?

Patient: Very well.

INT: YEAH. AND DONNA, HOW DO YOU FEEL YOU GOT ON WITH HER?

Patient: Oh, she's great, absolutely, yes. Yes, she came, er, when I went in the, you know, on the following Monday for the pre-assessment she came and found me in that clinic and spoke to me there and, erm ... yeah.

INT: DID YOU FEEL THAT MR HOLT UNDERSTOOD YOUR NEEDS AND YOUR CONCERNS AND THINGS? DID HE LISTEN TO YOU?

Patient: Yes, he did. Yes, he did. You weren't rushed at all. No, you could spend as much time ... and of course Joanne asked about her, she said 'What about me?' and he explained to Joanne, you know, that he didn't see that she would have any problems because it was my sister, not my mother, or my aunties that had had it, erm, but in any, if Joanne feels that she wants to have a check, then she has every right to, you know, immediately she wants to have a check. And she will do.

INT: MM, YOU THINK SHE'S GOING TO TAKE THAT UP THEN?

Patient: I think she probably will do, but not, I don't think she's worried as yet, it was just I think the initial, 'Oh, here I am with Mum, she's got breast cancer, what about me?' It's an automatic reaction, isn't it?

INT: YEAH, I THINK SO, YEAH.

Patient: I mean if I, I think if I'd have known, if my Mum had had it, then obviously you ... but, you know, you've got more chance of thinking it's going to happen to you, haven't you?

INT: MM, YEAH, OF COURSE. WAS THERE ANYTHING DURING THE CONSULTATION THAT YOU FOUND DIFFICULT TO UNDERSTAND? WAS THERE ANYTHING YOU THOUGHT ...?

Patient: No, I don't think so. He explained about having the wire put in the other mammogram and the pre-, you know, the two anaesthetics, the local anaesthetic and the general anaesthetic ..

INT: OH, OK.

Patient: But I must admit [chuckles] I didn't fully understand what he meant by a wire putting in - I appreciate what he meant by saying that they insert the wire under the mammogram so that it exactly pinpoints where the cancer is, so that when the operate ... but it hadn't, honestly had not dawned on me the fact that it would be a piece of wire, you know, sort of like this, stuck out of your breast, when it was. I mean I couldn't feel it or anything, and I think I just naively thought, 'Oh well it must be inside,' didn't dawn on me at all that it would be [chuckles] stuck out ...

INT: OH RIGHT, OK. DID YOU, I'VE BEEN THROUGH THIS, DID YOU SEE THE WIRE AT ALL?

Patient: Yes.

INT: OH RIGHT, SO THEY PUT IT IN BEFORE ... I'VE NEVER, I'D NO IDEA ABOUT THIS. YES, IT'S QUITE INTEERSTING ...

Patient: Yes, yes, you go down, you're prepared all for the operation, er, but don't take the pre-med tablets, they gave me anti-sickness tablets because anaesthetics make me sick, they gave you painkillers, erm, which you take, and then you go off down to the mammogram unit again and have another mammogram and they give you a local anaesthetic in your breast and insert this wire, which is a skewer, like this, it sticks out of your breast like this.

INT: OH, OK.

Patient: Which of course I don't look, you know, I can't bear to look at things that are happening to me, so I'm sort of sat in this chair here and she's busy with the, your breast is in the mammogram, in the ... it's sort of like clamp, if you know what I mean, and so I'm sort of looking this way, and there was another nurse with a hand on my shoulder and reading the instructions and the readings off this thing ... and I can't feel a thing, of course, because it's dead. And when she'd finished, 'Oh, that's it, it's all done,' and I looked down and there was a skewer stuck out like that.

INT: RIGHT. HOW DID YOU FEEL THEN THEN?

Patient: Well I said, 'Oh ... right.' She says, 'Don't worry, we'll cover it up.' Fine ... so it was bleeding round a little bit where it had gone in, which was fine. She went off and she came back in with a paper cup and they put this cup and taped it on over the top of this thing. So I put my dressing gown back

on - the gown back on and the dressing back on, sat in the chair, and the porter took me back to the ward ... with this cup stuck under the dressing gown.  
[chuckles] Which I, you know, was ...

INT: A BIT SURREAL.

Patient: ... a good talking-point afterwards, you know, it was quite [???

INT: YEAH, [???

Patient: Yes, yes. Erm, and then within minutes - in fact, while I was still in the mammogram the theatre porter came to fetch me and the receptionist said, 'Oh Mrs [???'s just going back to the ward.' He said, 'Oh right, go back to the ward' because they bring you back down on your bed instead of in a chair, don't they? So we more or less followed the porter back, I had time to nip to the loo and, you know, within minutes I was being wheeled back down to the threat and that was it, you know, the wire had gone, the cu had gone and everything when I woke up. So ... yeah.

INT: YEAH. MM, AND WERE YOU ALL RIGHT WHEN YOU WOKE UP THEN?

Patient: I, I wake up distressed and I warned them of this and I know I do. I wake up from anaesthetics crying and quite upset but there's nothing I can ... I can't help it.

INT: YEAH, OF COURSE, THE REACTION TO THE ...

Patient: Yeah. And I took a long time to wake up apparently, erm but I'm, no worries [?], you know. Now I did have, I had an evening meal and I was, I stayed in a whole night, and I wasn't actually sick, I felt poorly during the evening but I just slept it off and came home the next day.

INT: OH, SO YOU WERE HOME THE NEXT DAY, YEAH?

Patient: Yeah.

INT: OK THEN, RIGHT. AND HAVE YOU, WELL YOU'VE BEEN BACK TO THE CLINIC BY THEN, YEAH, SO ...

Patient: Yes, had my stitched out and everything and the results from the biopsy taken from the lymph nodes was all clear. So it's all gone and ..

INT: GOOD, YEAH. HOW DO YOU FEEL ABOUT THAT THEN?

Patient: Oh, I'm fine, fine. I'm just now, in fact the day before yesterday I had a letter from Sheffield to stay when I start to go for the radiotherapy.

INT: AND WHEN'S THAT GOING TO START?

Patient: I have an appointment on 7th June for a scan and an assessment and then, according to the literature, it's the Monday after.

INT: RIGHT, OK. AND HOW LONG WILL THAT GO ON FOR, THE ...

Patient: Five weeks, every day for five weeks.

INT: EVERY DAY FOR FIVE WEEKS, AND IS THAT AT ...

Patient: At Weston Park.

INT: AT WESTON PARK. RIGHT, OK, YEAH. SO WHEN YOU HEARD ABOUT THE TWO, GOING BACK NOW TO YOUR CONSULTATION WHERE YOU WERE TOLD ABOUT YOUR DIAGNOSIS AND YOUR TREATMENT OPTIONS, YOU SAID HE DESCRIBED BOTH, DID YOU GET AN IMPRESSION THAT HE PARTICULARLY FAVOURED ONE TYPE OF TREATMENT? DID HE GIVE YOU AN IMPRESSION ...?

Patient: Did he ... no.

INT: DID HE GIVE YOU AN IMPRESSION THAT HE OR THE BREAST CARE NURSE THOUGHT THERE WAS [???] TREATMENTS OVER THE OTHER?

Patient: No, I think ... he rec-, you know, he said that it was very tiny, they'd caught it soon enough and the way to get it out was just, you know, this operation to remove the tumour and the lymph glands. And I just accepted it. I didn't question him at all: I trust him and I, you know, I still do. I mean ... you can't do any other.

INT: AND FROM THE MOMENT YOU HEARD YOUR DIAGNOSIS TO THE POINT WHEER YOU MADE A FINAL TRETMENT DECISION, HOW LONG DO YOU THINK IT TOOK TO MAKE YOUR MIND UP WHAT TREATMENT TO HAVE?

Patient: Well, just minutes, seconds really. I mean he told me that, yes, it was a, you know, it was cancer, it was a very small tumour, that he was confident that, and he recommended that this was, or said that this was the type of operation to do and ...

INT: AND HOW SOON WAS IT AFTER YOU WENT FOR THE OPERATION, WAS IT A WEEK, DID YOU SAY?

Patient: From ...?

INT: FROM WHEN YOU GOT YOUR DIAGNOSIS ...?

Patient: Oh it was two weeks, it was actually two weeks.

INT: TWO WEEKS, YES, SORRY. DURING THAT TIME DID YOU EVER HAVE ANY SECOND THOUGHTS, CHANGE YOUR MIND, ANYTHING LIKE THAT?

Patient: No, no. I couldn't wait to get in. After about a week, erm, I'd had it long enough, I didn't want it any more.

INT: RIGHT, I CAN IMAGINE, YEAH.

Patient: I wanted it out. And I had one or two sort of bad days where I would have gone, if they'd have rung up and said, 'Look, we've got a cancellation,' I'd have been there. I wanted it out ... you know.

INT: RIGHT, YEAH. AND YOUR HUSBAND, HOW HAS HE BEEN?

Patient: Oh, he's fantastic, yeah. He did say actually that he wondered if, at some time during this sort of interview or survey, he wondered if, like, the opinions of a husband were ...

INT: YEAH, THE CARER, YEAH, ERM ...

Patient: ... and what effect it's had on him, you know, and this sort of thing.

INT: WELL, I MEAN, INTERVIEWS THAT I'VE DONE RECENTLY, I MEAN, PEOPLE HAVE HAD THEIR FRIENDS THERE, YOU KNOW, LISTENING TO THEM, AND THEIR HUSBANDS ...

Patient: Yes, yeah. Well he would have been here this morning had all this transport [???

INT: YEAH, THAT'S FINE, I DON'T MIND THEM TAKING PART AT ALL, YOU KNOW, I MEAN, ALL THE SORT OF, BECAUSE, LIKE YOU'VE SAID YOURSELF, YOU KNOW, YOUR DAUGHTER JOANNE ACTUALLY REMEMBERED SOMETHING ABOUT THE CONSULTATION ...

Patient: That's right, yeah.

INT: THAT YOU DIDN'T, BECAUSE ...

Patient: Yes, because it's me, and it's happened to me ...

INT: YEAH, EXACTLY, AND YOU'RE QUITE RIGHT, WHEN YOU HEAR THAT WORD 'CANCER' ...

Patient: You just shut everything off, you're blinkered, aren't you?

INT: YEAH, THE EXAMPLE I HEARD FROM A PATIENT ONCE WHICH I THOUGHT WAS REALLY GOOD EXAMPLE, WAS SHE SAID IT FELT, THEY'D BEEN LIKE A STONE DROPPED ON A STRING, YOU KNOW, AS IF LIFE JUST SUDDENLY WENT PAST THEM AND EVERYTHING JUST STOPPED AT THAT MOMENT FOR THEM, AND THEY JUST COULDN'T, YOU KNOW, GO ANY FURTHER ...

Patient: Mm, I felt as though, I mean after we got home and in the fortnight between knowing and going in, it was just as if I was going to wake up. It was like a dream. All that had happened to me since I retired from my full-time job, I'd had a fantastic retirement party and send-off, all that had happened to me in that, you know, two, three weeks, it was just like a dream.

INT: MM, YEAH.

Patient: You know. And it happens to other people, it doesn't happen to you. He's here now.

INT: WELL IF HE WANTS TO ADD ANYTHING IN AT THE END THAT'S FINE. JUST WANT TO LOOK BACK AT MY NOTES HERE BECAUSE WE'VE BEEN TOO QUIET [?] THERE, A FEW QUESTIONS HERE

Patient: [???

INT: WE'VE KIND OF MOVED ROUND A BIT ...

Patient: Yes, we have, haven't we?

INT: [???] WHEN HE WAS DESCRIBING THE OPERATIONS TO YOU AND YOUR DIAGNOSIS, ETC, DID MR HOLT, DID HE DRAW ANY DIAGRAMS?

Patient: Yes, he did, yes, I've still got them.

INT: OH RIGHT, OK. DID HE USE ... YOU SAW YOUR MAMMOGRAM AT SOME POINT, YES?

Patient: Yes.

INT: AND DID HE USE ANY PICTURES OR ANYTHING ELSE LIKE THAT?

Patient: No, just, he put the mammogram up and he drew the shape of a breast and exactly sort of what, erm, you know, where the incision or type of, where the incision would be. Then he explained about, that I would have two scars, erm, you know, one here and then, one on the breast and one here you see.

INT: RIGHT, OK. AND ...

[Interruption in recording] and finding place ...

INT: YEAH, SO INBETWEEN SORT OF, WHEN ALL THIS HAS BEEN HAPPENING, YOU KNOW, FROM YOU BEING DIAGNOSED UP TO YOUR OPERATION, DID YOU LOOK FOR ANY OTHER INFORMATION LIKE ON THE INTERNET, VIDEOS, BOOKS, MAGAZINES?

Patient: No.

INT: DID FRIENDS SEND YOU ANYTHING? DID YOU SPEAK TO ANYBODY?

Patient: I spoke to several people, I had lot and lots of support, I had lots of cards and flowers and people who said, 'I know So-and-So' 'My sister's had it,' you know, type of, you know, lots of encouragement, wasn't there?

Husband: And your sister as well.

Patient: Yeah, my own sister, who had experienced it and got through it and, so, you know, I knew I'd be all right.

INT: RIGHT, OK. AND ... CAN YOU TELL ME JUST WHAT WAS IT, WHAT WAS THE MOST IMPORTANT THAT YOU HEARD OR WERE TOLD OR THAT YU READ ANYWHERE THAT HELPED YOU MAKE YOU COME TO THE DECISION THAT YOU DID ABOUT YOUR SURGERY?

Patient: Well I think the decision was made at the time when I was told I had, it was a breast cancer, and I didn't consider anything else. All I considered was that I wanted it out.

INT: LOOKING BACK FROM WHEN YOU WERE FIRST DIAGNOSED UNTIL NOW, HOW DO YOU FEEL ABOUT THE CARE THAT YOU'VE RECEIVED?

Patient: Excellent.

INT: YEAH?

Patient: Can't fault it at all.

INT: DO YOU THINK IT'S MET YOUR EXPECTATIONS?

Patient: Yes, and more.

INT: AND IF YOU WERE TOLD YOU HAD THE POWER AND MONEY TO CHANGE JUST ONE THING ABOUT THE SERVICE AT CHESTERFIELD, THE BREAST SERVICE, WHAT WOULD IT BE?

Patient: I don't think I would change anything, I don't think anything could have been better. You know, the clinics, the first ladies that do the mammograms, they're all, you know, it's excellent.

INT: OK. AND NOW THAT YOU'VE BEEN THROUGH THIS EXPERIENCE WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW, FIRSTLY ABOUT THEIR DIAGNOSIS?

Patient: ... I think ... I don't know, I mean, you can't question the diagnosis, can you? You know, the diagnosis is there, if it shows that it is a cancer, it's a cancer and you've got to accept that, what they will do to get rid of it for you. You've got to put your trust in them, you've got to accept that, erm, it's not wrong, if it shows it up on there that it's a cancer and the biopsies and everything else prove that it is, I can't see any question. I wouldn't question

it, I wouldn't, I couldn't, I want it out, I wanted it, you know, and that was the way they were going to do it.

Husband: From my point of view - if I'm allowed ...

INT: NO, HONEST, IT'S OK.

Husband: I mean I think the most important thing for me it wasn't a life-threatening situation if it was dealt with the way it was.

INT: YES, MM.

Husband: And, er, I've little to do with cancers but, you know, from my experience of people that I know, and for me it was the fact that it's been found, it's small, it's early, it's treatable, the future is brilliant. From my point of view that was, that was the key.

INT: MM, ABSOLUTELY.

Patient: Mm.

INT: DID I GET THIS RIGHT? YOU WEREN'T ACTUALLY IN AT THE DIAGNOSIS WERE YOU, BUT YOU WENT IN WITH THE BREAST CARE NURSE, IS THAT RIGHT?

Patient: Yes, and I actually found that very helpful, and so did my daughter who, really, because she said, 'We were told things a second time,' she said, 'and it sank in.' I didn't go in the first time, I said, 'No, we don't want to go in mob-handed,' and so I said, 'No, I'll wait and I'll come in afterwards.'

INT: YEAH. THEY'RE VERY GOOD THE BREAST CARE NURSES, AREN'T THEY?

Husband: Brilliant, both of them.

INT: IS THERE ANYTHING ELSE YOU'D LIKE TO ADD TODAY TO WHAT WE'VE BEEN TALKING ABOUT? ANYTHING YOU THINK THAT WE'VE MISSED OR THAT'S IMPORTANT, ANY INFORMATION?

Patient: I don't think so. I think it is important to involve, you know, Michael, you know, husband and daughter and, you know, especially an adult, you know, grown-up daughter.

INT: YEAH, OF COURSE, YEAH.

Patient: You know, in ... you know, well, I'm just very lucky that I've got Michael and Joanne perhaps, but ...

Husband: Nothing's been too much trouble for anybody. Er, that's something I've noticed. Put a question, however trivial it is, it's there, answered, no problem. Nothing's been too much trouble for anybody. And, I mean, even the latest information we've had from Weston Park has been detailed and it's been easy to read. I've never been to Weston Park but I feel now I sort of almost know what to expect from the information I've got, from the information we've had from the oncologist.

INT: YEAH, MM.

Husband: From a partner's point of view, to have a cancer, or for your partner to have a cancer and you, you know, it's ... it's out of your control, you know, and to have so many people doing so much, however routinely to them, for us as a couple, has been absolutely brilliant. And, erm, I can't fault the care that we

as a couple, and Sandie in particular has had, they've just been absolutely brilliant. I mean again we went up onto the ward the day of the operation, there was the breast care nurse come through [???] [???] Fine. And I felt reassured, er, and you know I think that helps you as well.

Patient: Mm.

INT: I THINK YOU'LL FIND THAT WESTON PARK'S VERY GOOD AS WELL. I MEAN I KNOW THEY'VE GOT A FANTASTIC REPUTATION THERE. THEY'LL BE BUSY, AS ALWAYS, UNFORTUNATELY, THAT IS THE CASE, BUT I UNDERSTAND THEY'VE GOT A GREAT REPUTATION AND THAT SO I THINK YOU SHOULD FIND YOURSELF IN GOOD HANDS THERE.

Husband: Well I mean everything that we've heard, erm, I just see this at the next stage. My sister was here the other day and she said, 'Well why have you got to go to Weston Park?' I says, 'Belt and braces.' And I think to be able to have that reassurance certainly helps me, I don't know what it does for you, but, you know, to know at the end we've been through it, erm, you've got a sister who's had the same sort of treatment, almost identical really, and she's come through it, she's fine. So ... yeah.

Patient: I think it's ...

Husband: Not that we expected it to happen to us.

Patient: It's, erm, you know they've said, 'Oh it'll be every day for five weeks,' and my sister said she went for six weeks and I said, 'Well if they tell me I've got to go for 12 weeks, I'll go, I'll do anything that they tell me is needed.' I mean I accept that they know what the treatment is and they know what I've got, you know, what I've got to do, and it's up to me to do what they want me to do, otherwise how will it work if I don't go along with it?

INT: YEAH. OH YEAH ...

Patient: It's the same with the choices. I mean if I took the wrong choice ... I can't, you can't blame them, can you?

INT: NO, I MEAN, I THINK THAT'S ONE OF THE, ONE OF THE THINGS I DIDN'T ACTUALLY ASK YOU WAS WERE YOU SURPRISED AT THIS IDEA THAT YOU HAD A CHOICE, OR WERE YOU KIND OF EXPECTING THEM TO TELL YOU ...?

Patient: I was expecting to be told. And I accepted that I was told that, you know, it's a small, small tumour and this is the way we will do it, and it wasn't until afterwards that Joanne said that, you know, he did mention that, you know, some people would rec-, would go for a full mastectomy and ... so I just accepted that that's what he said.

INT: RIGHT, YEAH, THAT'S OK. ERM, OK, I THINK THAT'S EVERYTHING, UNLESS THERE'S ANYTHING, YOU WANT TO ADD ANYTHING ELSE, EITHER OF YOU?

Husband: It's not an experience I would have wanted anybody to go through but, having gone through it, the light is very, very firmly and very strongly at the end of the tunnel, and it's, there have been times when we've been a bit ... haven't we? A bit tense, to say the least. But ...

Patient: It's just ...

Husband: The reassurance we've had, the support we've had, erm, I just can't fault it.

INT: MM, YEAH.

Patient: I think it's just the, the unknown or ...

INT: YEAH, IT DOES, IT GETS YOU, DOES'NT IT, REALLY?

Patient: Yes.

Husband: Yes, there is this great big thing called cancer that's no respecter of persons. But doesn't happen to you, it happens to other people.

INT: MM, YEAH.

Husband: And all of a sudden it happens, you've the support, you've been through it, you've come out at the other end, and it's very much a life-changing experience, and I would put this very much on the, relatively on the scale of some other cancers there are, relatively on the minor side in terms of, you know, some of them that ... erm, no, I just can't fault the care and support we've had.

Patient: No, not at all.

INT: OK, I'LL FINISH THERE.

Husband: It was a clean, bright waiting room as well.

[End of interview]