

*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)

*VENUE: High MR unit

*DATE:

*ID: Patient39

*INTERVIEWER: DJW

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

Patient: Well I didn't know a lot really. My mother had had it but she was, she was over 70, but nothing was done about it, she actually didn't tell anybody and we didn't know until she had died. Er ... it was, what I knew really, what I thought I knew was the fact that, you've got breast cancer and it's going to be something dreadful: I didn't know anything about the ins and outs of it at all. Nothing at all really. I had had mammograms, erm, because my mother had had it, but then at 65 it stopped - no, at 60 when I was having it, it stopped, and so I didn't have any more. And that was, that was all really. I did roughly examine myself occasionally but not very, not very well. I thought I'd done all the right things, I'd had three children and I'd fed them all, erm, my diet wasn't too bad, I was a vegetarian - and [chuckles] I thought I'd done all the right things. But other than that I didn't know really anything about it. I didn't even know these friends of mine that had had it.

INT: OH RIGHT. HAD ANYBODY ELSE IN YOUR FAMILY HAD BREAST CANCER AT ALL?

Patient: No.

INT: YOU MENTIONED YOUR MUM BUT ...

Patient: No, no, just my Mum.

INT: SO HOW DID YOU ACTUALLY FIND OUT, WERE YOU, DID YOU PRESENT WITH A LUMP, DID YOU FIND A LUMP YOURSELF, DID YOU?

Patient: Yes, I was saying goodnight to my dog on the bed actually, and as I got up I felt something strange and I felt myself then and I thought, oh, the first thing I thought was I'd been overdoing with, playing the ball, playing with the ball, throwing the ball for my dog, you know, and because I didn't want it to be [chuckles] to be anything else, you know. And I didn't do anything for a couple of days, I didn't want to know, I didn't feel myself again until a couple of days after and I found it again and I kept thinking, 'What shall I do? I don't want to do anything. I must do something.' And eventually I convinced myself that I must go and see the GP. So, so I did, that was after about four or five days, I went to see the GP and she said, yes, she said, 'There is a thickening there but it's only very small, but I'll ...' and she referred me to the Derby City.

INT: RIGHT, OK.

Patient: That was on the Tuesday and she said, 'You'll hear within two weeks from Derby, from the City Hospital,' and I had a letter within two days: that was a Tuesday, I had the letter on the Thursday from the hospital to go the following Wednesday.

INT: RIGHT, OH THAT WAS QUICK THEN?

Patient: That was very quick, yes, yes. So of course I had to start telling everyone: I had to tell my daughter then.

INT: RIGHT, SO WHAT HAPPENED WHEN YOU HEARD THEN?

Daughter: I nearly fell in the canal, because we were walking down the canal, weren't we, when you told me. I was just really shocked you know.

INT: THAT YOU HAD AN APPOINTMENT? WHAT WAS ACTUALLY GOING THROUGH YOUR MIND AT THIS POINT, BECAUSE YOU HADN'T BEEN TO THE CITY YET?

Patient: Well, I'm a pretty calm person really and ...

Daughter: I know she was really matter of fact about it all, and I think that shocked me just as much, that she seemed so calm about it.

INT: RIGHT, YEAH.

Patient: Well I think if, if something's there, it's there, all right, something's being done about it, you know. You can't, to my mind, you can't worry about anything too much until you know exactly what it is. I mean at that time it could have been a cyst ...

INT: YEAH.

Patient: It could have been nothing, you see. And I didn't, I didn't see any point in worrying too much about it until I knew. And I hadn't got long to wait, you know, I'd got the appointment for the next week, and so, you know, I was pretty laid back about it really.

Daughter: Oh you were, very, mm.

INT: OK. SO CAN YOU TELL ME A BIT ABOUT THE TIME WHEN YOU'VE, YOU KNOW, YOU'VE FOUND SOMETHING WRONG AND THEN YOU WENT ALONG TO HEAR ABOUT YOUR RESULTS, WHAT HAPPENED IN BETWEEN THAT PERIOD?

Patient: Well the first appointment was to the breast clinic at the City, which was the next week, and that was [chuckles] that was brilliant really. Within three-quarters of an hour at the most I'd had mammogram ...

INT: OH THIS WAS THE ONE-STOP CLINIC, WAS IT?

Patient/Daughter together: Yes.

INT: OH RIGHT, YEAH. THEY'RE GOOD THEM.

Patient: I'd had the ultrasound and I'd had the biopsy, all within ...

INT: IT'S EXCELLENT, ISN'T IT?

Daughter: Half an hour

Patient: [???] yes. And the doctor who did the ultrasound, she told me then, she said, 'Oh,' she said, 'It's not a cyst,' and she let me see it, I saw it on the screen and I could see this mass sort of thing, and she said, 'It's not a cyst,' she said, 'But there's nothing else around it,' she said, 'Which is a good thing.' So I came out and I said to you then, didn't I, I said, 'It's not a cyst,' so I knew then that it was a malignant tumour. So, erm, so then I went straight in to see Mr Holliday and there was a breast care nurse with him as well, Veronica, and he did the biopsy, and he said then, he said, 'Well,' he said, 'I'm not 100 per cent, but ...' he said, 'but,' he said, 'someone your age,' he said, 'I'm pretty sure it's going to be positive.' And he gave me the choice, no ...

Daughter: Not that time, no, because we didn't know for sure what it was then.

Patient: No. And so, yes, that was over then, and as I say that was all in half an hour to 40 minutes.

INT: DID ANYONE GO ALONG WITH YOU? WERE YOU ...?

Patient: No, my daughter was with me, she's been with me all the way through, yeah.

INT: RIGHT, OK.

Patient: And they gave me an appointment for the next week to go for the result.

INT: AND DID YOU SPEAK WITH THE BREAST CARE NURSE AT ALL AFTERWARDS OR ...

Patient: Not at that, not at that time, no.

INT: NO, THAT'S QUITE COMMON.

Patient: No, no.

INT: SO IT WAS MR HOLLIDAY YOU SAW AS WELL, YEAH?

Patient: Yes, he did the biopsy.

INT: RIGHT, OK. SO WHEN YOU, WHEN YOU HEARD HIM SORT OF SAY THEN THAT, YU KNOW, THIS LOOKS, IT'S GONNA BE POSITIVE, SO WHAT WERE YOUR FEELINGS THEN, THEN?

Patient: Well, erm, I just know, you just know that's it. I was thinking about the GP, Dr Lever, who I'd seen, she, erm, she said to me then at the very beginning, she said, 'You've done very well ...' [chuckles] she said, 'I'll give you ten out of ten,' she said, 'for finding it.' she said, 'It's only, it's only very small,' she said, 'it's about 15 cms.' ...

INT: 15 MILLIMETER.

Patient: ... she said, so ...

INT: MILLIMETERS

Patient: Yes.

Daughter: Millimetres, yeah.

Patient: She said, erm, 'You've done, you've done very well.' And so that was a positive thought in my mind. And also the doctor that did the ultrasound had said, and you could see, it was just the mass, there was nothing else around it at all, she said, and, er, so that was another positive thought that I'd got. So I couldn't do anything else, but I, I've felt positive about it all the way through.

INT: OH THAT'S GOOD. THAT'S GOOD THAT. ERM, DID YOU HAVE ANY THOUGHTS AT THAT POINT ABOUT WHAT YOU MIGHT DO ABOUT IT, IN TERMS OF TREATMENT, HAD YOU ANY IDEA?

Patient: No.

INT: NONE WHATSOEVER?

Patient: No.

INT: OK.

Patient: Just leave it to the people that know about it. [chuckles]

INT: OK. SO YOU'VE BEEN TO SEE MR HOLIDAY NOW AND THEN YOU OBVIOUSLY CAME HOME, HOW LONG WAS IT BETWEEN THAT AND THE NEXT - WAS IT A WEEK LATER?

Daughter: A week, yeah.

Patient: Erm, it wasn't quite a week I don't think, or was it ...

Daughter: Well it was a Wednesday and then we went on the Friday.

Patient: Oh that's right, because there was Easter in between wasn't there?

Daughter: Yes.

Patient: Yes, it was just the next week, yeah.

INT: OK. SO YOU CAN TELL ME A LITTLE BIT ABOUT WHAT HAPPENED WHEN YOU WENT TO THE CLINIC THEN? YOU HEARD ABOUT YOUR DIAGNOSIS ...

Patient: Yes. He told me straightaway, he didn't ...

INT: WAS IT MR HOLLIDAY YOU SAW AGAIN?

Patient: Mr Holliday, yes, yes, he didn't mince his words at all, he said it was definitely malignant cancer, and that I had got a choice, and I'd got a choice between having a mastectomy or a wide ...

INT: LOCAL EXCISION.

Patient: ... the lumpectomy, yeah. And I had no, no qualms at all really, I said, 'No, I would have the excision,' and he said I would have to have, they would have to take the lymph nodes to make sure that it hadn't spread, he said, so he said, 'You'll have two scars, one under your arm and one on your breast, and, but I'd got the choice of having the mastectomy, so ...

INT: DID HE EXPLAIN WHAT THE OPERATIONS WERE, WHAT THEY INVOLVED, THE TWO OPERATIONS?

Patient: Well he said, erm, that, well, obviously the mastectomy would be taking the whole breast; the excision he would hope to take the tumour plus some tissue round about it to make sure that there was nothing left, and the lymph nodes. But I had got the choice, but I opted for the excision.

INT: RIGHT, OK. AND WAS ANYBODY ELSE IN THE ROOM WITH YOU APART FROM ...

Patient: My daughter came in with me and the breast care nurse was there.

INT: RIGHT, YEAH. ANYBODY ELSE WAS IN?

Patient: No, there was no-one else, was there?

INT: MM, OK. AND SO IT WAS MR HOLLIDAY THAT ACTUALLY SORT OF TOLD YOU THAT, YOUR ACTUAL DIAGNOSIS?

Patient: Yes.

INT: HOW DID YOU FIND YOU GET ON WITH MR HOLLIDAY?

Patient: Fine, fine, yeah.

INT: YEAH, HE'S A NICE CHAP ...

Patient: He was very nice, yes. I thought he was very nice. He touched my hand when we went, you know, just a bit of consolation sort of thing.

INT: OH YEAH, OF COURSE, YEAH.

Patient: I think my daughter thought he was a bit off but I didn't.

Daughter: I just thought it was a bit cold.

Patient: Well it ...

Daughter: But I suppose it affected me differently anyway, because I was really shocked by it all.

Patient: And I was quite, I was quite happy with him.

Daughter: I wasn't even expecting my Mum to have to have an operation really, because they'd said it was so small, you know, and like even just the word, you've got a choice - you can have a mastectomy ... it's like 'What?' you know, surely there's no need for that? It, all of a sudden, it just seemed to be much greater than it'd at first, I'd believed it was, I suppose, because everybody kept saying, 'Oh, 's very small, it's very small,' so I suppose I had in my mind that they could actually maybe do something about it without any operation at all, you know. I don't know why I thought that, erm, but it all seemed to intrusive, you know, it seemed an awful lot, over the top surgery, I thought. And, erm, I suppose my Mum had already got her head round that, that she was going to have surgery: I, it hadn't occurred to me that she would have to have surgery even. Maybe you'd had a bit more explained to you, I don't know, but ...

Patient: Not really because you'd been with me all the time.

Daughter: Yeah, but I didn't come with you when you had the biopsy.

Patient: Oh yes.

Daughter: I was in the waiting room but I didn't actually come in with you, you see.

INT: AH RIGHT, YEAH, TRUE.

Daughter: So I, I wasn't prepared for that really. I thought you'd perhaps have to have some chemotherapy or something like that, you see: I didn't think they'd actually operate.

INT: SO WHEN HE ...

Patient: Yeah, I was quite happy with Mr Holliday, I thought he was very nice.

INT: HOW MUCH DID YOU UNDERSTAND ABOUT WHAT YOU WERE BEING TOLD AT THE TIME ABOUT THE CANCER AND THE TREATMENTS?

Patient: Well I don't think there was anything very much else that I could have been told really.

INT: MM. DID YOU FIND ANYTHING PARTICULARLY DIFFICULT TO UNDERSTAND OR HARD TO TAKE IN?

Patient: Not really, no, not really ...

Daughter: Well the breast care nurse spent ...

Patient: Yes.

Daughter: ... a long time with us after that.

Patient: Yes, yes.

INT: RIGHT, OK.

Daughter: After that, after that final meeting with Dr Holliday.

Patient: When we'd spoken to Mr Holliday, yes, she took us into the ...

Daughter: Yeah. And we spent quite a while talking to her.

Patient: ... and she was talking to us for a long time. She gave me quite a lot of information about what was going to happen and what could happen afterwards and what I would have to do and all that sort of thing, you know.

Daughter: And she would have spent all day with us if we'd needed it I think.

Patient: She would, yes.

Daughter: She stayed with us as long as we needed, didn't she?

Patient: Yes, she did.

Daughter: And answered all our questions, anything we had, anything we could ask her, and she answered everything, didn't she?

Patient: Yes, she did, yes. Yes, she was brilliant. There were four of them and they were, I met all four of them during the time I was there and they were all brilliant.

INT: YEAH, I'VE INTERVIEWED THEM ALL, THEY'RE VERY NICE PEOPLE [???

[All chuckle]

Daughter: I think it was Veronica that put my mind at rest about what was going to happen, not the doctor, but the nurses definitely.

INT: IN WHAT WAY THEN DID SHE DO THAT, DO YOU THINK?

Daughter: Sorry?

INT: IN WHAT DID SHE DO THAT THEN?

Daughter: Just with giving me information, just information really. I think you know, that's what's frightening, is what you, things that you don't know about, not what you do know about and, erm, you know, I just asked her everything that was worrying me and she had an answer for it, explained it all to me and ...

Patient: I think she gave me a lot of confidence as well.

Daughter: Yes, yes.

Patient: She ... yeah.

INT: WHAT EXACTLY DID YOU TALK ABOUT WHEN YOU WERE ACTUALLY WITH THE BREAST CARE NURSE, DO YOU REMEMBER?

Patient: Well we talked about the operation itself ...

Daughter: What that would involve.

Patient: What it would involve.

Daughter: How you'd feel.

Patient: The, as I say, they put these, you must have seen these booklets they've got ...

INT: YES, I HAVE, YEAH.

Patient: ... they're very, very good, self-explanatory really. And ...

Daughter: How long you'd be in hospital.

Patient: ... they explain everything, everything: exercises I would have to do and how I would feel afterwards; and how long roughly it might take, you know, to begin to feel better; how long I would be in hospital ...

Daughter: What you couldn't do afterwards.

Patient: What I couldn't do afterwards, that's right. All questions like will there be anyone there with you, which gave you the feeling that if there wasn't then someone would help, someone could be there to help, you know. Phone numbers, the phone numbers if ever, whatever we wanted, if we thought of something to ask ring them, don't worry about whenever. And it was just, you know, just gave me confidence to go through it.

Daughter: Yes, I started, it started to occur to me around about that point then that with both my grandmother and my Mum having it, that what were the chances of me getting it now ...

INT: YEAH, OF COURSE.

Daughter: ... you know, so I started to think about that. And she said that I could be referred to these various people who would, you know, I mean that is, that is ongoing now actually, I've been referred to a family clinic and they're going to - I haven't seen anybody yet but as a result of this I will be doing, and I'm only a couple of years away from having mammograms anyway, myself. But I think they just watch you a bit more carefully, that's all. But all that came into it then as well, you see, which obviously, having never [chuckles] had never been a thought in my mind, you know. But she was very helpful with all of that as well.

INT: OH THAT'S LOVELY, YEAH.

Daughter: There was everything really.

Patient: Yes.

Daughter: She really was very thorough, very thorough.

INT: AND THE INFORMATION PACK, YOURSELF, DID YOU READ ALL THE INFORMATION, DID YOU?

Patient: Oh yes.

INT: AND HOW USEFUL DID YOU FIND IT?

Patient: Yes, very useful, yes, oh yes, yeah.

INT: WAS THERE ANY PARTICULAR INFORMATION YOU FOUND REALLY USEFUL IN THERE OR ...?

Patient: Well, all of it really, erm in fact I'm going ...

Daughter: Information is power.

Patient: ... I'm through it again. Sorry...?

INT: INFORMATION IS POWER, YEAH.

Daughter: Information it, it empowers you, doesn't it ...

Patient: Yeah, yeah.

Daughter: ... you know, the more you know ...

Patient: Particularly the after, like the cording and things like that because I've, once or twice I've felt a little bit ... and I've thought, now I must read up about the cording because they did say that these happens can happen months afterwards, and so I've still got the ...

Daughter: Well Karen Keating died at the same time all this was going on ...

INT: YEAH, I KNOW.

Daughter: ... which wasn't particularly helpful either, you know, when you know somebody like that with the money they've got, type of thing.

INT: YEAH, THEY MUST HAVE A BIT.

Daughter: As I say, I mean, as it turns out I think it was a lot worse and a different sort of cancer altogether. But when something like that is so high profile and it's in your face at the same time [chuckles] it's a bit worrying, isn't it?

INT: YEAH, UNDERSTANDABLY, YES.

Daughter: It was all in the papers, wasn't it? You were reading that every day.

INT: WELL, IT CERTAINLY SHOCKED ME, I DIN'T EVEN KNOW, I MEAN ...

Patient: No, well ...

INT: ... I CAN REMEMBER SEEING HER ON TELEVISION YEAR AGO.

Patient: ... it happened actually before I had seen the doctor and I was sitting here by myself and heard it on the radio, and I did, to be quite honest, I did feel quite strange then. I thought, 'Oh ...'

Daughter: Mm, brought it home, didn't it?

Patient: Yeah, [chuckles] yes.

INT: YEAH, YEAH, BOUND TO. AFTER YOU'D SEEN THE BREAST CARE NURSE, HOW SOON AFTER THAT DID YOU HAVE YOUR OPERATION?

Patient: Well, it was, that was the Friday, wasn't it? It was the Friday.

INT: YEAH, WE SAW THEM ON THE FRIDAY.

Patient: And we were sitting in this room talking to Veronica and Mr Holliday came in and whispered something to her and she said, 'Can you come on Tuesday?'

Daughter: They'd had a cancellation.

Patient: He'd had a cancellation ...

INT: AH, YES.

Patient: ... would I go in on Tuesday? So ...

Daughter: He said, 'Don't worry, we're not rushing you in because we think it's, erm, a problem ...'

Patient: An emergency, yeah.

Daughter: '... we've just had a cancellation.'

Patient: Cancellation.

Daughter: So she was very lucky in that ...

INT: AH RIGHT.

Patient: And I said, 'Yes, definitely.'

Daughter: The Monday she went for her assessment ...

Patient: I went for the surgical assessment then on the Monday.

Daughter: ... and I took her in Tuesday morning.

INT: RIGHT.

Daughter: So it was only the weekend really between.

Patient: So it had all happened within three weeks.

INT: MM, AND DID YOU HAVE ANY CONTACT WITH THE BREAST CARE NURSES OR ANYONE AT THE HOSPITAL IN BETWEEN SEEING, HAVING YOUR DIAGNOSIS AND TREATMENT OPTIONS AND YOUR SURGERY?

Patient: Yes, yes, I saw them the day I went for my surgical assessment, and I saw the physiotherapist, I had an ECG and all that sort of thing, and they were there as well in the morning, the morning that I went.

INT: RIGHT, AND WHAT SORT OF THINGS DID YOU DISCUSS, DO YOU REMEMBER?

Patient: Well, not really, [chuckles] I don't have a lot of memories about that ...

INT: RIGHT, OK.

Patient: ... about that morning really. I was very lucky because I was in a side ward with another girl, Janet Taylor, who was having the op the same day, and we just hit it off like that from the word go, and we spent a lot of the time laughing actually, it was ...

Daughter: They had so much in common it was uncanny.

INT: REALLY?

Daughter: Really uncanny.

Patient: Yes, yeah.

Daughter: Both vegetarians; both had the same sort of lumps; same sort of size; same operation; same interests - it was really uncanny.

INT: OH YEAH, YEAH. YOU'VE GOT A FRIEND THERE.

Patient: Yeah.

Daughter: Mm, well it did certainly make the whole thing quite light-hearted, didn't it?

Patient: Well that's right, yes. Well Janet was told she could go home the day before but she said, 'No,' she says, 'I'm not going to leave you and go,' [chuckles] and she stayed another night, and we went home together.

INT: OH, THAT'S NICE, THAT'S REALLY GOOD. WHEN, THINKING BACK NOW A LITTLE BIT ABOUT WHEN YOU WERE FIRST TALKING ABOUT YOUR TREATMENT OPTIONS WITH MR HOLLIDAY, DID HE USE ANY TOOLS OR AIDS TO SHOW YOU WHAT HE MEANT? DID HE

SHOW YOU ANY MAMMOGRAMS, PICTURES, DID HE DRAW ANY DIAGRAMS? DO YOU REMEMBER ANYTHING LIKE THAT?

Patient: No.

Daughter: He did draw a little diagram ...

Patient: Did he?

Daughter: ... to show you...

Patient: Oh that's right.

Daughter ... the size of the tumour and what he would take away.

Patient: And what he would take away, [???

INT: WIDE LOCAL, YEAH.

Daughter: But that didn't really give you any real idea, it was just a little drawing. I mean ...

Patient: I had ...

Daughter: ... it wasn't to scale or anything.

Patient: I had seen the scan, I had seen it on the scan.

INT: RIGHT, OK, YEAH.

Daughter: I had no idea, I imagined it was going to be quite deforming actually, that's what I thought.

INT: YEAH. WHAT, THE ACTUAL WIDE LOCAL EXCISION?

Daughter: Yeah, yeah.

INT: CAN YOU TELL ME, THROUGHOUT THAT WHOLE CONSULTATION WITH MR HOLLIDAY AND THE BREAST CARE NURSE, WHO DO YOU THINK ASKED MOST OF THE QUESTIONS AND WHO DO YOU THINK DID MOST OF THE TALKING?

Patient: The breast care nurse.

INT: DID MOST OF THE TALKING ... OR MOST OF THE QUESTIONS?

Daughter: Do you think so? I didn't think she'd said very much really.

Patient: Oh, you mean in the actual consultation?

Daughter: Yes.

Patient: Oh no, that was Mr Holliday.

INT: MR HOLLIDAY. HE DID MOST OF THE TALKING?

Patient: Mm.

INT: AND WHO ASKED MOST OF THE QUESTIONS?

Patient: Well there weren't a great many questions really ...

Daughter: There weren't really.

Patient: ... he just sort of told me what it was, gave me the choice, and I ...

Daughter: And that was it.

Patient: ... and I chose.

Daughter: That was [???] I thought it was all very cold myself, I really did.

Patient: Well there wasn't anything much to ask, was there?

Daughter: I suppose not.

Patient: I mean, he'd given me ...

Daughter: Well I don't know, because there was afterwards, we spent a long time with the nurse, didn't we?

Patient: Yes, but that was about the op, I mean that was about the operation, that wasn't for him. He wanted to know what he wanted, what I wanted him to do and that was all he needed to know. He couldn't I mean, he couldn't spend time going into the . . .

Daughter: This is the trouble, I think, really ... because it's so separated, isn't it?

Patient: Well, but the breast care nurses are there to do that, aren't they?

Daughter: Yeah, they are, they are, but with him being the expert, you know, he's the man that's going to do it all, erm, I think they could spend a bit more time, especially when you've only just been told 'You've got cancer, you're going to have an operation,' ...

Patient: Yes, but he knew that she was ...

Daughter: ... and then to go away.

Patient: ... he knew that she was there and that she was going to do that, I mean he's got other things, he's got other patients to see and ...

Daughter: Yeah, and this is the trouble, I think, you know ...

Patient: But I was quite happy with that.

Daughter: ... it's the same with GPs, isn't it?

Patient: I was quite happy.

Daughter: Yes, I know you were, yes.

Patient: I was very much at ease with Veronica and that ...

Daughter: Oh yes, absolutely.

Patient: ... and I was happy with what Mr Holliday did, what he said. I didn't expect any more from him.

Daughter: No, you didn't, did you? No.

Patient: No, no.

INT: AND WHEN YOU SAW THE BREAST CARE NURSE AFTERWARDS, WHO DO YOU THINK DID MOST OF THE TALKING AND WHO ASKED MOST OF THE QUESTIONS, BECAUSE YOU SAID THERE WAS MORE QUESTIONS TO ASK HER?

Patient: Well, obviously she'd got a lot to give us, she'd got a lot of information for us. She probably did most of the talking, erm ...

Daughter: We asked a lot of questions.

Patient: We did ask a lot of questions, yeah. Maybe you asked her more than I did.

Daughter: Mm, probably.

Patient: Erm, but she was so good at giving the information, wasn't she?

Daughter: Mm, yeah.

Patient: And there's no-one I could criticise, all the way through, right from the very beginning to the end, I feel very, very fortunate to have met those people and to have been cared by them in that situation. I think the City and all the surrounds, the people involved - even the cleaners were brilliant in the hospital, you know.

Daughter: It's the first time my Mum had been in hospital.

Patient: Yes.

Daughter: This was her very first ...

Patient: I'm nearly 72 and it's the first time I've spent time in hospital.

Daughter: Any time in hospital or with a consultant ...

INT: THAT'S GOOD, [???

Daughter: ... or anything. It was like a big adventure to my Mum, because she did say that at one point.

Patient: I did, yes.

Daughter: 'This is like an adventure,' you know.

INT: AH WELL, I MEAN ...

Daughter: And fortunately she had a very positive adventure, [chuckles] you know.

INT: [???

Daughter: Fortunately everything was very good.

Patient: Yeah, yeah.

INT: WHEN YOU WERE SPEAKING WITH ME HOLLIDAY ABOUT YOUR TREATMENT OPTIONS AND THINGS, OR WHAT SURGERY TO HAVE, DID YOU FEEL AT ANY POINT HE HAD A PARTICULAR TREATMENT IN MIND?

Patient: I don't think so, I think he was quite open, but I did say to him, erm, would he be quite happy if I went for the excision rather than the mastectomy, and he said yes, he would be quite happy with it.

Daughter: He wouldn't have given you the choice if he hadn't have been happy with it, I don't think.

Patient: No, no.

Daughter: He was happy to do either, it was up to you.

Patient: Yeah, and he said that I needn't make my mind up then. He said, 'You can change your mind at any time, right up to the morning ...

Daughter: Right to the morning.

Patient: ... of the operation.

INT: YEAH. AND WHEN YOU SPOKE WITH THE BREAT CARE NURSE AFTERWARDS, DO YOU FEEL THAT THEY HAD ANY PARTICULAR TREATMENT IN MIND?

Patient: I don't think so, I don't think so. I think ...

Daughter: That was left to you, wasn't it?

Patient: It was just left to me and everyone seemed quite happy that I'd chosen, that I had chosen that, mm.

INT: AND WHEN YOU WERE SPEAKING WITH MR HOLLIDAY DID YOU FEEL THAT HE WAS LISTENING TO YOU, THAT HE UNDERSTOOD YOUR NEEDS, YOUR CONCERNS, THINGS LIKE THAT?

Patient: Yes, yeah, yeah.

INT: AND THE BREAST CARE NURSE, DO YOU THINK THAT ...

Patient: Definitely.

INT: YEAH?

Patient: Yes.

INT: YEAH, I THINK THAT CAME ACROSS THAT REALLY. ERM ... THINKING ABOUT AGAIN YOUR CHOICE OF TREATMENT THAT YOU WENT FOR, HOW LONG DO YOU THINK IT TOOK YOU TO ACTUALLY MAKE UP YOUR MIND, ONCE YOU'D HEARD THOSE CHOICES, [???

Patient: No time at all.

INT: NO TIME AT ALL.

Daughter: Straight away.

INT: STRAIGHT AWAY.

Patient: Yeah, mm.

INT: AND AT ANY TIME BETWEEN MAKING THAT DECISION ... WAS THAT ACTUALLY IN THE CONSULTATION, YEAH?

Patient: Mm, mm.

INT: AND SO BETWEEN MAKING THAT DECISION AND WHEN YOU ACTUALLY HAD YOUR SURGERY, DID YOU EVER HAVE ANY CHANGES OF MIND, ANY, WOULD YOU RATHER HAVE SOMETHING ELSE?

Patient: No, not at all.

INT: RIGHT.

Daughter: There didn't seem to be a choice really, did there, it was ... well there was, you had a choice of a mastectomy ...

Patient: The choice was there ...

Daughter: ... but that, you ...

Patient: ... but for me, no.

Daughter: ... I mean you never thought about that, did you?

Patient: No.

Daughter: It wasn't necessary, was it?

Patient: No.

INT: MM. YOU WERE GIVEN INFORMATION BY THE BREAST CARE NURSES, THE PACK THERE, DID YOU AT ANY POINT LOOK FOR ANY OTHER INFORMATION ABOUT BREAST CANCER, EITHER FROM MAGAZINES, VIDEOS, ON THE INTERNET, BOOKS? DID ANY FRIENDS OR NEIGHBOURS OR ANYTHING LIKE THAT ... DID YOU RING ANY TELEPHONE LINES?

Patient: No, I did speak to my friend down the road - well she came, as soon as she heard she came to see me because she'd been through it.

INT: RIGHT, OK.

Patient: And, mind you we go to yoga together anyway, you know, so I knew how she had been and how she'd come through it. As I say, she'd had to have chemo, but she sailed through everything and I spoke, she came, as I say, she came to see me and it was [???] she was very good.

INT: WHEN DID SHE COME TO SEE YOU? AT WHAT POINT? HAD YOU HAD YOUR DIAGNOSIS?

Patient: It was before I went into ...

INT: [???] GET YOUR DIAGNOSIS?

Patient: Yeah, yeah.

INT: YEAH. SO YOU'D HAD YOUR TESTS AND THAT BUT YOU HADN'T HAD YOUR DIAGNOSIS, YEAH OK.

Patient: Yeah, yeah. But I didn't go searching ...

INT: NO, RIGHT.

Patient: I didn't go searching for anything.

INT: RIGHT, YOU DIDN'T CALL ANY SUPPORT GROUPS OR ...?

Patient: No, no.

INT: DID YOU SPEAK TO YOUR GP AT ALL OR ANYTHING?

Patient: No, no

INT: OK. AND YOUR FRIENDS, SHE CAME TO SEE YOU, WHAT DID SHE, DID SHE HAVE SURGERY FOR HER CANCER, DID SHE?

Patient: She, yeah, she'd had it twice, yes.

INT: AND WHAT DID SHE ...

Patient: She'd had, as I say, she'd had a mastectomy 12 years ago ...

INT: RIGHT, YEAH.

Patient: ... and then she'd an excision within six, eight months, she'd had to go back, it had all come back.

INT: MM. WAS THAT BOTH AT THE CITY, WAS IT?

Patient: Yes, yes, so we knew, we knew the pe-, she was with Mr Holliday as well and so it was quite nice really for us both to chat together. And of course I've seen her since and ...

INT: CAN YOU TELL ME, THINKING ABOUT YOUR TREATMENT OPTIONS, WHAT DO YOU THINK WAS THE MOST IMPORTANT THING THAT YOU WERE TOLD, THAT YOU READ, THAT YOU HEARD, ANYTHING LIKE THAT, THAT HELPED YOU MAKE A DECISION WHAT TREATMENT TO HAVE?

Patient: I think it was the fact that they had told me that it was so small and I had seen in, and that they were going to take the tissue round about it because I had seen that there was nothing else, and also that they were going to do the nodes as an insurance.

INT: YEAH.

Patient: Because if they were positive well then it would have gone further, you would have to have more treatment. The fact that that was being done, it seemed right - they're taking the tumour, they're going to see if there's any more; and they can't do - I think that was the important thing. It was a sort of insurance.

INT: MM. SO WE'RE AT THE STAGE NOW WHERE YOU'VE HAD YOUR DIAGNOSIS AND YOU'VE GOT TO THE HOSPITAL FOR YOUR SURGERY, SO WHAT HAPPENED THEN, WHAT HAPPENED AFTER THAT?

Patient: You mean when I went in?

INT: YEAH, WHEN YOU WENT IN FOR YOUR SURGERY AND AFTERWARDS.

Patient: Er, in what way?

Daughter: Well we took you in.

INT: JUST SORT OF TELL ME ABOUT WHAT HAPPENED.

Daughter: We took you in ...

Patient: Oh, I went in in the morning.

Daughter ... at half past seven in the morning, didn't we?

Patient: Yeah.

Daughter: Erm, I stayed till about 11 with you. They said that you'd have your surgery about dinner-time, so I went, and they told me to ring back at 2 o'clock. Well I rang at 2 o'clock and she wasn't back from the theatre, they said she'd, there'd been a delay in the morning, so it was quite late on in the day before she actually had her operation. Erm, I rang at 3 and you'd just been brought up from theatre then.

Patient: But they were all brilliant.

INT: WAS IT MR HOLLIDAY THAT DID THE SURGERY?

Patient: Yes, all the time, I was not on my own at all, I was never on my own from the minute that we were ... of course Mr Holliday came to see me first in the morning, put a mark on where it was, that sort of thing, and the nurses were there. And I was never alone, there was someone there with me all the time when I knew I was going, and they were, they were there, there was someone there the whole of the time, right through into the preparation ...

Daughter: Mm, went down to theatre with you, didn't she?

Patient: ... the preparation room. Erm, the anaesthetist had come to see us, he was very, very nice.

Daughter: Mm, you liked him, didn't you?

Patient: Mm. And he was there, I met him again, and they were, I was sort of ... in fact I asked them if I was in, erm, Holby City or Casualty [chuckles] I mean it was, the atmosphere ...

Daughter: It was very light-hearted, the whole thing was.

Patient: ... the atmosphere was so good, you know, and everyone who came said, you know, 'Hello, I'm So-and-So ...' One of the, I remember, saying 'Hello, I'm Mark ...' I said, 'Oh,' I said, 'My son's Mark,' and of course, you know, there was this little bit of banter all the time while they were sort of getting me ready and everything. And, as I say, there was someone there the whole of the time. And of course I've got the glasses and I've got false teeth, and the thing we didn't, both Janet and myself said, 'Have we got to take our teeth out, we don't want to take ...' [chuckles] and we were there, I said, 'I'm not taking mine out.' You know, we were having this ... and when we were going down they said, 'Don't worry about your teeth, you can keep them as long as you like,' [chuckles] keep them right down to the end, and I don't remember ...

INT: [???

Patient: ... I don't remember them going actually.

INT: NO, NO.

Patient: And it was, as I say, it was all, it was very, very laid back. It was very, very good. I've got no bad memories at all.

INT: AND WHAT HAPPENED WHEN YOU CAME ROUND AFTER THE OPERATION?

Patient: I couldn't come round, [???

Daughter: it was hysterical actually.

Patient: I kept hearing these people talking to me and I said, 'I can't, I can't,' you know, I couldn't ... eventually

Daughter: I've never seen my Mum so out of [???], [chuckles] it was really funny. It was hysterical. WE just had a laugh really.

Patient: Oh we did.

Daughter: I mean the pair of you were just like you know, trying to speak and then they sort of fall asleep and it was, it was funny. But I think one of the funny things was of course they both woke up with these drains.

INT: RIGHT, YES.

Daughter: And that, that was quite a thing, wasn't it, really, to try and not sort of move and remember you'd got the drains?

INT: OH YEAH, YEAH.

Patient: Well it was strange, that was, because Janet had gone down before me and when I did come round a little bit and I saw she was actually sitting on the bed and she'd got this bag by the side of her, and I said, 'What have you got there?' you see. She said 'It's my pressie.' I said, 'Well why haven't I got one?' you see, and she said, 'You have.' I said, 'I haven't,' and I looked down and she'd only got one actually because she hadn't had the nodes and I looked down and I'd got two [???] in mine. And that was really funny. And I did nearly lose it once or twice because it kept catching on the thing on the bed, you know. We had quite a lot of fun...

Daughter: You had a lot of laughs.

Patient: ... laughs with those, yeah.

INT: AT CHRISTMAS TIME THEY PUT THE BAGS IN CHRISTMAS SHOPPING BAGS.

Daughter: [chuckles] Yeah.

INTR: THEY GOT THEM FROM THE SUPERMARKETS AND STUF LIKE THAT WITH ALL THE CHRISTMAS SORT OF LIKE DECORATIONS ON THEM.

Patient: Yeah, yeah. These were gold.

INT: [???

Patient: These were gold ones, yeah.

Daughter: Well they gave it to you, didn't they, to bring home?

Patient: Yeah, yeah.

INT: AND THEN OF COURSE, DID YOU SEE MR HOLLIDAY AFTERWARDS?

Patient: Yes.

INT: YEAH, WHAT HAPPENED THEN?

Patient: Well it was just a check to make sure I was all right, and, you know, was I OK and he checked the wounds and everything, and, yeah ...

INT: DID HE GIVE YOU FEEDBACK ABOUT THE LYMPH NODES AND THINGS?

Patient: No, I went back to the hospital ...

INT: OH RIGHT, OK.

Patient: ... after, because I mean I was only in - I went in on Tuesday, I came home on Thursday. Came home with one drain, erm, they took one drain out, came home with one, and I did leave it behind then. I was sitting in there and the phone went. Celeste, I think, was in the garden ...

Daughter: Friday you came home. You came home Friday morning.

Patient: Did I? Oh. Erm, and the phone went and I got up, didn't I? And left my bottle behind on the settee.

INT: OH NO.

Daughter: That was on the Sunday afterwards.

Patient: So we rang up the, rang up the hospital and of course obviously I'd had to ring in [???] every morning and the nurse who answered the phone said, 'Oh,' she said, 'Come in straight in,' she said, 'You're on the borderline anyway,' so ... so Celeste took me straight it, because it had left the big that was stitched in, you know, and she just took it out there and then, so, you know, it was OK.

INT: AND SO YOU HEARD ABOUT, YOU SAW MR HOLLIDAY AND HEARD ABOUT YOUR LYMPH NODES AND THAT, YEAH?

Patient: Yes. We went back ...

INT: WHAT DID HE SAY THEN?

Patient: ... didn't we, and he said, just said, 'Good news,' he said, 'We got the whole tumour out, plus the tissue round it,' he said, 'and your lymph nodes are negative.'

INT: AH, THAT'S BRILLIANT.

Daughter: Yeah.

INT: YEAH.

Patient: So, you know, and it was ... [sighs]

Daughter: Perfect, couldn't have been better.

INT: YEAH ABSOLUTGELY, BIG RELIEF EH?

Patient: That's right, yeah.

Daughter: And then they asked if you wanted to go on this study . . .

INT: OH, YEAH, THAT WAS MY NEXT QUESTION, ABOUT THE CLINICAL TRIALS.

Daughter: ... that was all the same day, wasn't it?

INT: YEAH.

Patient: No.

Daughter: The radiotherapist.

Patient: No, we went back to see the radiotherapist because that was at the DRI.

Daughter: Oh yes, sorry, of course it was.

Patient: Yes. No, Mr Holliday assumed that I would be having ...

Daughter: Yes, that's right.

Patient: ... the radiotherapy, you see. And the only thing that had upset me was the fact that I'd got a holiday booked, which I'm going on Monday and, yeah, that was the only thing that worried me really, was I going to get my holiday?

Daughter: And even that's worked out all right, hasn't it?

Patient: Yes. So, erm, so then I was booked into the DRI to see this radiotherapist, and the first thing I asked him was, 'Well I've got a holiday ...' [chuckles] you know, but we worked out that if I did have to have it I could have it after my holiday.

INT: RIGHT, OK.

Patient: But I volunteered, obviously it's completely voluntary, volunteered to go on this study and I was picked not to have it, so ...

INT: OH, RIGHT, OK.

Patient: Now I've got an appointment to see him again in August.

INT: MM. AND HOW LONG ARE BEING FOLLOWED UP FOR? ANY [???] THIS TRIAL?

Daughter: Well that's it, isn't it, really? The next time you see him will be the follow-on from ...

Patient: Yes.

INT: OH RIGHT.

Patient; Yeah, I'm not sure ...

Daughter: There's nothing in between.

Patient: ... how long it's going to be, about every three months or something like that.

Daughter: He'll see you about every three months, won't he?

INT: YEAH, I SHOULD IMAGINE IT'LL MAKE A REGULAR MONITORING [???]

Patient; That's right, yeah.

INT: I MEAN THAT'S GOT TO BE A GOOD THING, I THINK, DO YOU THINK?

Patient: Yes, oh yeah.

Daughter: Oh yeah.

Patient: I would think so.

Daughter: Well I think she'll probably be seen ...

INT: I MEAN [???] RADIOTHERAPY AND CONSTANT MONITORING, THAT'S EXCELLENT.

Daughter: Yeah, but she's going to be seen more ...

Patient: Yes, I know.

Daughter: ... than she would if she'd just had a course of radiotherapy, I think.

INT: OH, THAT'S [???

Daughter: They'll be keeping a close eye on you not, with you not having it, they'll be even more interested in you really, see how you go.

INT: YEAH. OH WELL, WHAT A FANTASTIC ... GOOD LUCK WITH THAT, I MEAN, I HOPE IT'S GOOD FOR YOU. ERM, LOOKING BACK FROM WHEN YOU WERE FIRST DIAGNOSED UNTIL NOW, WHAT DO YOU FEEL ABOUT THE CARE YOU'VE RECEIVED?

Patient: Oh, brilliant. Couldn't be better, excellent.

INT: IT WOULD SEEM THAT YOU'VE HAD A GOOD EXPERIENCE WHILE YOU WERE THERE?

Patient: Absolutely.

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

Patient: Oh yes.

Daughter: Exceeded them.

INT: EXCEEDED?

Patient: Definitely.

Daughter: Definitely, exceeded yours [???

Patient: Yeah, yeah.

INT: IF YOU WERE TOLD YOU HAD THE POWER AND MONEY TO CHANGE ONE THING ABOUT THE BREAST SERVICE AT DERBY CITY HOSPITAL, WHAT DO YOU THINK IT WOULD BE?

Patient: Oh, that's a hard one.

INT: WELL WE LEAVE THE HARD ONE TILL LAST [CHUCKLES]

Patient: ... I think I was very lucky being in the side ward and I think, I think that would be something if all the ...

Daughter: If you'd been on a ward it'd have been different.

Patient: ... if you, if you could - and that was something funny as well - if you could design it so that they were smaller rooms, because I don't think I would have been so happy had I been in the ...

INT: THE BIGGER WARD, YES.

Patient: If you could have small rooms with en-suite would be perfect.

INT: RIGHT.

Patient: That was funny, there was a toilet and shower and everything, but it was right up at the other end of the ward, and we didn't do that, there was a toilet opposite us which the men used as well, and we slid, whether it was the men, gents or ladies, you see, and sometimes Janet would sit there looking at it, she'd say, 'There's a man gone in, I'm not going, there's a man gone in,' and she'd sit there, 'I wish he'd come out, what's he doing in there?' I mean it was so hilarious really. I mean it did work, it did work OK. We were fine really. We had got our own washbasin, but we didn't want to go trailing up the ward with our little bags all the way - we didn't feel like it to be quite honest straight away, walking the whole length of the ward to get up to the other end, so we used this one which was a communal one. So, what would be ideal would be small rooms with own facilities. I mean I don't think I could change anything else really.

INT: RIGHT.

Patient: I don't think I would change anything else.

Daughter: I think - but this is only sort of from, is only a very personal thing from your point of view - I think perhaps they perhaps should have explained to you a bit more about how you were going to feel afterwards, because you did have high expectations of yourself feeling better quicker. You know, 'Well it's a week,' you know, 'It's a week, I should be able to do this, I should be able to do that ...' She found it very difficult to be, to recover quietly and, you know, to just sit and accept her body needed time to recover.

INT: RIGHT.

Daughter: And maybe, maybe that was because it wasn't explained to her enough at the time ...

Patient: Well I think ...

Daughter: ... how important it was to not ...

Patient: ... I mean that could be me being ...

Daughter: But, yes, exactly.

Patient: ... could be a personal thing because ...

Daughter: As I say, it could just be a personal thing.

Patient: ... when you've been living on your own for a few years you're so used to having to do everything for yourself, you know ...

Daughter: But maybe you personally should have been drummed into you a little bit more, perhaps, especially the first two or three weeks, how important it was to not to try to do too much, you know, because you did feel, you did think that you should be doing more.

Patient: Well I didn't feel ill.

Daughter: No, well you don't, do you? You don't feel ill, no.

Patient: No, didn't feel ill, so if you don't feel ill, there's no reason why you shouldn't be doing ...

INT: I REMEMBER WHEN MY DAD, HE HAD, HE HAD BOWEL CANCER, AND HE HAD AN OPERATION, SORT OF THING, AND CAME ROUND AND HE SAID, WE CAME TO SEE HIM ON THE NIGHT-TIME AND SAID, 'OH ARE YOU DAD?' SO HE SAID, 'I FEEL GREAT MYSELF, OH I'VE BEEN UP AND DOWN THE WARD A FEW TIMES, INTO THE TOILET A COUPLE OF TIMES, SORT OF THING,' HE SAID, 'I FEEL RELLY GOOD.' AND I THOUGHT, 'WHEN THAT ANAESTHETIC WEARS OFF TOMORROW, DAD, YOU'RE GONNA, IT'S GONNA ...' AND SURE ENOUGH THE NEXT DAY, YOU KNOW, HE WAS JUST [???] HE WAS REALLY ZONKED OUT. AND THE NURSE SAID, 'I THINK HE'S DONE A BIT TOO MUCH YESTERDAY.' SO THAT'S MY DAD, JUST TYPICAL.

Patient: Yeah.

INT: NOW YOU'VE BEEN THROUGH THIS EXPEIRENCE, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT FIRST OF ALL THEIR DIAGNOSIS?

Patient: Well I, er, for me personally, I think it's important to know as much about it as possible.

Daughter: AS soon as possible ...

Patient: As soon as possible.

Daughter: ... because obviously the waiting in between is very stressful, isn't it, when you don't know one way or another? It's better when you do know.

Patient: Yes, and as soon as you know, sort of, you know, to, if possible - as I say, I was very lucky there was only days between to have it done. It's obviously very important to find, to find it in the family and I would tell everybody to examine themselves very regularly and, as soon as they think that they feel something, to do something about it. The GP, Dr Lever, did say to me that I had done well in going straight away, she said, 'You know,' she said, 'Some women leave it before months they do anything about it.' And of course it isn't so easy then, and it could have spread of course and ... erm, but I think it's important to know, to know what's going on and to know as much about it as possible.

INT: MM. AND WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT THE OPERATION THEY CAN HAVE?

Daughter: The choices.

Patient: All the choices, all the choices, yeah.

INT: DID THE CHOICE AT ALL SURPRISE YOU, THAT HE WAS GIVING YOU A CHOICE?

Patient: No, not re-, erm, yeah, yes, it surprised me that I'd got a choice, yes, because I think I said, when he said 'You've got a choice,' I think I said, 'Oh I don't like choices,' because I don't, I don't like

having to choose, I really don't. But I didn't find that difficult, when he told me I didn't find it difficult.

INT: RIGHT, OK.

Patient: Mm. No, I thought he would just say, 'Right, we're doing so-and-so,' mm.

INT: FINAL QUESTION, IS THERE ANYTHING ELSE YOU'D LIKE TO ADD TO WHAT WE'VE BEEN TALKING ABOUT TODAY? IS THERE ANY INFORMATION YOU THINK WE'VE MISSED OR ANYTHING YOU THINK IS IMPORTANT WE HAVEN'T DISCUSSED?

Patient[??]: I can't think of anything at the moment I don't think. Is the research based on your experience in the hospital with the, with the experts, is that what your research is based on?

INT: IT'S BASED UPON PREVIOUS RESEARCH THAT WE'VE FOUND OUT AND WE'VE ALSO GOT A TEAM OF EXPERTS BACK AT SHEFFIELD. THE LADY WHO'S RUNNING THIS IS A SURGEON, A SPECIALIST REGISTRAR, HER SORT OF GRADE REALLY, AND OBVIOUSLY THERE'S A PROFESSOR, MALCOLME REED, WHO'S LEADING IT ALL.

Patient[??]: is it about the relationship between surgeon and patient, hospital and patient?

INT: IT'S MAINLY LOOKING AT THE CONSULTATION PROCESS AND HOW DECISIONS ARE MADE IN THAT CONSULTATION PROCESS. WITHIN THAT WE'VE GOT A WIDE FIELD BECAUSE THERE'S LOTS OF DIFFERENT INFLUENCES TO HELP PEOPLE MAKE THEIR DECISIONS AND WE DON'T, WE DON'T JUST GONNA FOCUS AND JUST SAY, 'WELL, THIS IS IT,' WE NEED TO GET ALL THE INFORMATION AROUND THAT. AND I WAS JUST GONNA COME TO YOU ACTUALLY, CELESTE, FOR A SECOND, IT'S LIKE, YOU KNOW, WE'VE TALKED A LOT ABOUT, ERM, YOU KNOW, YOUR MAM'S EXPERIENCES, I MEAN YOUR, JUST YOUR GENERAL EXPERIENCE AS A CARER, YOU KNOW, IS THERE ANYTHING THAT YOU THINK YOU CAN ADD TO THIS, THAT YOU THINK IS IMPORTANT OR ...?

Patient: She had trouble with me.

Daughter: Not really. Erm. Well, I mean, I suppose in that respect nobody really spoke to me as how, erm, what I should do afterwards.

INT: RIGHT, OK.

Daughter: I mean that was just, I just, that was just instinct really, you know, I mean there was nothing sort of set out and say ...

Patient: Well there's nothing for you to do really, was there? I mean the district nurses came ...

Daughter: No, but I mean ... the district nurses came in every other day.

Patient: The district nurses were very, very good.

Daughter: But nobody sort of took me to one side and said, 'Now look, you're going to have to do this, that and the other for her,' you know. There was, there wasn't anything like that.

Patient: But they had told me what I couldn't do so obviously I ...

Daughter: I went along with what they'd told my Mum rather than me ...

INT: RIGHT.

Daughter: ... really, because they didn't tell me anything as much, telling my Mum, so of course because I was there all the time and I knew what had happened and what the operation was and everything like that, I kind of guessed how she'd feel, you know, and how to deal with it like that. But I wasn't, there was no instructions for carers, is there?

Patient: No.

INT: RIGHT, OK. ANYTHING ELSE YOU CAN THINK OF?

Patient: I think it's, it is important, I think, for them to stress about the exercise, doing the exercises. I wasn't very happy about doing those, I must admit [chuckles] and I tried to get out of while I was in hospital, and they put a timer on me to make me do it because it isn't very comfortable. But I realise now that it is very, very important. I mean I went to my first yoga class again yesterday and my yoga teacher told me that she was surprised that I'd got as much movement - I couldn't do everything because I couldn't a lot of the stretching ...

INT: AND SHE'S AWARE OF WHAT [???

Patient: Oh she, oh yes, definitely, yes, she's very, she's a sports therapist as well.

INT: RIGHT, OK.

Patient: Yeah, she's very aware. And I did wonder if that had actually helped me, ...

INT: DOING YOGA?

Patient:doing it before, yeah ...

INT: WELL, YEAH, I MEAN, ANY FORM OF PHYSICAL EXERCISE [???

Patient: ... as far as, you know, because, I mean, I can, I can do ...

Daughter: Mm, I'm sure it would.

Patient: ... almost as much - all right, the stretch, I can't, I can't do quite so much stretching but I've got the movement, you know, I've got, I've still got fantastic movement. All right, I can feel it, you know, but it's ...

INT: YEAH OF COURSE, YEAH.

Patient: ... it's not a problem. In fact I did the lawn on Saturday.

Daughter: Yeah, she did ...

INT: I'M SURE YOUR GOING TO YOGA WILL PROBABLY HELP YOU ION SOME WAY ...

Daughter: ... not with my permission.

INT: I MEAN ANY FORM OF PHYSICAL EXERCISE, YOU KNOW, IT'S ALWAYS VERY HANDY TO KEEP DOING, SORT OF THING. I'VE HAD PREVIOUS PATIENTS, NOT BREAST PATIENTS, BUT LUNG AND COLORECTAL PATIENTS FOR INSTANCE WHO, YOU KNOW, THROUGH BEING QUITE ACTIVE IN LIFE AND HAVE ACTUALLY FOUND THAT, SORT OF, YOU KNOW, THEIR FITNESS HAS HELPED THEM THROUGH THEIR SURGERY AND STUFF, RECOVERING AFTERWARDS. I MEAN IT'S [???] OK. I'LL TURN OFF THERE.

[End of interview]