

*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)

*VENUE: Medium MR unit

*DATE: 19/11/2004

*ID: Patient19

*INTERVIEWER: DJW

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

Patient: Erm, well I know there's different types of breast cancer, it's a thing I've always dreaded having, especially a mastectomy ...

INT: RIGHT.

Patient: And I know that you can either just, just have the lump removed and radiotherapy, or you can have like radiotherapy and chemotherapy, or your breast off and no treatment - there's a lot of different treatments, I know that. And sometimes it, it's hormonal and sometimes not. That's more or less it, I think.

INT: RIGHT, THERE'S A LOT ACTUALLY. SO I MEAN HAVE YOU GOT ANY, ERM, HAVE YOU HAD ANY PREVIOUS HISTORY OF BREAST CANCER?

Patient: No I'm the first one.

INT: RIGHT, OK. AND, ERM, YOU YOURSELF, ARE YOU GENERALLY A FIT AND WELL SORT OF PERSON OR HOW ARE YOU GENERALLY?

Patient: Well, erm, I'm a creak-, I've got loads of aches and pains and [chuckles] ...

INT: RIGHT, OK.

Patient: ... and IBS and I've got a bad, a really bad back. It's my job, though, that's my job.

INT: WHAT DO YOU DO?

Patient: Home help.

INT: OH RIGHT, OK. [???

Patient: I've been doing it 20 year.

INT: I MEAN, YOU DON'T LIFT ANYBODY OR ANYTHING, DO YOU?

Patient: Yeah.

INT: YEAH? OH RIGHT ...

Patient: Well, not exactly lift but you do, well you do, you're not supposed to lift, we did moving and handling but thing was when I started, which is 19 years ago, my first year in the job there weren't personal care then, it were just cleaning, fires, shopping, which now there's a lot of personal care, and I found somebody on the floor, tried to commit suicide, on a stone floor, and I went to pick 'em up and I slipped my disc and they wanted me to ... I daren't report it 'cos I thought I'd get 't sack, and all this, that and 't other, I've never, never claimed anything, and I've just kept struggling on with it.

INT: RIGHT.

Patient: Really, you know. And, er, but now you see there's a lot of personal care, buckets of coke, pans, big pans and red hot ashes, shopping, and I walk, I walk all over, I'm not a driver ...

INT: OH RIGHT.

Patient: So, and there's been a lot of hours, I were getting really shattered, ready for a rest.

INT: MY GIRLFRIEND'S BEEN WORKING IN THIS 'CARE WATCH' ...

Patient: Yeah.

INT: YEAH, 'CARE WATCH' THEY'VE BEEN DOING THE SAME SORT OF THING AND NOW SORT OF SHE'S BEEN TOLD NOT TO PICK ANYBODY UP AND THE ONES THAT HAVE, YOU KNOW, IN THAT SORT OF STATE, THEY'VE GOT LIKE HOISTS AND THAT NOWADAYS ...

Patient: Yeah, well ...

INT: ... BUT A LOT OF THEM DON'T LIKE USING IT.

Patient: I know, but we do have training, I must say Derbyshire County Council has just won 't top award again, it is very good, we get loads of training, but you see ...

INT: YOU SEE SHE HAD ONE TRAINING, ...

Patient: I ...

INT: ONE DAY'S TRAINING, THAT WAS IT.

Patient: Yeah, I know what it's like that with private, but working for Derbyshire Council, I must admit that it is good, you get a loads of, you get loads of updates, you get training courses and all that. But the thing is there weren't anything like that when I started.

INT: NO, IT'S ALL CHANGED.

Patient: I shouldn't have picked that lady up but how could I leave her on a stone floor in that state?

INT: EXACTLY.

Patient: And I'd only just started in 't job.

INT: YES.

Patient: And, besides, they do all that, but they don't about, what all the shopping you're carrying and these big pans of red hot ashes and these big buckets or [???], heavy coke?

INT: YEAH, YEAH.

Patient: Do you know what I mean?

INT: YEAH.

Patient: To me, that's worse than 't people.

INT: MM, YEAH.

Patient: Do you know what I mean, 'cos you're not supposed ...

INT: YEAH, WELL YOU CAN DAMAGE YOURSELF JUST AS EASY.

Patient: Yeah.

INT: [???] 'COS I MEAN WITH ASHES, EVEN WORSE.

Patient: Yeah.

INT: YOU KNOW, IF IT BURNS YOU OR SOMETHING.

Patient: In that that's something I found out through this, they reckon my back's in a right state, they thought I'd got it in my back.

INT: OH RIGHT.

Patient: When I went for my bone scan.

INT: RIGHT.

Patient: I've got, I were ages sat in a room on my own, [???] gone to my back, 'cos I could hardly walk, I were in agony with it. And he says, 'Your back is in a real state, wear and tear and it looks like your spine's crumbling.' So I thought, well, I might not be going back to work after all till I'm 60. [chuckles]

INT: RIGHT. AND YOU SAID THERE'S NO FAMILY HISTORY OF BREAST CANCER, IS THAT [???] ?

Patient: No, no.

INT: OK. ERM, SO CAN YOU JUST TELL ME, I MEAN I'M NOT CONNECTED TO THE UNIT AT CHESTERFIELD, SO CAN YOU TELL ME HOW YOU CAME TO FIND OUT YOU HAD A PROBLEM WITH YOUR BREAST?

Patient: I found it, I just felt a lump.

INT: A LUMP, YEAH.

Patient: I had a scare last year and, er, November, well I went for a mammogram which I ... I'm saying this because I don't think they give you them often enough, I don't, not three year ... I went for a mammogram last November and I got called back and they did, er, they said it was all right. They did do everything but a biopsy.

INT: RIGHT, YEAH.

Patient: Did everything else, I had loads of different mammograms and scans and all that, and, er, then he came back in and he says, 'I'm pleased to tell you there isn't, it isn't anything. We'll see you in three year.' So I says, 'Oh, good, well what was it then?' 'cos they thought it looked lime a lump. He says, 'It's the mammogram that's caused the bruising,' and it happened to two of us, two ladies, but this other lady was black and blue, she were a haemophiliac, she should have had a fluid transfusion 'fore she went ... I find it very painful anyway.

INT: YEAH.

Patient: I suffer from breast pain, always have, I take stuff for it. And, er, anyway that were that, so when I found this lump again I went back and of course I said, 'Oh,' I says, 'I were here in November,' I says, I thought, 'God I've had it since November,' you know, and they've let it go all this time and it's, you know ... no, it weren't, he says, and he got all 't x-rays out and he showed me, Mr Holt ... no, it were Mr ... it weren't Mr Holt, no it were Mr Chadwick I saw 't first time, it was Mr Holt that were my surgeon. And, er, he showed me, he says, 'Look, June, there was nothing on either breast in November,' he said, 'And can't you remember,' he says, 'it's your other breast,' and it were, it were my other breast.

INT: OH RIGHT, OK.

Patient: So, but I were panicking that I'd had it all that time.

INT: YEAH, SURE, OF COURSE. YEAH, OF COURSE. ERM, SO, I MEAN, SORT OF, WHEN YOU FIRST, YOU KNOW, YOU GOT THIS SORT OF LUMP AND THAT, I MEAN, WHAT WENT THROUGH YOUR MIND THERE?

Patient: I thought, 'Oh, my God, that feels like a lump.' [chuckles] And I said, I asked my husband, I says, 'Feel here,' well normally he'll say, 'Don't be daft, it's nowt,' you know, but he says, 'That's a lump, June, get to 't doctors.' And this was on a Friday night so I couldn't get to a doctor's anyway till Monday, so I was panicking, thinking, you know, worrying about it all weekend. So I went to work Monday morning and I went straight into 't doctor's as soon as I'd done my morning calls, to try and get an appointment, and I did get in the same evening, which were quite good, and it was a lady good, which I were quite happy about, 'cos I didn't fancy, you know, [chuckles] and, er, she, she were really good, it weren't my doc-, it weren't my doctor, it were Dr Nott [?], she, she said, 'Well it's,

there is something there,' she says, 'it's like a thickening,' she says. 'I don't think it's anything to worry ...' I says, 'Well it is, it's been hurting me but, because I suffer with breast pain I hadn't really took a lot of notice.' And it were here, you see, under my arm. And she says, 'Well, I'm sure it's nothing and I hope it isn't, but I will refer you,' she says, 'I'll put it in the post,' you know. So this was Monday night, she sent the letter Tuesday and Wednesday afternoon they rang me up to go Thursday - that's how quick it was.

INT: THAT IS QUICK.

Patient: Yeah. They have been brilliant. I can't say there's been any delay, all 't way along 't line, at all, except for having my op.

INT: RIGHT, OK.

Patient: And, er, I should have mentioned this early on, I mean, have you had any, I mentioned family, but have you had any friends who've had breast cancer?

Patient: Yeah.

INT: YEAH, RIGHT.

Patient: Yeah, my best friend had it. Erm, I know a lot of people, lots of people with it. I've got quite a few friends that's had it. In fact, it's so common ... that's what they said to me ...

INT: ONE IN NINE GET IT [???

Patient: ... one in nine, yeah, one in nine.

INT: AND, ERM, SO YOU HAD, YOUR GP SENT A LETTER, YOU GOT A CALL ON THE WEDNESDAY ...

Patient: Yeah.

INT: RIGHT. AND SO WHEN DID YOU GO IN FOR YOUR TESTS?

Patient: So I went on the Thursday, the next day.

INT: OH, YOU WENT THE NEXT DAY, RIGHT, OK. SO CAN YOU JUST TELL ME WHAT HAPPENED ON THAT DAY PLEASE?

Patient: Er, well I went and had to wait and then I went, er, in for a mammogram ... I had several, just on the breast, I think, I can't remember for sure, but I think it were ... 'cos it's quite a while ago. And I had to wait, I can't remember whether she called me back for another or not 'cos she did 't time before and I'm tending to get 'em mixed up. And then ... and then, what happened next? Then I went for - there's a lot happened since then [chuckles] - then I went for a scan.

INT: RIGHT. WAS THAT ON THE SAME DAY, WAS IT?

Patient: Yeah, all in 't same day, yeah. I had my scan and, er, then I had a biopsy, two biopsies there were, on the lump, and then I had, I think I had to go away and they gave me another appointment. No, oh no, [???] one of the cancer nurses spoke to me as well, they were very good, they were all very good, they all were. And, er, I think then - it's funny how you forget, don't you, eh? Let me have a look in my diary. I've written it all down.

INT: [???]

Patient: I don't know where it is. I've had it I found a lump on Friday 3rd September. Saw Dr Nott on Monday, 6th.

INT: RIGHT.

Patient: She sent the letter of Tuesday, 7th; they rang me Wednesday, 8th; and I went to the hospital on Thursday, 9th at 2.30.

INT: RIGHT.

Patient: I've just written, 'Could be cancer, I hope not.' I haven't written all 't details. Sorry.

INT: OH RIGHT, OK, YEAH. AND IT WAS DAVID CHADWICK, MR CHADWICK, SORRY, YOU SAW THAT, THE FIRST TIME? YES?

Patient: Yes, yeah.

INT: RIGHT, OK. AND YOU SAID YOU SAW THE BREAST CANCER NURSES AS WELL, DID YOU?

Patient: I think that were 't second time. No, they took you in, no, they talked to you when you went back, you know, when you'd got your news ...

INT: YES, RIGHT, OK.

Patient: ... sort of thing.

INT: AND, ER, WHEN YOU, WHEN YOU HAD YOUR TESTS AND THINGS AND YOU SAW MR CHADWICK, DID YOU SEE HIM BEFORE THE TESTS OR AFTER, OR BOTH?

Patient: Both.

INT: RIGHT, OK. AND WHAT DID HE SAY TO YOU THAT TIME? DO YOU REMEMBER?

Patient: He said, what, when I went back to him?

INT: ON THE FIRST VISIT AND YOU HAD THE ...

Patient: Yeah, when I'd had all my ...

INT: TESTS.

Patient: Yeah, yeah. He said, 'It could be cancer,' he said, 'but I don't think it's anything too major.' No, he said, 'It could be cancer, er, we need to wait ...' No, what did he say? I haven't written that down. I can't remember. He did say it could be cancer anyhow and I can ... are you saying the first time I saw him?

INT: YEAH, THE FIRST TIME WHEN YOU HAD YOUR MAMMOGRAM AND THE SCAN AND STUFF.

Patient: And, yeah, yeah. Erm ... I went back to see him, yeah, he said, 'It could be cancer but we've got to wait for the results of the biopsy.'

INT: RIGHT.

Patient: That was it. And then they gave me an appointment for Thursday, the 16th ...

INT: IS THAT ABOUT A WEEK LATER OR SOMETHING [???] A WEEK, EIGHT DAYS [???]

Patient: More, went till more than a week 'cos on the Thursday I've written here, 'Hospital 2.30. Could be cancer. Hope not' That's what I'd written.

INT: RIGHT OK, AND THAT ...

Patient: That was the 9th.

INT: THAT WAS THE 9TH.

Patient: And then I went back on the six-

INT: SIXTEENTH.

Patient: No, it's a week, you're right, it's a week.

INT: YES, A WEEK, EIGHT DAYS OR SOMETHING.

Patient: It is, just a week. Exactly, it were on the Thursday again.

INT: OH RIGHT, OK.

Patient: Just a week.

INT: MM.

Patient: And then I've written here, 'Carole is 60,' that's my sister, it were on her birthday.

INT: OH RIGHT.

Patient: And I've put, 'Oh no, it is breast cancer. I have to go into hospital, have a lumpectomy followed by radiotherapy probably, see what results are going on.'

INT: YEAH, OK. SO, IN BETWEEN THAT, THAT FIRST VISIT AND THEN THAT ON THE 9TH, I THINK IT WAS, ON THE 16TH.

Patient: The 16th.

INT: I MEAN HOW WERE YOU THERE? WHAT WERE YOUR THOUGHTS DURING THAT TIME?

Patient: Er, I were in a state, as you would be, wouldn't you?

INT: YEAH.

Patient: But then, I were bad enough, we both were upset and, I were really upset, I lost half a stone in that week. [chuckles] And we were both upset, me and my husband, and I'd, I weren't gonna tell any of my daughters but I can't drive and I had to tell me older daughter because she had to take me to, you know, I couldn't, I couldn't get there very ... well I can but it's very awkward on 't two buses and, you know.

INT: RIGHT, YEAH, SURE.

Patient: I could have had a taxi but I told her 'cos I needed somebody to talk to. Didn't say anything at work, I were holding it all in because my younger daughter were getting married and we were going to Benidorm to have, so, it's always bad time, but it came at a really bad time. And, erm, anyway, er ... I've forgotten what I were gonna say anyway, I'm terrible. What was I saying?

INT: ERM, YOU MENTIONED THAT, WE WERE TALKING ABOUT THE WEEK IN BETWEEN WHEN YOU FIRST ...

Patient: Oh, how upset we were, that's right. But what me worse, I was so worried and upset about myself - did it happen that week or was it after? No, it weren't that week. It were just, it were just horrendous, you know, I wanted, I wanted to know, I didn't want it to be that but I needed to know. Do you know what I mean?

INT: YEAH, THE UNCERTAINTY AND, YEAH, MM.

Patient: Yeah, yeah. That's, that, that's about it I think really, that's all I can say about that.

INT: RIGHT OK. AND ON YOUR FIRST VISIT WHEN YOU HAD YOUR TESTS, DID ANYONE GO WITH YOU, OR DID YOU GO ...?

Patient: Yeah, my daughter took me.

INT: OH RIGHT, IS THAT YOUR OLDER DAUGHTER?

Patient: Yeah, my older daughter, yeah.

INT: AND SO YOU'D HAD A WEEK'S WAIT AND THEN YOU WENT FOR YOUR, TO HEAR THE RESULTS OF THOSE TESTS ...

Patient: Yeah.

INT: ... CAN YOU TELL ME WHAT HAPPENED THROUGHOUT THAT DAY, I MEAN, ERM, DID SOMEONE GO WITH YOU?

Patient: Yeah, my husband went with me.

INT: RIGHT, OK. SO WHAT HAPPENED, DID HE GO IN THE CONSULTATION WITH YOU?

Patient: Yeah, yeah. I had all my tests and then we went in to see Mr Chadwick, and he were with me, and he looked at me and he said ... no, it wasn't Mr Chadwick, sorry, it was Mr Holt then.

INT: STEVE HOLT, YEAH.

Patient: He is, he is my, but it were just, happened to [???], I think he [???] off or something, you know.

INT: THAT'S RIGHT, YEAH. THEY SORT OF SHARE THE CARE REALLY.

Patient: Yeah, they do, yeah. Anyway, er, he said to me, er, 'I'm sorry, it is cancer.' I says, 'Oh,' and I looked at him and my husband's face, if you'd have seen it, he said, 'Were you expecting to hear it?' I said, 'Yeah.' And he said, er, and I says, 'I just hope I haven't got to have my breast off or have chemo and lose my hair.' That's only two things I'm bothered about. [chuckles] You know. And he said, no, and he didn't even, he didn't ask me, he didn't ask me whether I wanted my breast off or it ... they usually do apparently, but I think it's because I said that ...

INT: RIGHT.

Patient: ... that he didn't.

INT: RIGHT, OK.

Patient: And he said, so he said to me then ... do you want me to tell you what he said then?

INT: YEAH, AS MUCH AS YOU CAN REMEMBER.

Patient: Yeah. He said - oh I can remember it all, that - he said, er, 'It's nothing too major,' he says, er, 'You can have a lumpectomy and there'll probably be radiotherapy, but I can't say for sure till we have the hormonal result,' you know. Er, no, sorry, not the hormonal ... till after your operation.

INT: YEAH, TO GET THE HISTOLOGY OF THE LUMP, YEAH.

Patient: Yeah. He says, 'We'll remove the lump and the healthy tissue round it, and the lymph nodes, glands, whatever you call 'em.

INT: YEAH, THAT'S RIGHT.

Patient: And he says, 'And then we'll have to take it from there,' he says, 'but I think it'll be a lump, a lumpectomy and radiotherapy, but I can't say till, you know, at a later date when we've got all your

results.' So, er, that were it really, and they said did I want ... and then nurse Donna - do you know Donna?

INT: YES, DONNA AND MARY, YEAH, I KNOW BOTH OF THEM.

Patient: Yeah, yeah. Donna took me into 't, into 't other room and they had a good talk to me and I can't really remember everything they said 'cos I were in a bit of a daze, you know what I mean?

INT: MM, YEAH, EXACTLY.

Patient: I mean they were very good but I can't remember stuff and I have to write it down and I, that's why I've got this paper and stuff all over, to keep writing things down. I've got a list here.

INT: I'M THE SAME, I'M TERRIBLE.

Patient: I've got to. Yeah, but it's my age, I've got craft [?] [chuckles]

INT: [???

Patient: Yeah, can't remember a flipping thing. [chuckles]

INT: [???] THAT ONE. I PROBABLY WON'T BUT ... [CHUCKLES] ERM, SO, YEAH, SO YOU WENT WITH YOUR HUSBAND, WAS ANYBODY EL-, WAS DONNA IN THE ROOM WITH YOU AT THE SAME TIME?

Patient: Yes. Donna and another nurse, in fact ... [???] I think there was Mr, Mr Holt, Donna, another nurse and there might have been another - I think there were about four people in 't room, I think.

INT: RIGHT, OK. MIGHT HAVE BEEN LIKE A STUDENT.

Patient: I think there was a student.

INT: YEAH.

Patient: There was one at two times, but I can't remember which, you know, yeah.

INT: THAT'S OK. ERM, AND SORT OF, ERM, WHEN HE WAS SORT OF TALKING TO YOU ABOUT THE, DID YOU SAY HE DREW YOU A DIAGRAM, DID HE DRAW A DIAGRAM, A PICTURE OR ANYTHING LIKE THAT?

Patient: Yes, yes.

INT: YES. WAS HE, ERM, DID HE USE ...

Patient: He showed me where it was, yes.

INT: RIGHT, OK. AND DID HE SHOW YOU ANY MAMMOGRAMS, DID HE SHOW YOU ANY PICTURES, ANYTHING LIKE THAT, ANYTHING VISUAL DID HE SHOW YOU?

Patient: What, on that day?

INT: ON THAT DAY.

Patient: Er, Mr Chadwick did the first time. Er, I can't remember. I don't think so, but I'm not sure.

INT: RIGHT, OK. AND, ERM ... SO WHEN HE SORT OF CONFIRMED THAT YOU HAD BREAST CANCER, IT HAD FINALLY BEEN CONFIRMED THEN, WHAT WERE YOUR FEELINGS AT THAT POINT?

Patient: Well, 'Oh no!' dismay, petrified, dreading it, but I just wanted it out of me. Oh, and then he said to me, I haven't told you everything, I said to him, 'Well, not that it's a good time, but it's a really bad time,' I says, 'We're going to Benidorm for a week on Saturday and my daughter's getting married in three week.' So he said to me, 'Well, have ... enjoy your holiday and enjoy your wedding, then we'll do the hop.' I says, 'Can't I come on 't Monday after I've been to Benidorm?' You know, I just then wanted it cutting out, you know. And he said, 'No,' he says, 'You would have to wait two to three week anyway, which is the norm, he says, 'And there's no immediate ... it's not a big lump, and I don't think it's been there long,' he says, 'it's not a ... there's no immediate hurry for it,' he says, 'and the only dif-', he says, 'if you have it when you come from Benidorm, there were only a fortnight to 't wedding,' he says, 'and I think it is save, stop you enjoying the wedding, you'd be sore and wouldn't be able to wear a bra and all that,' you know. So I says, 'Well, fair enough, then,' it only really made one week difference, if you understand me.

INT: YEAH, SURE.

Patient: But then again, if I, I didn't really enjoy ... I did enjoy Benidorm in a way but of course I kept getting drunk, [chuckles] keep getting drunk to put it out of my mind. Oh, and I made 't best of it, but if I'd have been going in the hospital on the Monday I don't think I would have enjoyed it at all anyway. But then we'd got all this tension up to 't wedding. And I didn't, I tell, I did, I didn't, I weren't telling my younger daughter because of 't wedding, and my friend, one of the, home help, she says, 'June, you've got to tell your Bev, you've got to tell her.' Shouldn't say her name, should I? Does it matter?

INT: NO, IT'S FINE, THAT'S OK.

Patient: And, er, anyway, I told her and well she were devastated: she's ... my oldest daughter's a lot stronger-willed and really tough, but my youngest daughter's more like me, er, very ... what's the word? ... well she's been on antidepressants, she's a whittler like me. [chuckles] I'm a whittling type of person and she is. What's the word? I can't think of the word, but ... [???] but you know what I mean. Anyway, I told her and she were devastated and upset and what it wor-, anyway, I didn't, it made me worse because I didn't tell hardly anybody, very few people. I didn't tell my Mum and Dad till yesterday. I weren't gonna tell 'em at all.

INT: RIGHT.

Patient: If I'd have just had radio I could have carried it off, but I thought I can't now because we should be away at Christmas and we've had to cancel.

INT: RIGHT, OK. HOW DID THEY TAKE IT THEN?

Patient: Pardon?

INT: HOW DID THEY TAKE IT?

Patient: Who, my Mum and Dad?

INT: YOUR MUM AND DAD, YEAH.

Patient: Well, very upset of course, but I played it down and said I were fine and I didn't want any dismal, I'm positive [???] but my Dad were worse than my Mum, but my Dad's got cancer.

INT: HAS HE?

Patient: He's really ill, my Dad is. He's had it three year.

INT: WHAT'S HE GOT, IS IT ...?

Patient: He's got prostate and bone cancer.

INT: OH, RIGHT.

Patient: Parkinson's disease ... he's had a blood clot on his lung, he's been in and out of hospital for three year, and he never, never complains. He's eight, he had it, he were 79 when he got it and he's 81, is he? He must have been 78, he's had it ... he's been going to 't hospice for a year.

INT: RIGHT.

Patient: And he is, and that's why he's here, because he's so determined to live, he never complains, and you can see he's in agony.

INT: MM, YEAH.

Patient: [???

INT: I THINK A POSITIVE MENTAL ATTITUDE REALLY HELPS.

Patient: Yeah. That's, it does.

INT: YEAH, IT DOES, YEAH.

Patient: Yeah. It does, and I'm that way now. [chuckles] I weren't at one time but I am now.

INT: YEAH, SURE.

Patient: Yeah.

INT: SO, YOU SAW MR HOLT, WHO GAVE YOU YOUR DIAGNOSIS AND HE MENTIONED, WELL HE DIDN'T TALK, DID HE TALK AT ALL ABOUT MASTECTOMY? 'COS YOU MENTIONED, YOU SAID YOU DIDN'T WANT ONE, [???

Patient: No.

INT: DID HE NOT MENTION IT AFTER THAT? OK. BUT HE TOLD YOU ABOUT THE WIDE LOCAL EXCISION, LUMPECTOMY THING?

Patient: Yes, yes he told me all about my op, but I think he, I think he did it because I said, 'As long as I haven't got to have my breast off or lose my hair.' 'As long as I don't lose my breast or my hair,' that's what I said.

INT: RIGHT, OK.

Patient: Because usually, I'm always having my hair done, I'm a bit of a fetish [?] I hate it like this but at least I've got some, you know, I always have it ...

INT: THAT'S REALLY COMMON THOUGH. A LOT OF WOMEN SAY THAT. SOME OF THEM SAY THAT THEY WERE UPSET AT THEIR CANCER, THEY SAIL THROUGH THE OPERATION, BUT THEN THEY DIDN'T WANT TO LOSE THEIR HAIR AT ALL.

Patient: Yeah, I know.

INT: A LADY YESTERDAY I WAS TALKING TO, SHE WAS REALLY UPSET ABOUT LOSING HER HAIR.

Patient: I know, I was. I mean I don't know till next time I go whether it's, how much I'm gonna lose, 'cos I'm wearing 't cold cap.

INT: OH, YOU'RE DOING THE COLD CAP ARE YOU?

Patient: Yeah. It's horrible. [chuckles]

INT: [???

Patient: But I'm gonna stick it. It's worse than 't chemo. It is terrible.

INT: SO HOW LONG ARE YOU GONNA WEAR THAT FOR WHEN YOU GO, IS IT [???

Patient: Every time.

INT: AND HOW LONG DOES IT LAST FOR THE ... TREATMENT?

Patient: Six chemos. Oh, well, if you just go for your chemo, from when you finally get in to have your chemo, you're only half an hour, but you're two and a half hours with that.

INT: OH RIGHT. WITH THE COLD CAP?

Patient: Four, you have three or four on, and it's freezing and it makes your head go funny and it freezes 't roots of your hair, and you're just getting a bit what you can't hear, I can't read 'cos I can't get my glasses on. [chuckles] It's strapped under here, you can't swallow, and they put two on, you have to brace your neck, and it's just getting warm and then they take it off and put another one on what's cold. It's terrible ... it is terrible. But if it works I will stick it.

INT: AYE.

Patient: And it does take your mind a bit off of 't chemo, you know.

INT: OH RIGHT. I DON'T, YOU KNOW, I'VE HEARD ABOUT IT, NEVER SEEN IT, AND I DON'T REALLY KNOW WHAT'S INVOLVED WITH IT REALLY, SO ...

Patient: Mind you, I still won't like my hair because I can't, I can't have it permed or coloured or anything.

INT: NO, OF COURSE.

Patient: It's gonna be grey and straight anyway. But, and I can't wear a wig at 't moment but when I go back next time they'll have a rough idea of how much hair I'll lose. Well it guarantees you lose no more than 50 per cent, but, er, the chemo nurse that did my chemo told me that generally, some don't lose it at all, but with my being permed and colour treated, I don't know. But generally they've been losing 30 to 40 per cent, and she says, 'We'll know at your next treatment. It's up to you entirely whether you feel you want to continue or not.'

INT: MM.

Patient: So ...

INT: WELL, YOU SEE, I MEAN, CONTINUE IF IT'S GONNA DO YOU SOME GOOD.

Patient; I'm going to if it's, I'm going to, if it's worth it, but if not I'll just have to put up with it 'cos I've seen two, there's some lovely wigs, I couldn't tell they'd got wigs on. I couldn't believe it ... [???] a wig.

INT: MM, [???] LADY I INTERVIEWED THIS LADY I INTERVIEWED YESTERDAY ...

Patient: They were lovely.

INT: ... DIDN'T REALISE UNTIL SHE SAID, YOU KNOW, 'I'VE LOST ALL MY HAIR.' AND YOU KNOW, I REALLY DIDN'T KNOW.

Patient: I know, 'cos I was like staring at 'em, and I thought, 'They, it must be their first time' and then they said, er, 'Three gone, three to go,' I thought, 'Ooh, they must have a wig on,' you know [chuckles] and they were lovely. I mean I have, obviously I hadn't seen 'em before, so I don't know what they were like, but I know a friend of mine that had it, she went to Clippers and paid loads of money for one and to me it weren't as good as they looked at 't hospital.

INT: YEAH, THEY GET A PRESCRIPTION FOR IT, DON'T THEY?

Patient: Yeah. I don't know how much it costs or anything, do you? I forgot to ask all about that.

INT: NO, I DON'T KNOW, BUT, LIKE, I MEAN, I DID KNOW, DIFFERENT HOSPITAL, DIFFERENT THINGS.

Patient: I'm gonna ask when I go next time about it if I, if I need it, you know.

INT: I KNOW AT ONE TIME AT THE NORTHERN GENERAL IN SHEFFIELD THEY USED TO HAVE, A MAKE-OVER PARTY, [???] WIGS AND STUFF LIKE THAT, AND THEY USED TO GET A PERSON [???]

Patient: Did they?

INT: AYE. SO IT WAS, LIKE, HAVING A BIT OF A, [???] BIT OF A PARTY KIND OF THING, DO YOU KNOW WHAT I MEAN?

Patient: Yeah, a little get-together.

INT: BECAUSE OBVIOUSLY SOME PEOPLE FEEL FUNNY ABOUT WEARING WIGS AND OTHER PEOPLE, YOU KNOW, DON'T MIND IT [???]

Patient: Oh, it wouldn't bother me to wear it.

INT: YOU HAVE SOME PEOPLE SAY, 'OH, I'LL WEAR A BANDANA OR SOMETHING' ...

Patient: Yeah.

INT: [???] AND ALL THIS KIND ...

Patient: Oh I've got one of them ready just in case.

INT: OH EXACTLY, SO, SO IT SORT OF MAKES THEM FEEL A BIT MORE COMFORTABLE ABOUT THE WHOLE THING AND, YOU KNOW, IT'S A GROUP OF GIRLS TOGETHER, LIKE A TUPPERWARE PARTY I SUPPOSE, SIMILAR IDEA. AND EVERYONE HAD A GOOD LAUGH.

Patient: Trouble is with me I don't suit hats at all, I look terrible in 'em, I look terrible in hats.

INT: MY MOM'S THE SAME, SHE HATES THEM LIKE SHE SAYS, 'I'M NEVER WEARING A HAT.'

Patient: I don't like anything on my head.

INT: AYE.

Patient: But I will wear one, but 't only thing is, if I keep on with 't cold cap, I'm not gonna be able to wear a wig to look all right to go out because I don't think, I'm not going to be able to put anything on my head. Do you understand what I mean?

INT: MM, YEAH.

Patient: So I don't know. I don't know what I'm gonna do. I'll face it as it comes.

INT: YEAH, SURE.

Patient: That's all I can do, isn't it?

INT: ERM, AND THEN, YOU SORT OF, SO YOU TALKED ABOUT THE OPERATIONS AND THINGS AND THEN, ERM, SO WHAT HAPPENED AFTER THAT? DID YOU SEE, DID YOU SAY YOU SAW THE BREAST CARE NURSE, DONNA?

Patient: Yeah, yeah. And she gave us a bit of 't gen on it and, er, I said about, er ... what did I say? It couldn't have been then, though, it must have been time ... we didn't talk about losing hair because I thought I were only having radiotherapy.

INT: RIGHT.

Patient: He led me to believe that I were having radiotherapy, but he did say, 'We can't say ...' and Tamo-, he said radiotherapy and Tamoxafen, but he did say, 'But we can't, we can't say till we've got your hormonal result.' No, no, no, that were after, no, that were after 't op. Where did I get to? I told you what he'd said, didn't I?

INT: YES, YES YOU DID.

Patient: Yeah, yeah. And then I had a talk to Donna and that were more or less it then. I went away till ... and I went to Benidorm, and we had 't wedding ... let me look here ... 16th, 'Off to Benidorm,'

INT: AND HOW LONG WERE YOU THERE FOR?

Patient: 'Back from Benidorm' I've not written anything about Benidorm. Just a week we went.

INT: A WEEK, YEAH.

Patient: Yeah. And then when I came back from Benidorm ... that's not, I've gone and put it on 't wrong date, it's all right. Yeah, we came back from Benidorm on 't 25th, 26th sorry, Sunday. And Monday I were back to work but I crossed it out because I had to go to hospital for my pre-assessment.

INT: AH RIGHT, OK. AND DID YOU SEE THE CONSULTANT OR THE BREAST CARE NURSE AT THAT POINT?

Patient: No. I don't, I can't remember whether I saw 't breast care nurse, but I saw Donna. I've a feeling I did see her but that's because my daughter was also at the clinic and she told her I was here and she came to see me, I think. I think that's what happened. Er, I just had all my, what you do have at your pre-assessment, you know, height, weight, erm, blood tests, chest, testing your ch-, just to see if you were fit for 't operation mainly, that were it really I think. so that's all I could, I've not written it down. I've not written that down. Then I've put 'Back to work, don't want to go. Am having great trouble holding up under the strain and lying,' 'cos I didn't tell anybody at work, and I didn't tell anybody 'cos I didn't want any, anybody to know 'cos of spoiling 't wedding, not even my

mother-in-law, till after 't wedding. Wednesday, 'Not telling Mum and Dad, it would kill them' I've put.

INT: MM, YEAH.

Patient: Then Thursday I've not put anything, then Friday, 'Hen night,' I went on a hen night, my daughter's hen night.

INT: OH RIGHT, WHERE WAS THAT?

Patient: Chesterfield. Went round Chesterfield. And to 't night-club, never been in one like that before.

INT: NO?

Patient: That one that used to be 't Regal Cinema in Chesterfield. What's it called?

INT: OH I'VE NEVER BEEN, NEVER BEEN TO CHESTERFIELD [???

Patient: Anyway I've put, 'Hen night, went through the motions, didn't really enjoy myself, never again, it's highly over-rated and very expensive'.[chuckles] It were, I couldn't believe it. £5.60 for two J2Os.

INT: AYE.

Patient: And it's about £1 in 't Welfare down here.

INT: [???] YEAH. WELL, I SAY, I USED TO LIVE DOWN SOUTH AND I MEAN YOU PAY LIKE FIVE OR SIX QUID FOR, YOU KNOW, A PINT OF [???] BEER OR SOMETHING.

Patient: Ooh, I know.

INT: IT'S RIDICULOUS.

Patient: I know. But, I mean, 't best of it were, we paid less for two Baileys in a different pub. Couldn't believe it.

INT: MM, [???

Patient: They just rip you off. And by 't time we got it we were ready for go-, we had to wait that long, by 't time I got it they were ready for going, it were packed, it were horrible. I know I'm old to go there, it's not my type of thing, sort of thing, but it were better in 't night-club because there were more space and I did have a dance, but, er, and we met up hus-, we met up with 't men.

INT: AYE?

Patient: You know. But then, my daughter and her, I don't, now, I don't do, think I knew this at that stage, but my daughter - I didn't fill in my diary in for some of 't time - but at this time ... my daughter rung up and told me she'd got it as well.

INT: WHAT, BREAST CANCER?

Patient: Mm.

INT: OH RIGHT, YES, YOU SAID. AHA.

Patient: And she were there as well and [???

INT: IS THIS YOUR OLDER DAUGHTER?

Patient: Yes.

INT: YES.

Patient: Yes. Now did I know ... did I know on the hen night? No, I didn't know on the hen night, no, I didn't know on the hen night. Er, it was the w-, the Thursday after ... have I put it down? ... I've not put it down. I can't ... unless I've put it on 't wrong ... Oh, wait a minute, here we are ... I think I've put it on 't wrong week. I got it all mixed up. [chuckles] Er ... so I don't think, wait a minute ... 'Hen night ...' then Saturday I've put, 'Usual and stress, putting on an act' then ...

INT: IS THAT THE DAY OF THE WEDDING? IS IT?

Patient: No.

INT: OH RIGHT.

Patient: No, it were 't week after.

INT: OH RIGHT, OK.

Patient: Then the Monday, 4th, I've put, 'Saw Dr Knowles, had a good talk about my problem. He was so nice. Pout me on 't club for three months. I'm scared.' I like cracked ... I thought I'd cracked up on Th... I haven't written it in here, I were that bad. I like cracked up. Er, it was the Thurs- ... was it the Thursday? I can't remember which Thursday it were 'cos I've not written it in here. I don't normally keep a diary, it's only since this, you know what I mean?

INT: AYE.

Patient: But what ...

INT: DR KNOWLES, IS THAT YOUR GP?

Patient: Yeah, mm. He's, and he is a good GP and they say so, they say so, all, everybody that you mention him to, he is a really good GP. And, er, he used to work in 't Special Baby Care Unit at Chesterfield, he were, my grandson were in there. And, anyway, I've forgot again. I wish I didn't forget stuff.

INT: AND YOU SAID YOU WENT TO SEE HIM, YOU SAID, LIKE WHEN YOU WERE FEELING THAT YOU WERE ...

Patient: Oh no, I were telling you this day I cracked up.

INT: YEAH.

Patient: It was the Thursday before - I can remember now. It was the Thursday before I went off work, and I've just said to you, I went to, I saw Dr Knowles on the Monday, right, it was the Thursday before, where I've not written anything, Thursday, 30th, it's 't only day I've not written anything.

INT: RIGHT.

Patient: I had a really bad day that day. I weren't telling any of my old folks, they were all asking me to do things and get 'em shopping and do things and I were just saying, you know, trying to cover it up, not commit myself, but I didn't want to say I were gonna be off and I just told 'em I might be putting a few days holiday in, 'cos we did wedding usself as well, I don't how, how we did it. I don't know how we did it. Did all 't food and everything. My daughter did 't cake. We did it all. Anyway, I came home from work absolutely shatter 'cos I hadn't been sleeping and I'd that many reliefs, it's been really busy at work, and I had a bit of lunch and I like, and I laid down on 't settee and I dropped asleep ... and I woke up and I didn't know where I were, what day it were, whether it were morning, night, afternoon. I looked at 't clock, I thought, that, well I swore, I tell you I were swearing about my husband. 'That ... naughty word ... has left me here, he's left me and not let me go to work. Now I've not, nobody's had any cover ... how's my old folks doing?' You know? I didn't know where I were, and I'm shouting. 'Mick, Mick,' and I'm all over looking for him. I thought, 'I've cracked up, I've cracked up,' I didn't know where I were. And I just, I just burst into tears, and Mick come in and I went and got, downed two Babychams, one after 't other. [chuckles] I were in a right state. I really didn't know where I ... I think it were, I were cracking under 't pressure of not being able to

INT: [???

Patient: ... talk about it.

INT: YEAH, YOU'VE HAD LIKE A LOT OF EMOTIONAL STRAIN REALLY, WITHOUT ANY RELEASE FOR IT.

Patient: Yeah, that's it.

INT: AND THAT REALLY TAKES ITS TOLL ON YOU.

Patient: Yeah, it were bad. You see I weren't telling my Mum and Dad, I were putting an act on there, and, er, I weren't telling a lot of people because, because of 't wedding, 'cos I didn't want to spoil Bev's special day

INT: YEAH, OF COURSE.

Patient: I mean it's her second wedding but, they've been together four year, but it were lovely, she [??], and she's lost four stone 9 pound for her wedding. She went, oh no, that's me, I have got wedding photos with her in 't drawer. Anyway, what happened then ... Mick, he just come and put his arm round me, like, and we were got, actually going to sort out the holiday 'cos we'd had to cancel, you know, by phone ...we had some stress with that an' all. Either that, if we were, if we didn't pay 't money they were taking us to court after we'd sorted it all out and ... we had a right job with it, but it were a crossed, it were a crossed wire, we still haven't got all, they're still owing £100, we only got £100 back, they still owe, we'd paid £250 and, because at the time you only had to lose £50, it's more now, we got the one from [??] but we haven't had it from 't insurance. We've had a letter saying sorry but they've got a big demand. They're just hanging onto it for the ... for 't interest, I think. [chuckles]

INT: PROBABLY.

Patient: But, we'll get it eventually. Money's least of my worries. While I've got some I'm not bothered. [chuckles] You know what I mean? But, anyway, after that, I went to work 't next day and I went to work on 't Monday and that's when I went to see Dr Knowles. Saw Dr Knowles on the Monday, I went to work Friday as normal, as though nothing had happened again. Went to work Monday, I've read you what I put there. Did I read you what I'd put?

INT: YEAH, YOU DID.

Patient: 'Had a good talk, he was so nice. Put me on 't club for three month. I'm scared.' That's what I wrote. And then there's nothing else till 't wedding.

INT: RIGHT, OK.

Patient: So after that, you see, I were on 't club but they all thought I were having a few days holiday for 't wedding. And then Saturday, 9th, I've just put 'Wedding 11.30' and I've not even written about it.

INT: HOW DID THAT GO? [??]

Patient: Good and bad. It was a lovely day, cold, but it were lovely, and, er, she looked absolutely gorgeous, Bev - I'll show you a picture before you go - and, er, it sort of all went off well except that I'd got to be careful and got to be bright and everything. That's me and Mick there, this is me and Mick on 't, oh it's only bits of paper and we never remember them. That's me and Mick at the wedding.

INT: OH RIGHT, OK.

Patient: That's what my hair's usually like, not like this.

INT: YOU LOOK NICE THERE, YOU LOOK LOVELY. YEAH. YOUR MICK LOOKS AS IF HE'S ENJOYING THEMSELVES, GOT A BIG SMILE ON HIS FACE.

Patient: Yeah, he's been my rock, I don't know what I'd do without him. We've been married 40 year.

INT: AHA?

Patient: Yeah.

INT: FORTY YEARS?

Patient: Yeah.

INT: OH, WELL DONE!

Patient: I was a child bride, I got married at seventeen.

INT: WHAT'S FORTY, THEN? WHAT'S THAT ...?

Patient: Rub.

INT: RUBY.

Patient: Yeah. We had us ruby in March.

INT: YEAH, MY MOM HAD ONE.

Patient: Yeah, yeah. We, er, I met him at 15, we got engaged at 16, married at 17, I had my first child at 18, my second at 21 and I were a grandma at 37. Been there, done and got the t-shirt. [chuckles]

INT: RIGHT, OK.

Patient: And I've got three, three grandkids, plus seven more because they've both been married twice. [chuckles] So I've got ten now. But, er, that aside anyway it's ..

INT: SO HOW SOON AFTER THE WEDDING DID YOU HAVE YOUR OP, THEN?

Patient: Er, the Monday.

INT: OH YEAH, THE MONDAY, RIGHT.

Patient: ... after the wedding. Oh, I were telling you about 't wedding, weren't I? We had a lovely day, she looked lovely, it all went off pretty well except for standing about and I were missing for 't photos 'cos I were seeing to old folks. Mick's Mum's 90, and she's bad, and my Dad was stood there and he, you know what it's like at 't Register Office - well I don't know whether you do - you can't get near with 't car, oh it were a right pain that. But 't meal and everything went lovely and then - this were at dinner-time and Bev had got this beautiful cream satin dress, she looked absolutely gorgeous and somebody went up to kiss her goodbye and knocked a full bottle of red wine all over it. And she'd got to wear it again at night. She were in a stress, she were roaring and upset and I ... me and my friend were trying to get it all out, trying to get this out. We managed to get it presentable for 't evening. Then we did all 't food. We got changed and did all 't food for 't evening do. Went down there and took it and then 't flaming disco let us down.

INT: HOW WAS THAT?

Patient: Well, we'd paid £120 for this disco 'cos he's reliable and he's good, Karaoke disco, at North Wingfield Community Centre, and he turned up ... he didn't turn up, he rung somebody else and sent somebody else. But what made us mad, Brian had put 't balloons up, he were late, he couldn't find it, he'd sent him to 't wrong place. And he'd sent him with no lights because he said it were in a pub, so he'd got no lights. It did turn out fine, but the thing is we could have got a lot better for cheaper. And, if I see him, he can get ready, [chuckles] you know, but apart from that 't evening, 't evening went well but it were really too much, it were really all too much. Then Bev went off on honeymoon on the Monday leaving me with the kid and the dog, 'cos this had been planned.

INT: RIGHT, OK.

Patient: Well, the dog's not usually any trouble but he's very, he's old.

INT: OH AYE.

Patient: He's 17. Danny's no trouble, he's really good, my grandson, he'll help me, he won't even let me pick a [???] up, he's really good. He's, it's his birthday on Sunday, he'll be 13 on Sunday. Anyway, obviously, because I were in 't hospital he couldn't stay and he went, he went to my daughter's, he stayed there. But meanwhile she told me on, when she told me that she'd got it I really went to bits. I didn't care. I didn't care about myself then, when she told me. I said, 'I'd rather have both my breasts off and lose all my hair than my kids have it,' because you would.

INT: AH.

Patient: That's how it is for a woman, you know. I mean it still upsets me now when I think about. And that daughter was born on Friday, the 13th, and that's what I said as soon as she told me. She said, 'I knew you'd say that, Mum.' And she has gone through so much, you wouldn't believe what she's had.

INT: MM.

Patient: She's lost a child at two days old; she's had a major back operation, I mean you'll perhaps talk to her so I'll not tell you about it, but she's had scoliosis, she's had, got a metal rod in her spine. She's had loads, she's had nothing but bad luck. Then her husband bugged off - excuse my French - both her husbands bugged off and left her with little kids, you know. It's not been, we've not had an easy life really.

INT: OH NO, [???]

Patient: And I thought 'When does it stop?' And then when we moved up here we seamt to get a lot better luck, because we used to live up [???] like, you know. And, er ... but, that's how it goes. Anyway, I'll let you carry on, I'll not tell you any more about it, let you carry on questions.

INT: ERM, YEAH. WELL WE, SO YOU WENT IN, IS THAT MONDAY, YOU WENT ON THE MONDAY, DID YOU?

Patient: Mm, mm.

INT: FOR THE OPERATION. ERM, SO HOW DID THAT GO THEN? CAN YOU TELL ME, TALK ME THROUGH THAT?

Patient: Er, I went in and Mick went with me and they let him stay for a while. Er ... they came and put me - it seems ages ago - they came and put my canular in and everything, I were due to go down at, I had to be there, I couldn't, I got up early so I could have something to eat and drink, and then I could drink just water till 11 o'clock, there were it, and I had to be there for, I think it were 9, summat like that, you know, to, I think they did some different tests and things. I can't remember now. Let me see if I've put it in here. If I don't write it down ... Oh, all I've written is, 11th, Monday, 'cos I weren't here, I didn't take it with me, you see. I've put 'Bev goes on honeymoon. I go in hospital for op at 11.30' and then underneath I've just written 'Not too bad. No dream ... no drains or owt. Two morphine injections' I had for 't pain ...

INT: RIGHT, OK.

Patient: And I didn't have any sleep at all. I couldn't sleep. it were too noise. 'T phone were going and ...

INT: SO WAS IT MR HOLT THAT DID THE OPERATION, WAS IT?

Patient: Yes, Mr Holt did my op and he made a brilliant job, it's only like a scratch. It is only like a scratch.

INT: AND DID YOU SIGN A CONSENT FORM FOR THE OPERATION?

Patient: Yes.

INT: WHEN DID YOU SIGN THAT? DO YOU REMEMBER?

Patient: I've not written it down that. I think I signed it on the day.

INT: ON THAT DAY IN THE MORNING?

Patient: Yeah, on the d-, I think so. I'm sure I did, yeah.

INT: RIGHT.

Patient: He came to see me ... did he come to see me? Somebody come to see me and I can't remember if it were him or not. No, it weren't him, but a doctor came to see me and explained things to me, and an anaesthetist came to see. And, er, they were very good, I never got a bruise at all. I don't bruise easy but I didn't get any bruises. And I think just got one from 't morphine, a small one from 't morphine injection, and I think that's all. Yeah. And I went, I were due to go down at, well, it were, either half one or something, I were a bit later going down. I didn't, I didn't write it all down. I can't remember 't time. And, er, I looked at 't clock and ... 'I've been a long time, I thought it only took an hour' but you're so long recovering, aren't you, and what-not? They keep you down there. Oh, but I did request, [chuckles] because there's a ... I suppose you could say I'm vain, I'm not really, I'm not vain but I do like to look nice, dress nice and keep, you know, and I hate anybody seeing me with my hair a mess or no teeth [chuckles] 'cos I've got false teeth. And 't anaesthetist says, she says, 'Any special requests?' I says, 'Have I got to have my teeth out?' I hate

being seen without my teeth out, I'm like this with 't cover up when we were going down, you know, I hate it. She says, 'Well you can leave them in I'd prefer it if you didn't because we do have, it's if you swallow them or anything, we do, can have problems getting them out,' ...

INT: [???

Patient: ... she says, 'But how does this sound for you? What if I leave them for right till after you've had your pre-med, right till you're nearly ready for going to sleep, and we'll give you, and you put 'em in a pot with your name on and you can have 'em as soon as you wake up?' And she did that and I woke up and they were in.

INT: RIGHT.

Patient: So that were won-, I thought that were wonderful. That made me feel a lot better.

INT: OH, YEAH.

Patient: You know what I mean?

INT: YEAH, IT'S LITTLE THINGS LIKE THAT MAKE A DIFFERENCE?

Patient: Yeah, all these things.

INT: MM. ERM, AND SORT OF, ER, WHEN YOU CAME ROUND HOW WERE YOU, WERE YOU OK?
[???

Patient: I didn't feel too bad.

INT: YEAH.

Patient: A bit, a bit floaty and whizzy and ... I were getting to go to ... 'Oh, you can't get up to go to 't toilet,' [chuckles] I says, 'cos I'd got a ...

INT: OH, DRIP?

Patient: Yeah, yeah, a drip. No, I didn't have a drain though.

INT: RIGHT.

Patient: And, er, but then you see, apparently, so I've been told, Mr Holt tends to put, not to put drains in.

INT: THAT'S RIGHT, YEAH.

Patient: And Mr Holt, Mr Chadwick does. Well then I got all this infection, and, oh, and it were a right me-, I had this infection, oh, it were a right mess. Anyway, I were allowed home, er, later that day. We had breakfast and dinner and I had to wait, I had to wait so long, you know. I got up and got dressed and everything. Er, I kept going to 't toilet in 't night. She says, 'You shouldn't be going on your own.' I says, 'I'm all right. Not bothering ringing 't bell,' you know, I were dying to read 'cos

I couldn't go to sleep, but I didn't like putting 't light on, you know. And they were all snoring. [chuckles]

INT: THERE'S NOWT WORSE THAN THAT.

Patient: Although he keeps me awake with snoring, I've been going in 't other bed. [chuckles] We've got three bedrooms so I'm all right. Anyway, and then I went home later that day with some dressings and all my packaging and my stuff for 't district nurse and, did I get some medication? Yeah, medication, yeah, quite a bit of medication. I had paracetamol, [???] or summat, is it?

INT: I DON'T KNOW.

Patient: It's a, it's like an anti-inflammatory painkiller, paracetamol, er ... that's my husband ... I can't remember. Anyway I got all this medication but I didn't take paracetamol 'cos they upset my stomach. And, er, no I weren't too bad. It were painful and sore like, but, you know, it's ... [???]

INT: AND HOW LONG WERE YOU IN HOSPITAL THEN?

Patient: Only overnight.

INT: OH RIGHT.

Patient: I went home the next day, yeah.

INT: RIGHT, OK. AND THEN HOW SOON DID YOU GO BACK FOR YOUR, GET YOUR RESULTS OF THE OPERATION?

Patient: Let me look in my diary.

[Interruption in recording?]

INT: YEAH, YOU WERE TELLING ME ABOUT WHEN YOU WENT BACK FOR YOUR RESULTS OF YOUR OPERATION.

Patient; Now do you want me to tell you what I said about how I were after my op? I've got it all here, I've just found it.

INT: YEAH, YOU CAN TELL ME.

Patient: Erm, here we are ... yeah, 'Not too bad, no drain ...' I've read you that, Monday 11th. Tuesday, 12th, 'Got up feeling good, good night's sleep till I got a letter from Going places' - which I told you about ...

INT: OH YES.

Patient: ... that one from 't holidays. 'Saying taking us to court if we don't pay up. Marg' - that's my friend, my best friend - 'Came bearing flowers and gifts,' my dear best friend. Thursday ... Wednesday, sorry 'Rough today, also constipated with pain-filled boob is very swollen and bruised.' Monday, 'Nurse came' Yeah, that's right.

INT: WAS THAT THE BREAST CARE NURSE, WAS IT?

Patient: No, 't district nurse.

INT: DISTRICT NURSE, RIGHT, OK.

Patient: 14th Thursday, 'Boob worse, feel awful and depressed. Had a bomb dropped on me.' ... this were it ... 'A real shock. More bad news. Our poor Alison' - my oldest daughter - 'also has breast cancer. I'm upset and heartbroken.' Friday the 15th 'Pain much worse, going to doctors. On antibiotics, got an infection and painkillers.' I were like Jordan. I had one Jordan boob, it was mass-, and Dr Knowles said what had caused it, it were like, it were massive, blown up double size, I'd got no nipple, that's what worried me, it were like inverted, and all, it were black, red, blue, it were all colours, all round here. And he says, 'What's happened, er, the blood's run down during the operation and you've got an infection.' So I might have been better if I had had a drain in, I think. I'm sure I would because I had it for ages and they were gonna draw it off and that but Mr [???] said, he left it to go itself. I had antibiotics, which hence causes bad thrush, which has been a problem. And, er, he said he'd rather leave it because he didn't really want to stick a needle in me in case he caused me another infection, and it affecting my chemo, you know.

INT: MM.

Patient: And then I've put 16th Saturday 'Feel terrible with infection and antibiotics' - 'cos they make you feel grotty. Then I've put Sunday, 'John and Marg came up for a drink. Nice. Got Duncan and [???] CD.' [chuckles] 'Appropriate, I believe my heart.' I've put. Then I went to 18th, which was the Monday after me, my daughter went in for her op.

INT: RIGHT, OK. WAS SHE ...

Patient: I was ...

INT: ... MR HOLT OR MR CHADWICK?

Patient: Mr Chadwick.

INT: YEAH?

Patient: 'I'm really upset and worried, though I know she's tough, I still don't want her to go through it. Went down village.' Tuesday, 'Bev back, thank goodness. Danny been an angel, dog a pain.' 'T dog were shitting all over, oh God, I could have done without it, even good little lad, it were 't dog, but it's because he were excited I think. He dun't normally, you know, but he did settle down, but he were a pain and it were raining and I were having to wash 't floor and, you know, I mean I could have done without it. It were a bad time. And Bev were texting me about six times a day, 'Mum, sorry I'm not there for you. How are you?' and all this, you know. They're both brilliant, my daughters, and my son-in-laws. I've got two good-uns second time round. [chuckles] And I've put, 'Bev bank, thank goodness. Danny been an angel, dog a pain. Poor Sam.' - that's 't dog. Alison came out of hospital about 4pm with her drain' - walking around with it for two days.

INT: YEAH, OK. DID SHE HAVE THE LUMPECTOMY AS WELL?

Patient: Yeah.

INT: YEAH.

Patient: But hers were in a different place. But, you'll probably talk to her so I'll not say owt about that.

INT: RIGHT, OK. THAT'S FINE.

Patient: Then Wednesday, do you want me to ... what's your next question? I'd better see what 't next question is ...

INT: ERM, IT WAS WHAT ...

Patient: About my results?

INT: YEAH.

Patient: Well, that's where I've got to.

INT: RIGHT, OK. TELL ME ABOUT THAT.

Patient: Wednesday, 20th 'Hospital 11.15 results. Hope it's good news, we deserve some. Back from hospital, good and bad news. Good news is they've successfully removed all the 1 centimetre cancer and healthy tissue surrounding. Went successful and all my lymph glands. Bad news is next ...' - I can't read my own writing, it's terrible ... 'next step is what I dreaded, chemotherapy. I'm gonna be ill and bald. I'm ordering a wig.' [chuckles] That's, this is what I thought.

INT: OH RIGHT.

Patient: Er, unfort-, now, unfortunately what he told me I haven't, I haven't written it in, is, what he told me was, er, ..

INT: WAS THIS MR HOLT, WAS IT?

Patient: Yes, Mr Holt. They'd then had, the hormonal result, they were waiting for that, that's when he told me he thought it'd just be that.

INT: MM, RIGHT.

Patient: He expected it to be hormonal and it wasn't.

INT: IT WASN'T? NO, OK.

Patient: No. So therefore it, you've got 12 lymph glands under each arm which they removed and it was in one.

INT: OH RIGHT, OK.

Patient: One lymph gland which, I'll tell you more about that later when we get to my Mr [???], Dr [???] er [???]. I want to call him [???] all 't time, Dr [???] what he said, I'll tell you about that. And, er, he said that I'd have to have some chemo. Well that upset me, as I've said to you what I read, and, er, Donna says, 'We can get you a wig, you can have a wig.' you know, and she's, she's good, I've rung her a lot, she's lovely. Don't let this go back but I like her batter than Mary. [chuckles]

INT: THAT'S ALL RIGHT, YOU CAN SAY WHAT YOU LIKE. YEAH.

Patient: And, er, I have spoke to Mary a time or two but she's a bit, Donna's more brighter and feisty and, you know, she's lovely, she's really nice. She says, 'Ring me any time' you know. They all good. I'm not calling ...

INT: I THINK THEY ALSO UNDERSTAND THAT SORT OF IT'S ...

Patient: It's a stressful time.

INT: IT'S THE RELATIONSHIP YOU HAVE WITH THE PATIENT.

Patient: It is.

INT: AND THEY KNOW THAT, YOU KNOW, LIKE EVERYBODY YOU'RE GONNA GET ON WELL WITH SOME PEOPLE AND NOT SO WELL WITH OTHERS.

Patient: Yeah, that's it.

INT: THAT'S [???]

Patient: Yeah.

INT: THEY'RE FINE.

Patient: Yeah. So, er, what happened then ... after he told me that, I'd got to have chemo, what happened then? I've not written it down. I've just put that, 'I'm gonna be ill and bald. I'm ordering a wig.' Oh wait a minute, then I've, then we come to Thursday, 21st - good job I've written some stuff down, isn't it?

INT: AYE, YOU'VE DONE VERY WELL.

Patient: 'When will this nightmare end?' I've put. 'Not a bad night's sleep. Didn't want to get up and face the world today but I know I must. Had a little weep. Must think positive. Our Alison been back to, back to ward and had her drain out. Feels better for it.' She come out with it, she were only one, they don't usually let 'em. She says, 'I'm not stopping in.' Mr Holt says, 'Alison, I will sort it for you. I promise you because I know if I don't you'll be knotting the sheets and going down the drainpipe' [chuckles] So she'd been back and her drain out and felt better for it. And I spoke to Julie about it all, that's my DSO at work.

INT: RIGHT.

Patient: Er ... I've written underneath. 'She's had, oh, but they didn't take it out,' didn't take it out, she had to go back again 't next day, she had to have it for two days. And she went into Chesterfield and she says, 'Don't go in a pop shop they'll think I've pinched some red pop'. [chuckles] Right, er ... then I got to Friday, 22nd, that's nothing much, just, I've just put 'Took ...' I were feeling a bit a think, 'Took Marg to 't doctors. Busy day with visitors and phone. Bad night. Had a long talk to Mick and a good cry. Phyllis sent me a basket of fruit.' - that's one of my clients, I've had loads, they're from work, I've had loads of flowers and cards and all sorts. Then 23rd I've put 'Feel better for cry today. Busy cleaning all day. Went out, didn't enjoy it.' Somebody upset me by telling me about, somebody upset me by telling me that my hair were gonna drop out, I was gonna get fat and my nails were gonna drop off, and all this. And ... you've not got to listen to other people.

INT: I KNOW, [???

Patient: I've found that out because they're all telling you different, so I just ring Weston Park now. But another friend of mine who we meet, she told me some bad news. I had some more bad news. She'd got a tumour on her back.

INT: OH NO.

Patient: And her Mum's in 't hospital having all her stomach removed with cancer. It's all round, I can't get away from it. You know what I mean? It's ...

INT: MM, YEAH ...

Patient: So many people with it. And I've put, 'I did dinner,' I have my mother-in-law every Sunday for dinner, it's only time she goes out, Mick fetches her, I did 't dinner and it nearly killed me and I felt bad all day, I shouldn't have done it. I shouldn't have done it, I know I shouldn't, but I were trying to get some food down me 'cos I were constipated, I thought I could eat a bit of mashed potato and veg and chicken ...

INT: Oh right, mm.

Patient: You know. Then it's just about birthdays. Then Monday, 25th, I've put 'Still feel rough. Taking it easy today. Danny gone out. Feel really down.' It's better for me to tell you this 'cos it's ...

INT: YEAH, SURE.

Patient: ... isn't it? And I've put Tuesday 'Went to town, not gone long, only an hour. Felt bad. Nice weather though.' [chuckles] Wednesday 'Two friends came, brought me a plant arrangement and some cards. Also our Alison came up. Went shopping and to Mom's. Photos came back, were good.' Thursday 28th 'D-Day for me and Al. Get results today.' That's for our Alison. 'Good news,' I've written it on 't wrong week, I think. Oh, no, it were good news because we thought it were hereditary. It were funny because she got it just a week after, while I were in Benidorm she found hers.

INT: MM, YEAH.

Patient: And, I thought, 'Oh my God, I'm 't first one, and it's in 't genes, you know.' And I've got two daughters and two granddaughters, and a grandson. And I've put 'D-Day for me. Got results today. Been good news' ... 'D-Day for me and Al' I meant because of her problem.

INT: AYE.

Patient: And I've put 'Alison OK, just radium to have,' - well they thought till they got hormonal back. 'So good for me ...' er, 'Not so good for me.' I went to see Dr [???] on this day.

INT: RIGHT, OK.

Patient: Er ... he explained it all to me on a scale of, they add it up of how big it were and that it were in one lymph and it was, anyway I'll tell, I'll just tell you what I've put. This is just a short version on it. 'Not so good for me. I've got a fast-moving cancer and just one infected lymph, but it was quite a fast one. Have to go for bone scan, chest x-ray, liver and kidney function, then six chemos, radium, no Tamoxafen, not hormonal based. Worse luck. Having ice cap to reduce hair loss but at least ...' Donna said it's not forced to be hereditary, and it isn't at that, is it? 'cos hers is different to mine. We've not got 't same one.

INT: RIGHT, MM.

Patient: You know? Then next day I've put 'Went down village, very busy day. Went to town, felt bad, too much.' [chuckles] I weren't in town long. 30th 'Busy all day. Appointment for 9.45' - I don't know where at - 9.45 appointment? 'Had a good night out.' Oh, I went to 't Welfare. I won half a line, £2.50 and half of a fiver on 't Thunderball, £2.50. [chuckles]

INT: SO WHEN DID YOU ACTUALLY START YOUR TREATMENT THEN? FOR YOUR, ERM, CHEMO.

Patient: My chemo?

INT: YEAH.

Patient: Last Thursday.

INT: THAT'S [???] LAST THURSDAY.

Patient: I'm, I've been real rough until ... I weren't too bad too bad to start with, er, when I first came home I felt, I felt, well I didn't feel very nice, you know, but I weren't too bad. Well have I said about my ... when did I [???] I ought to get to that bit, didn't I [???]. Ah, here we are. No, I went for my bone scan and all that first, didn't I, before that? [???] That's nothing. Right. Thursday 4th 'At hospital for 9.45, bone scan, liver and kidney check, chest x-ray. Not too long. Ordered new washer' - my washer conked an' all. 'It's a Servis in silver, coming Sunday.' [chuckles] I went because you've to get that radiation and go away for a couple of hours, so I went for that. And I've put 'Bonfire night ...' that's not relevant really. I went shopping with our Alison and she got, she's just been to New York and she got herself a gorgeous red satin and diamante ball gown. She looked absolutely gorgeous in it. They went to New York, been saving up four year, really enjoyed it.

INT: OH RIGHT, YEAH.

Patient: Right. 'Went out ...' Went out Sunday? I didn't go out Sunday ... don't know why I've put that. 'Washer coming ...' and then we get to when I started my chemo. ... Erm, just put here on 10th, 'Have agreed ...' I were torn whether to go on this trial or not because of 't side effects.

INT: TRIAL? HE OFFERED YOU A TRIAL, DID HE? A CLINICAL TRIAL?

Patient: I'm on a trial.

INT: OH RIGHT, OK, I DIDN'T KNOW.

Patient: Oh, sorry, I thought I'd told you that.

INT: YEAH, NO. NO, NO. THEY OFFERED YOU A CLINICAL [???

Patient: I'm on ... I think it's called the Azure Trial.

INT: RIGHT, OK.

Patient: [???] Acid with Kay Hawker. Do you know Kay?

INT: NO, NO I DON'T KNOW KAY, I DON'T THINK.

Patient: Well she's a sister at Weston Park, but she's a research, you know, she's not, not on 't wards, she used to be.

INT: LIKE A RESEARCH NURSE?

Patient: Yeah.

INT: YEAH.

Patient: Yeah. She, I asked got asked that, I saw her, I forgot to tell you that. I got asked if I wanted to go on that when, when I went to see Mr [???].

INT: MM, YEAH.

Patient: [???] no, I'm saying it wrong. Cash, his name's Cash, I'm gonna call him cash.

INT: THAT'S CORRECT. I DON'T KNOW, [???] I THINK IT'S [???]

Patient: Summat like that.

INT: YEAH. I'VE HEARD IT PRONOUNCED SO MANY DIFFERENT WAYS, I'M UNSURE NOW.

Patient: I know, I know, and then there's [???], isn't they, as well? Anyway. Er, she came in when he told me all about it. Oh, and I didn't tell you when I went to see him, did it? Have I got to that? ... I decided to go on 't trial.

INT: OH RIGHT, OK. AND WHAT'S IT LOOKING AT THEN, THE TRIALS, [???] ?

Patient: Er, I went to see Cash and he explained everything to me, 'cos you really want to know about my interview with him, don't you? About when I went to see him, when I went back to see him about my chemo?

INT: MM.

Patient: Er, I went to see him, he introduced himself and our Alison were at 't hospital 't same day, and he started telling me, and I started talking about her and he were a bit sharp and he upset me. I didn't like him, immediately I didn't like him.

INT: RIGHT.

Patient: But I'm all right with him now.

INT: YEAH.

Patient: Because I've found that he is a bit like that, you know, and, er, now I'm not frightened, I'll answer him back. But I were worried about her because she were going to 't hospital and I were more worried about her than myself, but I am like myself, I always bother about other folks more than myself. It's my job, I think, that makes me like that, you know.

INT: YEAH.

Patient: Anyway, er, he could see he'd upset me and he said, 'I'm looking forward to meeting your daughter and if she wishes me to I'll discuss you both together,' he says, 'but I can't ...' he more or less he could, it wasn't in his ethics to discuss it with me 'cos for all he knew we wouldn't get on, in a roundabout way that's what he said, and I could understand that after, but he were a bit sharp with me and it were a lot to take in, you know. But he did say to me straight away, 'I can offer you the cold cap,' so Mr Holt must have told him what I said ...

INT: YEAH, HE MUST.

Patient: ... 'cos straight away he offered it. He offered it to me and I'd heard about it 'cos my friend's boy - I bet you haven't known, - do you know anybody that's undergoing cancer treatment at Weston Park?

INT: I DON'T GET OVER THERE, NO, BUT I KNOW PEOPLE THAT HAVE GONE, YEAH.

Patient: Oh. Well he's only a young lad and he's on his third cancer. And he's had that and I've never known anybody so positive. I ring him up and chat to him and he's clever, he's brilliant, you know. Anyway, he's only 24. So anyway he told me all about my chemo. Well Mr Holt had told me that it would be three injections, which I thought that's not too bad, three injections, but when I saw him it weren't, it were six canulars, one every three week. So I thought, 'God, that's gonna be February when I've finished my chemo,' then I've got a gap and then my radio. So I'm not gonna be done it by April, depending whether there's a waiting list [???]

INT: HOW MANY WEEKS RADIO DO YOU NEED?

Patient: Five.

INT: FIVE, YEAH.

Patient: Yeah. So anyway that were all right, he explained it all to me after that little upset. Then Kay, Kay were talking to me like and she left it with me and she did ring me up a lot, and she were very good and everything but I couldn't decide whether to go on it or not 'cos you've got to read all 't side, side effects, but I decided I would go on it because it would benefit, like, my grandkids' generation.

INT: ABSOLUTELY, YEAH.

Patient: 'Cos my daughter's going into 't genetics with them. And, er, do you know what about, the Azure trial?

INT: NO-NO. NO, I WAS ASKING.

Patient: Right. It's phase three, the Azure trials' [???] acid. Phase one they've already found - I could have showed you 't paper, I ought to have got it out really, but you caught me unawares coming early - er, it, it explains that they've found that I don't know whether she said it helps prevent osteoporosis and strengthen bones, er, and phase two they've found it reduces pain in more advanced cancer patients, especially with bone cancer.

INT: RIGHT.

Patient: And the trial I'm doing is to see whether it will benefit putting it into your chemo for breast cancer.

INT: RIGHT, OK.

Patient: And I were torn whether to have it or not 'cos of side effects and because it's gonna take ten year. Instead of going for five year I'm gonna be going ten, and when I've done my chemo I've still go to back and have a canular and have that in, which I'm not, I don't like having it in my hand. It wouldn't be so bad if it were here, I hate it. It hurts.

INT: YEAH, IT'S FUNNY HOW, IT FEELS FUNNY WHEN IT GOES IN THEN?

Patient: Yeah, yeah, it does.

INT: AYE.

Patient: And, er, but the reason I decided it would, I asked her 't benefits and disadvantages, and she says, 'It's up to you but they'll monitor you, they'll monitor you closely and you might not be chosen to go on it 'cos you could be on the study or you could be on the control group.' Do you understand, do you know what that means?

INT: YEAH, YEAH, WELL I USED TO BE [???] LUNG AND COLORECTAL PATIENTS WHO'D GONE INTO CLINICAL TRIALS.

Patient: Yeah.

INT: IT'S A SIMILAR SORT OF IDEA, YEAH.

Patient: Yeah, yeah, well, that's, anyway, that's what it were and I thought, I says to Mick, but, and I wanted to know 't benefits like and anyway 't benefits, when I read it and read it and read it and thought it over and thought it over and I didn't know what to do. And I thought, 'I'm gonna go for it. They already pumping all this stuff in me, I may as well have one more.' (a) it's gonna help future breast care patients, (b) this might help my grandkids, (c) it's gonna help me with my bones, because I've got a bad back and I'm off, I'm at risk again of osteo-, all that. And (c) I'm gonna be closely monitored for ten year.

INT: YEAH.

Patient: And if I, anything I need I'm gonna get because normally, if you get all clear after five year that's it.

INT: THAT'S IT, YEAH.

Patient: And be then I'll be 68.

INT: YEAH, [???

Patient: So I thought, 'No, I'm gonna go for it.' But I didn't know whether I were on it or not and I said to Mick, 'well I'll still get all 't care and everything but really I hope I'm on it.

INT: AYE.

Patient: Anyway I was, I am on it.

INT: OH RIGHT, OK.

Patient; So ...

INT: OH, EXCELLENT.

Patient: So I'm, I'm quite happy with it, but until we go back next time I did have some of 't effects which she said like, she says cold and achy, I have been achy but you see I don't know whether it's that or 't chemo.

INT: NO.

Patient: And I couldn't stop sneezing, and I felt bad, but I don't know whether it were 't chemo or that. Do you know what I mean? But, I feel better to face next time now I know what's coming, if you understand me.

INT: MM, YEAH.

Patient: Right.

INT: ERM, OK, SO, THAT'S WHERE WE ARE NOW. RIGHT? OK, I WANT TO GO BACK NOW TO WHEN YOU WERE DIAGNOSES, WHEN YOU WERE TALKING TO MR HOLT, YEAH? JUST WANT TO PICK UP ON A FEW LITTLE POINTS THAT WE'VE GONE THROUGH. OK?

Patient: Yes.

INT: ERM. YOU CERTAINLY SEEMED AS IF YOU KNEW EXACTLY WHAT YOU WANTED IN TERMS OF YOUR TREATMENT - WELL YOU KNEW WHAT YOU DIDN'T WANT, DIDN'T YOU?

Patient: Yes.

INT: YOU DIDN'T WANT A MASTECTOMY, YEAH?

Patient: Yeah.

INT: SORT OF THING.

Patient: Well I would have had it if I had to but I didn't get offered the choice ...

INT: NO.

Patient: ... and my daughter did, which ... I think he only did it because I said it ...

INT: YOU KIND OF VOICED IT ...

Patient: Yeah.

INT: ... AT THE BEGINNING, YEAH.

Patient: Er, one time they just used to tend to do it a lot, didn't they?

INT: YEAH, YEAH.

Patient: Do you know what I mean? And it is, that is something I've always dreaded, and I although thought, 'I hope I don't get bre-' I've always dreaded it, really dreaded it. And even if he'd have given me 't choice I'd gone for what I went for.

INT: RIGHT, OK.

Patient: You know? I would have done. So really, but then again, maybe he should have given me 't choice, but I wouldn't have gone for it.

INT: RIGHT.

Patient: And I think he knew that from what I said.

INT: YEAH.

Patient: You know?

INT: YOU JUST CAME STRAIGHT OUT WITH IT?

Patient: Yeah.

INT: YEAH. OK. WHEN HE WAS TALKING TO YOU ABOUT THE CANCER AND THE TREATMENT ...

Patient: Yeah.

INT: ERM, HOW MUCH DO YOU FEEL YOU UNDERSTOOD ABOUT WHAT HE WAS SAYING?

Patient: Well, most, most of it, but I think they gave me, they gave me a read-out and they gave me information. I have been given information all 't way ... it's gone cold, I'll just have to switch this on ...

INT: YEAH, SURE.

Patient: It's gone off ... well I've had it down 'cos 't sun were on. Erm ... I have had informa-, been well-informed all 't way through it and I can't, there's only really one thing I can call through all 't experience and that was my after care from 't district nurse when I came out of hospital. They came the next day and that was it.

INT: AH.

Patient: Nobody else came.

INT: RIGHT, OK.

Patient: And I had to, I mean they left my dressings. They dressed it and that were it and they didn't come any more and it's in an awkward place, I couldn't do it myself.

INT: RIGHT.

Patient: And I landed up at 't doctors and when I told Dr Knowles he, well he didn't say anything but he went half tutting and going at it. And at a later date I got rung up and they've, since then they have been brilliant. But they didn't say to me, 'If you need ...' you see I don't know, I've never had 't district nurse before. They didn't say to me, 'If there's anything you need, ring us,' you know.

INT: SO DID THE BREAST CARE NURSES GIVE YOU WRITTEN INFORMATION ABOUT THE, YOU KNOW, ABOUT YOUR DIAGNOSIS AND THINGS? DID THEY GIVE ANY LEAFLETS [???]?

Patient: Ooh, yeah.

INT: YEAH?

Patient: Yeah, I've got, I've had all, yeah, I've got all my stuff with, about chemo, I've got, yeah, I've had information all 't way through.

INT: AND DID YOU READ IT ALL, DID YOU?

Patient: Yes, yeah.

INT: AND DID YOU FIND IT USEFUL IN ANY SORT OF WAY?

Patient: Yeah, yeah.

INT: RIGHT.

Patient: I can't, I can't call anything to do with 't hospital at all.

INT: NO [???

Patient: That's, that's the only thing I can say I could complain about was the after-care when I came out. But my daughter got it. But whether it depends on 't nurse I don't know, and I did, I were positive and all right that day he came and not feeling bad ...

INT: YEAH, RIGHT, YEAH.

Patient: Do you know what I mean? I think it were really a misunderstanding, but since, they've been brilliant.

INT: MM.

Patient: And ...

INT: AND THINKING ABOUT THE TIMES YOU SPOKE WITH MR HOLT ...

Patient: Yeah.

INT: OK? THE TIMES YOU WERE SPEAKING TO HIM, HOW DO YOU FEEL YOU GOT ON WITH MR HOLT?

Patient: Nice, very nice, he's lovely. I like both of them. I like Mr Holt and Mr Chadwick.

INT: MM. DO YOU FEEL THAT MR HOLT WAS LISTENING TO YOU, THAT HE UNDERSTOOD YOUR NEEDS AND YOUR CONCERNS?

Patient: Ooh yeah, yeah. And he told me to ask him anything and write it down, and he came to see me in 't hospital after I'd had my op and I said, 'Have you got ...?' He says, 'Take as long as you like ...' you know, he were, I can't call anything.

INT: RIGHT.

Patient: Any at all about 't hospital.

INT: AND THINKING ABOUT THE TIMES YOU SPOKE WITH THE BREAST CARE NURSES ...

Patient: Yeah.

INT: ... DONNA AND MARY, ER, HOW DO YOU FEEL YOU GOT ON WITH THEM? I MEAN YOU MENTIONED YOU GOT ON A BIT BETTER WITH DONNA ...

Patient: I liked Donna better. I didn't not get on with Mary, but I just liked her better.

INT: YES.

Patient: She were all right, don't get me wrong, I'm not calling her.

INT: NO-NO.

Patient: But Donna I think is brilliant. But they were all good. No, I can't call any of 'em, I can't say there's been any I haven't liked and haven't been, treated me, you know.

INT: AND DO YOU FEEL THAT THEY WERE LISTENING TO YOU AND THEY UNDERSTOOD YOUR NEEDS AND CONCERNS?

Patient: Yeah, yeah.

INT: THAT'S GOOD. ERM, AND, ERM, YOU KNOW, ONCE YOU'D, YOU'D HAD A TALK WITH MR HOLT ABOUT THE OPERATION AND GONNA GO FOR THE WIDE LOCAL EXCISION, THE LUMPECTOMY, ERM, DID AT ANY POINT AFTER THAT, DID YOU CHANGE YOUR MIND OR HAVE ANY SECOND THOUGHTS ABOUT WHAT YOU WANTED?

Patient: No.

INT: IN TERMS OF SURGERY.

Patient: No.

INT: OK. ERM, LAST COUPLE OF QUESTIONS TO FINISH OFF WITH. ERM, AT ANY TIME HAVE YOU LOOKED FOR ANY OTHER INFORMATION ABOUT BREAST CANCER AND ITS TREATMENT, EITHER FROM YOUR GP, HAS RELATIVES, FRIENDS, NEIGHBOURS GIVEN YOU ANY BOOKS, MAGAZINES, TV PROGRAMMES?

Patient: I've had things come through 't post and I've read it in my magazines and that, and I've always supported breast care, I've always bought anything what's going for breast care, I've always bought it, you know. Oh I've always bought cancer really 'cos we've had a lot in 't family ...

INT: OH, SURE.

Patient: ... with my Dad and everything, but, and I've done my whats-it for my bank for my £2 a month and all that, you know. [chuckles]

INT: OH RIGHT, THAT'S GOOD.

Patient: Yeah, so, no, I've read plenty but, well it's on, I watch Holby City and she's got it. [chuckles]

INT: OH RIGHT. OH I DON'T WATCH THAT.

Patient: Yeah.

INT: A FUNNY THING HAPPENED TO ME IN SHEFFIELD THE OTHER DAY, THEY ALL CAME ROUND, 'COS IT WAS BREAST CANCER AWARENESS MONTH IN ...

Patient: Yeah, I know that, that were when I got it and I were fed up, it were terrible, it were coming in 't doctor, it were coming on everywhere ..

INT: AHA, YEAH, IT WERE.

Patient: ... I kept thinking, 'Oh I'm fed up,' IO says to Mick, 'Oh it's everywhere, it's coming through 't door, it's on 't radio in 't doctors,' you know, it were really getting on my nerves, 'cos I wanted to try and forget it a bit sort of thing, you know.

INT: [???] YEAH, I WAS WALKING DOWN SHEFFIELD AND THEY CAME ROUND WITH A BUCKET, SORT OF THING, AND IT WAS FOR CANCER RESEARCH UK.

Patient: Yeah, yeah.

INT: WELL THEY'RE THE ONES WHO'VE FUNDED THIS PROJECT SO I'M GETTING PAID THROUGH THEM. [???] I'VE GIVEN IT BACK. [CHUCKLES]

Patient: [chuckles] That's good. Good thinking that.

INT: ERM, THINKING ABOUT THE DECISION THAT YOU CAME TO TO HAVE THE LUMPECTOMY ...

Patient: Yeah.

INT: HOW, WHAT DO YOU THINK WAS THE MOST IMPORTANT THING THAT YOU WERE TOLD, THAT YOU READ, OR YOU HEARD, OR ANYTHING LIKE THAT, THAT HELPED YOU TO MAKE YOUR DECISION THAT YOU WANTED FOR THE WIDE LOCAL EXCISION?

Patient: My best friend that had it, had same as me.

INT: YEAH, WHO WAS THAT THEN?

Patient: She's dead.

INT: OH RIGHT.

Patient: She died this year, I went to her funeral.

INT: OH, I'M SORRY ABOUT THAT.

Patient: But she had it seven years ago, er, she were my friend, we used to go out with them and she used to live down here, but she got breast cancer and she left her husband, got another partner, and she couldn't deal with it. I'll not go into all 't details of her, but she always smoked like a chimney, oh, and still when she had breast cancer, and I know several people like that and I've never smoked, I've never smoked, and I've always healthy, I've lost weight and I do, and somebody said to me, my friend, 'June, I wonder if you would have found it if you hadn't have lost weight?' because they reckon it's a lot harder to find in fat people.

INT: IT MIGHT BE, YEAH.

Patient: No, it's a fact, it is a fact. So, er, but she, she used to talk to me on 't phone even when she'd split up, she'd ring me, she wouldn't let me have her number and she didn't think I knew where she lived but I did. Anyway, that aside, she used to ring me and I sent her a card and that, I didn't go to see her or anything 'cos she seamt to want, not want to see anybody, she were like that, but when she were feeling better I talked to her. But she told, I knew she'd got breast cancer and she used to ring up and talk to me, but she'd been given 't choice and she said, 'I've gone for, I'm having 't lump out,' she says, 'because if it comes back and you've had your breast off there's no, where's it gonna go?' She says, 'If I have to have it off, I will,' and that's how she thought.

INT: RIGHT.

Patient; And that's always stuck in my mind.

INT: RIGHT.

Patient: Apart from 't fact I never, I never wanted to have my bre-, you know, I always thought it must be terr-, I've always dreaded it. I can remember my auntie having it years ago - not in, my Mum's sister-in-law, so it's not in 't fam-, you know what I mean, not ... and, erm, I'd always dreaded it and then, but she refused to go on Tamoxafen as well, so hers must have been hormonal.

INT: RIGHT, YEAH.

Patient: And yet she had chemo and radio 'cos she lost all her hair and everything.

INT: RIGHT.

Patient: So it must have been a pretty bad one, but she never really told me at 't details of it, it weren't until she were getting well really that I heard from her. I used to keep asking about her and sending her cards and that ...

INT: IS THIS YOUR FRIEND, YEAH?

Patient: Yeah, my friend. And, er, it's really her that guided me 'cos she were really 't first person that I had contact with that was going through, if you understand me.

INT: AHA.

Patient: And, er, I've known a lot of other people like but not heard that much about it, 'cos she, when she got, when she got on 't phone we used to an hour and a half, I used to have to prise her off, you know. I hadn't got time to be on 't phone all that time. And, er, it were, it were really that what made me think about it. Anyway she had the all-clear after five year and she died early this year, but funnily enough she'd been going to hosp-, and I didn't know till her partner rung and told me that she, she'd had lung cancer as well.

INT: RIGHT.

Patient; So it went to her lungs. She'd still been smoking. I mean I can't understand 'em doing that. I know it's hard to stop smoking, but I tell you summat else, it's hard to diet when you like snap, and I can do it [chuckles] so I'm sure I could stop smoking. Anyway, er, she'd got lung cancer and I didn't know this till her partner rung me and I went to her funeral and she, she went to work all 't way through her lung cancer treatment and everything, full-time, and do you know what she died of? She got up to go to work and do you know what she died of?

INT: NO.

Patient: Heart. And she'd been visiting 't hospital all that time and they didn't know she'd got a bad heart.

INT: [???

Patient: Well I think it was a heart attack, she like collapsed on 't floor and they couldn't resuscitate her. But I mean it could have been to do with 't can-, I don't know, but it was actually her heart that killed her, I think it was a heart attack.

INT: RIGHT.

Patient: So ...

INT: THAT'S A SHAME.

Patient: But you see she lasted seven year after 't breast cancer and she were still smoking and she didn't have Tamoxafen, but it went to her lungs.

INT: WHY DID SHE ... DID YOU EVER SAY WHY SHE NEVER TOOK TAMOXAFEN?

Patient: She said she didn't want to take it 'cos of 't side effects.

INT: OH RIGHT.

Patient: And my daughter said 't same yesterday, she says, 'I've got ...' she were ever so ratty. 'Mm, look what I've had to pay, £6.40 for these and I can see why they want [???] when you see 't side effects.' You know. I says, 'cos it's a type of chemotherapy isn't it? And it's, because my d- ...

INT: I DON'T KNOW MUCH ABOUT IT BUT I THINK IT IS, YEAH.

Patient: It is, and my daughter, who's got to have it, has just had her fortieth birthday last Saturday, so she's go on an early change and, she's, she's all 't side effects. She says, 'I know might not get 'em,' I says, 'Alison, I don't mean this literally,' I says, 'But I've been there, I've been through, I've been going through 't change years, I've had HRT, I've been on it, I've been off it,' I said, 'I've had a really bad time, I'm still having a bad time,' I says, 'And I don't mean this but I would swap you, it's better than chemo.'

INT: MM.

Patient: And it is, to me anyway.

INT: 'COS SHE DOESN'T HAVE TO HAVE IT, DOES SHE? YEAH.

Patient: No, she hasn't got to have chemo. Thank goodness. I am pleased about that, she deserves a bit of good luck. [chuckles]

INT: ERM, LOOKING BACK FROM WHEN YOU WERE FIRST DIAGNOSED UNTIL NOW ...

Patient: Yeah.

INT: HOW DO YOU FEEL ABOUT THE CARE THAT YOU HAVE RECEIVED?

Patient: Very good.

INT: MM?

Patient: Very good. I, honestly, I can't call any aspect of it at all except for what I said to you about 't district nurse, but I think that were a misunderstanding 'cos I were on a good positive day and I said, he said, 'I wished everybody were like you,' you know, it were 't male nurse.

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

Patient: I'd give 'em 't money so you could have your radio at Chesterfield.

INT: THAT'S WHAT THE WOMAN SAID THIS MORNING. [CHUCKLES]

Patient: They're trying to raise money for that, you know, now. That's what they're trying to raise money for.

INT: [???

Patient: It's a nightmare keep getting there, and it's only for a few minutes. And when you can't dr-, I mean my daughter's taking herself and she's gonna see how she goes but it's not very handy, it's not now my sister, who's been having it ... she's only my step-sister in case you think it's related, I mean my sister's had it a well, she's just finished her radio, there's three of us - in fact there's been five of us this year with cancer. But all, not through, there's only me and my daughter that, it's my step-dad, my step-sister, my brother-in-law, me and my daughter.

INT: RIGHT.

Patient: Five of us. And er, I forgot what I were telling you. [???] again.

INT: ERM, ABOUT CHANGING RADIOTHERAPY TO CHESTERFIELD.

Patient: Oh yeah, er, my, what my sister did when she went, her husband drove her and he got in 't queue for parking and she nipped in and had it and got back in 't car, and that worked fine.

INT: AHA.

Patient: But you see I don't know with my husband you see, and he's still working, he finishes, he's only got, he finishes 't day after I have my next chemo, 24th December he finishes, but he's never driven to Sheffield or anything, I don't know how he's gonna go on with it, it's a nightmare, he's gonna have to get a road map and have a look and ... and everything. But, er, that's, he'll, it'll be all right, he's got time for that because I will have finished, he'll be finished work before I have it. Do you understand me?

INT: YEAH.

Patient: 'Cos originally my daughter, we were gonna go together for 't radiotherapy, she were gonna ... but we couldn't because it didn't work that way. She were gonna take me for chemo, for my first day she were going to New York. [chuckles]

INT: OH RIGHT.

Patient: So everything's gone wrong really.

INT: ERM, LAST COUPLE. NOW YOU'VE BEEN THROUGH THIS EXPERIENCE, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS WHICH SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT THEIR DIAGNOSIS, WHEN THEY'RE RECEIVING DIAGNOSIS? WHAT SORT OF THINGS DO THEY NEED TO KNOW?

Patient: I think they need to know the truth, all the options, but I can understand why they don't give you 't choice if you say straight out what you want, because they, I think they know that that's what you want, you know what I mean. But, I mean if I, if I had, if he had, if I had been given 't option I would still have gone for what I've gone for.

INT: RIGHT, YEAH.

Patient: Er, and I, there's one thing I don't think we're very, there's only one thing I can call, that I say about it, you know before I went for my chemo ...

INT: MM.

Patient: I saw him and he told me what were gonna happen and he gave me my date for my chemo, [???] that's his name, I think. Cash, anyway. He, er, and then when I went and I went for all my checks and everything and to have my bloods and I had to go back for this other x-ray and all that,

he said about, I don't know how it came about but I told him about my thrush and he were most concerned about that because oral, like, you have to be really careful, don't you, with your mouth for infections and everything.

INT: YEAH.

Patient: And he said, he just said to me, 'You must ring Weston Park if it gets any more and you'll have to come in on a drip, on an antibiotic drip,' and I, I were panicked - there's a lot of panic when you, when you have your first chemo, because you don't know what to expect and, because it were getting worse, I were panicking and I weren't sleeping and I were worried because there were nobody to take me 'cos Steve drives, my daughter's husband, he drives, he goes to Weston Park, his job involves that, and, er, he could have took me but they'd only just come back from New York and he'd got jet-lag and he hadn't had no sleep.

INT: OH RIGHT.

Patient: And I thought, 'How'm I gonna get there, How'm I gonna get there?' And Mick's saying, 'Wait till [???' and I thought, 'Oh, what if I should have it?' and I was like, I didn't know what he meant by worse, didn't explain to me ...

INT: RIGHT, OK.

Patient: It was worse, a lot worse, so I rung, I rung Weston Park. Next morning, after I'd had noticed it, I were worried as well, that's why I didn't have any sleep as well. And, er, it's unknown a lot of it. It is unknown, and to me, I know we were very busy, it were really busy, they were stood up, there were no seats, it were terrible, they said it were a really bad day that day I went - and he's an India now for three week, [chuckles] he's not there - but to me he should have explained that a bit better to me, what he meant by, what I was, when I was supposed to ring up, what ... you know what I mean? I didn't know what to expect. So I rung Weston Park and I got, they put me onto 't sister and I told her and she took all 't details but she couldn't really help me, she says, 'I'll get a doc- ...' and she took my number and 't doctor rung me back and he had a good talk to me and he explained it all to me and I felt a lot better, but I were worried in case I needed to go, I didn't want to, I didn't want to go in Weston Park on a drip, and I'm thinking, 'Antibiotics? That's what's give it me. What's use of that?' but apparently it's different.

INT: OH RIGHT.

Patient: Like, you see, I don't understand that either.

INT: NO.

Patient: And I'll tell you something else. I've had thrush ongoing now for years and I've only just found out since I've had this chemo that you shouldn't drink with it, and I've been drinking. [chuckles] So that's not been doing it any good.

INT: NO.

Patient: And even 't chemo nurse told me I could have a drink after my three days. I had one drink ...

INT: ALCOHOLIC DRINK?

Patient: Yeah.

INT: YEAH, MM.

Patient: Yeah, but I sh-, you shouldn't, you shouldn't have alcohol for thrush, it worsens 't condition, and it's took me to have this - I've found a lot out though this, and it's brought us closer together as a family, I'll say that. Have I answered your question or have I missed the bit you said?

INT: NO, NO, YOU'VE ANSWERED [???] THERE'S ONE LAST ONE HERE WAS, ERM, IS THERE ANYTHING ELSE YOU'D LIKE TO ADD ABOUT WHAT WE'VE BEEN TALKING ABOUT TODAY? ANYTHING YOU THINK WE'VE MISSED? ANYTHING, IMPORTANT POINTS WE HAVEN'T COVERED OR ANYTHING LIKE THAT?

Patient: Er ... there were something else I were gonna say about that. Oh, and 't other thing, I didn't finish telling you, I've just remembered, when I went for, when I actually went for my chemo, when I saw him and he gave me my date, to me, I think they should see you before your chemo, for your general health, because I could have got that thrush sorted. Well I don't know whether I'd have got rid of it but I could have tried, I could got rid of that and not had that problem and that stress and that worry and that upset.

INT: YEAH.

Patient: I do feel that they should ask you more about your general health before you go for it.

INT: RIGHT, YEAH.

Patient: Because that is an important thing, your mouth is really important.

INT: MM ABSOLUTELY, YEAH.

Patient: Because if you get an infection ...

INT: BECAUSE YOU DO THAT WITH THE SURGERY ANYHOW, THE PRE-ASSESSMENT, DON'T YOU? YOU KNOW, THEY GIVE YOU A PRE-ASSESSMENT ...

Patient: Yeah, but they didn't ask me if I'd got thrush. I mean I didn't ...

INT: NO, BUT I MEAN FOR THE ACTUAL FITNESS FOR SURGERY, SO THEY COULD DO SOMETHING SIMILAR ...

Patient: Yeah, yeah, that's a good idea.

INT: YEAH.

Patient: Yeah. I think if they did that then ...

INT: [???] CHEST AND YOUR BLOOD TAKEN AND ALL THIS KIND OF THING FOR THE, TO SEE IF YOU'RE FIT TO GO THROUGH SURGERY ...

Patient: Yeah.

INT: WELL [???] THE CHEMOTHERAPY THEY COULD MAYBE DO SOMETHING, BUT DIFFERENT ...

Patient: 'Cos they do ask you generally how you are in health, and I must say I didn't mention it, but I didn't know that it were a factor in ...

INT: NO, EXACTLY.

Patient: ... chemo, because I've ...

INT: THEY COULD HAVE LIKE A CHECKLIST. AND SAY [???]

Patient: Yeah, have you got any of these? Yeah.

INT: [???]

Patient: Yes, they ask you anything like diabetes and all this sort of stuff, you know. But I can't remember what they did ask me and I hadn't got anything, any of that, but it never entered my head about thrush because I've had it for that long, it's been a problem, we've not been able to get rid of it. But even my doctor's not told me not to have alcohol and I mean he's, I've got a brilliant GP, but, but I mean I didn't know till I read that, from 't chemo. So perhaps it's not a known thing, I don't know. He's never said it.

INT: I'VE NEVER HEARD IT MYSELF ACTUALLY.

Patient: It's never said it on any of my, anything I've had, and I've had every treatment there is for oral thrush.

INT: RIGHT.

Patient: And it's never said, and at one stage I had it right through my system, I had it oral, throat, stomach, down below, right through.

INT: YEAH.

Patient: Some, some antibiotics that I just can't, there's no end of antibiotics I can't take at all, it's really hard to give me antibiotics.

INT: RIGHT.

Patient: At all, for anything. And my daughter, the one that's got same as me, is 't same. But she's worse that way because she is allergic to antibiotics, that's why she had a drip.

INT: YEAH.

Patient: Because she, she can't have antibiotics, she gets an infection.

INT: RIGHT.

Patient: So they were really good that way.

INT: AYE.

Patient: But, yeah, them things, only really them two things I can say, I think they should ask you more about your general health before or ask you what kind, mention these other things that could upset your chemo. Do you know what I mean? To give me time to see my GP and get it, see if we can get it sorted before. 'Cos it weren't too bad, I'd got it but it weren't too bad. If it's bad I go and they try something else and some thing's will - and I've got 'em all written down, what, and he has, and he looks, 'Well ...' and it turned out that mouth rinse I've been using four times a day, what they give me at 't hospital, I think it were feeding it. It's not done me any good at all and I'm now on Nystan [?] pastels and it's a lot better.

INT: OH RIGHT.

Patient: Because Doctor Knowles said, 'These were 't best thing you had, June, Nystan pastel,' so I've got some of them now. And it's a lot ... it's not better, but it's a lot better than it were. It was really making my bad, but apparently if you need to go into hospital the things to look out for are a temperature, if your mouth is so sore that you can't drink or eat at all - well it were getting sore but it weren't that bad. Do you know what I mean? You don't want to eat because you feel sick and you feel sick with 't chemo and taking anti-sickness and all that, I mean you don't know which one it is that's making you feel sick, but ..

INT: YEAH, IT'S CONFUSING.

Patient: Do you know what I mean? It's ... and when you're on a trial and chemo and you're having treatment for thrush and ... and you've got constipation and piles and ... [chuckles]

INT: OH, YEAH.

Patient: You see, I've got ongoing problems anyway with constipation and thrush, I'd already got them. You see I could have, I could have said them two things. I've been taking Lactilose but I've been tak-, it's just been saying, 'As directed'. I've only just found out I should be taking it three times a day and not just at night.

INT: RIGHT.

Patient: I've actually managed to be able to go myself twice today. [chuckles] Not very good, but I've been, and I've not been able to at all.

INT: LIKE YOU SAY, YOU'VE BEEN THROUGH THE WARS.

Patient: Mm.

INT: YEAH.

Patient: But I know what to expect next time and I know, you know, I'm ... I think your one's your worst.

INT: AYE.

Patient: Your first period because, and I've got, it's all written down what I'm gonna ask next time, and I'm gonna have to ring Weston Park because I can't get that breast cancer nurse. I've rung her twice and she's never rung me back, so I'm gonna ring there 'cos I need to know about this incubation period.

INT: RIGHT.

Patient: How long it is and what it means and, 'cos I were gonna go out but I don't, I daren't and ... you know. I don't want to risk it. And it's only gonna be one week. Because I thought she said to me, after 10 days, but I didn't know how long for, but my friend whose son's got it said they told her 7-10 days, that means after 7 days, which means I'm in it now, for three days. But I'm gonna ring Weston Park because I can't, I can't get to find out and I'm fed up of waiting for her. I've been trying two days to get her and she's never got back to me, at all.

INT: RIGHT. IS THIS AT, THE CANCER NURSE AT WESTON PARK?

Patient: Yeah

INT: YEAH. RIGHT, OK. NOT THE [???

Patient: It's there look, she ... that, I've rung that number yesterday morning and this morning and I've not had any joy at all. I did go out yesterday but there's nobody rung today and yest-, and I rung early this morning. I just get that machine, nobody rings, so ... I'm gonna ring Weston Park and tell 'em what's happened and ask 'em if I can just speak to somebody about my chemo.

INT: RIGHT. MM

Patient: And I've got a few questions to ask them [chuckles] and you'll have to excuse me if I've talked your head off but it's steroids.

INT: OH THAT'S OK.

Patient: I talk a lot normally but they make you worse, you know, steroids. My husband were gonna have three days off, he says, 'I'm not, I'm going to work for a rest.' [chuckles]

INT: OK THEN I'LL TURN THIS OFF THEN.

Patient: Yeah.