

\*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)

\*VENUE: **Low MR unit**

\*DATE:

\*ID: Patient61

INTERVIEWER: DJW

INT: FIRST OF ALL THANK YOU FOR AGREEING TO BE INTERVIEWED. I'D JUST LIKE TO 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 WAS SOMETHING WRONG WITH YOUR BREAST?

Patient: I only knew what is, I don't know, you see on the television, by talking to friends, and that sort of thing, you know, and really it's my friends that have breast cancer. I didn't really know an awful lot.

INT: RIGHT, YEAH.

Patient: In years, years and years ago, I had - oh, I had a cousin die of breast cancer. And so basically I didn't really know an awful lot.

INT: NO, RIGHT.

Patient: I mean you're supposed to examine your breast and that sort of thing, but nothing ... 'cos er, 'cos it wasn't close to me so you don't think of it.

INT: YEAH. WELL YOU SAID YOU HAD A COUSIN DIE?

Patient: Yeah, I forgot about Carole, she died, er ... about 15, 15 years ago. It wasn't directly from breast cancer, but she had breast cancer.

INT: RIGHT, OK. AND DID SHE HAVE AN OPERATION FOR THAT, DID SHE?

Patient: She had a mastectomy.

INT: RIGHT, OK. AND HOW LONG, HOW LONG BEFORE THAT WAS IT TILL SHE ... SHE PASSED AWAY?

Patient: Er, ooh, about five years I think. It's a long time ago, but yeah, it was about five years.

INT: AND DID SHE LIVE IN ...?

Patient: She lived in Leicester.

INT: IN LEICESTER, YEAH, OK.

Patient: Mm, yeah. But she wasn't very old, she was only 47 when she died.

INT: OH DEAR.

Patient: So ...

INT: AND WE WERE SPEAKING A LITTLE BIT EARLIER, BEFORE WE STARTED RECORDING, YOU MENTIONED THAT YOU HAD SOME FRIENDS WHO HAVE BREAST CANCER, CAN YOU TELL ME A LITTLE BIT ABOUT THOSE AND THE OPERATIONS THEY HAD?

Patient: Erm, one friend, she had, had a mastectomy and it's about, I think it was seven years ago, and then a couple of years ago it came back. I don't what, I'm not sure, because I don't know whether she had to have both breasts removed

then, but she had to have another operation, and goes for another lot of chemo and things. But she's fine now. I saw her last week and she's fine. And then another friend, she had, she just had one breast removed, chemotherapy and everything, and she's OK, but she's the one that she's now got to have a hysterectomy. They've advised her to have a hysterectomy

INT: RIGHT.

Patient: And unfortunately other friend, she had breast cancer, she had a double mastectomy and unfortunately, erm, I mean she has, she survived that seven years and then she got, er, it came back into her bones and ...

INT: YEAH, RIGHT.

Patient: ... sort of thing, and she died two years ago. But they're all, er, Chris, under 50, you know.

INT: UNDER 50, YEAH.

Patient: All under 50, yeah, I mean, I've got a lot of, know a lot of people who've had cancer.

INT: YEAH, YEAH, [???

Patient: [???

INT: YEAH, IT COMES OUT WHEN YOU DIAGNOSE YOURSELF, DOESN'T IT, REALLY?

Patient: Yeah.

INT: AND YOURSELF, AS, YOU KNOW, IN YOUR GENERAL SORT OF MEDICAL BACKGROUND HISTORY, ARE YOU A GENERALLY WELL PERSON OR ...?

Patient: Yeah. I mean, you know, the odd twinges like everybody else, but no, I'm fine, I'm OK. Yeah.

INT: SO CAN YOU TELL ME HOW YOU ACTUALLY SORT OF CAME TO REALISE THERE WAS SOMETHING WRONG WITH YOUR BREAST? HOW THAT CAME ABOUT?

Patient: Well, I should have had the screening, er, last year ...

INT: RIGHT. WAS THAT YOUR FIRST ONE, WAS IT?

Patient: Yeah, my first, I should have had, the appointment came through for my screening and I was having tests on, I'd been having trouble and, 'cos my Mum had had bowel [?] cancer, they'd sent me for tests for that, and everything was clear, and I'd put off my screening, my breast screening. And then my sister was diagnosed with ovarian cancer and I forgot, I'll be honest, I completely forgot about ...

INT: YEAH, GOING FOR YOUR MAMMOGRAM?

Patient: ... my screening, and then I sort of kept thinking, 'Oh, I must do that,' and I rang up this year and make an appointment, so ...

INT: WAS THAT AT GLENFIELD, WAS IT?

Patient: At Glenfield, yeah, and went for the appointment and I was called back in two weeks later, so, that's when they said that they'd found something.

INT: RIGHT.

Patient: And, erm, because friends had just said, 'Oh, you know, they wouldn't, it wouldn't have caught right, they just want to do another one,' you know, but, I don't know, with my sister having her problem, I sort of had a niggling, you know.

INT: YEAH, MM.

Patient: And when they told me that there was a tiny growth, erm, I wasn't at all surprised.

INT: MM, OK?

Patient: No, I wasn't ...

INT: I WAS GOING TO ASK YOU, I MEAN, DID THEY CONTACT YOU BY LETTER OR TELEPHONE?

Patient: Er, by letter.

INT: RIGHT, OK.

Patient: To say that ...

INT: THAT WAS LIKE A COUPLE OF WEEKS AFTER, WAS IT?

Patient: Yes, I think it was two weeks after.

INT: SO WHAT WENT THROUGH YOUR MIND WHEN YOU FIRST [???

Patient: Well, like I say, with my sister having her problem, you know, my boss at work said, 'Oh I've had to go back, you know, it'll be that they've, the x-ray's got blurred or something.'

INT: YEAH, [???] OR SOMETHING.

Patient: But I don't know what, I, 'cos usually, I mean [???] but something at the back of my mind sort of said, 'Well, it might not be.' But I couldn't feel anything, you know? 'Cos then you think, 'Oh, I'd better start ...' and when, when I saw the, when they did the test again, you know, they took a sample away, and they said they'd know the following week whether it was cancerous, but when I sat and I had a talk to the doctor and obviously she asked the family history and I told her about my sister, and she says, 'Well, I can almost say that it will be a positive, you know, result.' So ...

INT: SO WHEN YOU WENT BACK THEN, YOU'VE HAD YOUR LETTER AND YOU WENT A COUPLE OF WEEKS ... WAS IT A WEEK OR TWO LATER YOU WENT BACK AFTER THE LETTER ARRIVED?

Patient: Two, I think it was two weeks.

INT: RIGHT, OK. SO JUST TELL ME FROM WHEN YOU WENT IN FOR THAT SECOND TIME, ERM, JUST TELL ME WHAT HAPPENED AS YOU ... AS MUCH AS YOU REMEMBER [???

Patient: Like I say, they explained that there was, they showed me the mammogram and they said, 'Look, there is something there that shouldn't be there. It's not very big, but we need to explore it further.'

INT: RIGHT, OK.

Patient: And then they took, I can't remember what they did, like a biopsy sort of thing, you know, froze the breast and did it. Erm, they said that in a week's time they'd have the results.

INT: SO ON THAT VISIT WHO DID YOU SEE, DO YOU REMEMBER?

Patient: I don't know the doctor's name. It was a lady but I don't know who she was.

INT: WAS SHE A YOUNG, YOUNG GIRL OR ...?

Patient: Erm, 30-ish I would imagine.

INT: RIGHT, OK.

Patient: You know, not ...

INT: BLONDE?

Patient: Yeah, with specs. I can't think of her name. Like my husband said to me after, he says, 'You were in shock.'

INT: MM, ALL RIGHT, OK, YEAH.

Patient: Whether I was or not ...

INT: WAS SHE A DOC-, SHE WASN'T CALLED MAXINE, OR ANYTHING [??]? ?

Patient: I can't remember her name. Do you know, I didn't, I usually ...

INT: NO, IT'S OK, DON'T WORRY, I JUST, I KNOW I'VE JUST INTERVIEWED [??]

Patient: She'd got straight hair in a bob, I think.

INT: IT MIGHT BE, YEAH, IT MIGHT BE.

Patient: She was very nice.

INT: YEAH, I'M JUST THINKING, IF SHE'S THE YOUNG ONE THERE, BUT SHE'S A GENERAL PRACTITIONER WHO COMES IN AS A ... AS A DOCTOR.

Patient: Yeah, mm, it could be.

INT: IT MIGHT HAVE BEEN SARA, IT MIGHT ...

Patient: She was very good.

INT: MM.

Patient: And, you know, when I told her about my sister, I mean, she said, 'Well I can see the, you know, the flashing lights already,' she said, 'with that and the breast,' she says, 'it's definitely flagging something up.'

INT: AND WHO WAS THE CONSULTANT YOU SAW?

Patient: I saw Mr Windle.

INT: MR WINDLE? RIGHT, OK.

Patient: Mm, yeah.

INT: OH, THAT MIGHT NOT BE SARAH. ANYWAY, IT'S [???

Patient: Well I saw Mr Windle originally. He obviously said I needed the op and whatever, but he was going on holiday so it was Mr Everson that did the op.

INT: RIGHT, OK THEN. ERM, SO THEN, SO YOU SAW THIS YOUNG DOCTOR FIRST OF ALL AND, ERM, SHE SHOWED YOU YOUR MAMMOGRAMS, THAT'S RIGHT? AND THERE WAS POTENTIALLY THERE WAS A LINK TO, A GENETIC LINK, IS THAT RIGHT?

Patient: Yeah.

INT: WITH THE OVARIAN CANCER THAT YOUR SISTER HAS.

Patient: Yeah, aha.

INT: AND DID YOU SEE A BREAST CARE NURSE AT ALL?

Patient: I did, yes.

INT: YES, SO CAN YOU TELL ME A LITTLE BIT ABOUT THAT?

Patient: She was very good. She talked me through everything and she said, you know, what was going to happen and I think, like I say, I consider myself lucky, I'd only got a small growth, I wasn't ... I hadn't found the lump ... I think it must be worse if you feel the lump and you go expecting the worst, I was lucky. So I thought, erm, like I saw, she talked me through it, but I sort of think, 'Oh well ...' you know ..

INT: SO THIS WAS THE FIRST ...

Patient: The first ...

INT: WHEN YOU SAW THE ...

Patient: The first time, yeah.

INT: THE YOUNG LADY DOCTOR? ERM, DO YOU REMEMBER WHICH BREAST CARE NURSE YOU SAW? DID SHE INTRODUCE HERSELF OR ...?

Patient: Oh, I can't remember her name, you know, small ...

INT: DARK-HAIRED?

Patient: Yeah ...

INT: YOUNGISH?

Patient: Youngish, yeah. Speak very ...

INT: SUE?

Patient: Sue, it was Sue. [chuckles] Yeah.

INT: [CHUCKLES] WE GET THERE IN THE END [???] ERM, SO, YEAH, SO YOU SAW, YOU SAW THE BREAST CARE NURSE, DID THE DOCTOR OR THE BREAST CARE NURSE TALK ABOUT ANY KIND OF TREATMENTS, ANY KIND OF OPERATIONS YOU MIGHT HAVE?

Patient: Yes, they did.

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

Patient: Well they basically explained that, you know, it's a small, small lump and they'd do a lumpectomy and take out the lump, the surrounding tissues, and then they would do ... oh crikey, one under the arms to take out lymph nodes. I mean Sue did say, I remember her saying, 'You know, you might have friends who'll say, when you go home, "Oh, you should have ..." you know "your breast off," but,' she says, 'there isn't any need for that.'

INT: RIGHT, OK.

Patient: I suppose if I'd have been in that frame of mind that I wanted to pursue a full mastectomy she would have spoken to me, but, like I say, I considered myself lucky that it was diagnosed early.

INT: YEAH, OF COURSE.

Patient: So obviously I just wanted the minimum ...

INT: YEAH, SURE.

Patient: ... op.

INT: AND SO YOU'VE GOT YOUR, YOU'VE HAD YOUR INITIAL CONSULTATION WITH THE LADY DOCTOR, YOU SAW SUE, AND YOU'VE HAD OBVIOUSLY SOME IDEA OF WHAT WAS GONNA COME THE FOLLOWING, PLAN, [???] WENT TO SEE THEM, WHAT AT THIS POINT WAS GOING THROUGH YOUR MIND? I MEAN DID YOU GO, SORRY, WHO DID YOU GO WITH, WAS IT YOUR HUSBAND DID YOU SAY?

Patient: My husband, yeah.

INT: YEAH, OK.

Patient: Erm, to be quite honest, I mean, like I say, I mean a lot of people say to me, 'You've just taken this so lightly,' and, but I consider myself lucky ...

INT: YES, MM.

Patient: That it's like Sue said, 'This is what, why we ask you to come for your screening ...

INT: MM, YEAH.

Patient: ... this is what we want to do, pick it up early.' And she says, 'If only ...' I mean how she's [???] it, some ladies perhaps don't know, you know, well like me, I mean I'd left mine a year, but then I think, 'cos I was told it was a slow-growing tumour, perhaps if I'd have been the year before and then four years down the line it might have been worse.

INT: YEAH, [???]

Patient: So, you know ...

INT: IT MIGHT NOT EVEN HAVE BEEN THERE THE YEAR BEFORE, [???] KNOW REALLY.

Patient: So, you know, that's ... I just think, that's why I consider myself lucky in the timeframe.

INT: YEAH, IT'S KIND OF WORKED OUT IN THAT WAY, [???], IT COULD HAVE BEEN A COUPLE OF YEARS BEFORE ANYTHING WAS PICKED UP REALLY.

Patient: Yeah, the year before it might not have been there or, you know, undetectable because, like my friend said, the one that's got to have the hysterectomy, hers wasn't picked up on screen. So ...

INT: YEAH, IT'S KIND OF WORKED OUT SORT OF, WELL, IN YOUR FAVOUR, BUT IT'S ...

Patient: It has ... if you've got to have cancer ...

INT: IT COULD HAVE BEEN WORSE [???

Patient: ... I've got, I've had all the luck with it.

INT: YEAH, IT COULD HAVE BEEN WORSE, COULDN'T IT, REALLY?

Patient: Yeah.

INT: YEAH. ERM, AND THEN OF COURSE YOU'D HAVE HAD TO WAIT A WEEK UNTIL YOU HEARD THE RESULTS FINALLY, SO, I MEAN, HOW WAS THAT WEEK, I MEAN, HOW DID YOU, WHAT WERE YOUR FEELINGS, THOUGHTS, DURING THAT WEEK?

Patient: Erm ... well obviously, it's like I say, I think if I'd have, I'd found the lump, I think you panic more when you find something yourself, you know, if you've got something, go to the doctor ... because they'd picked up on it I wasn't ... well I was concerned but not unduly concerned. Like I say, my sister's been through all her chemo and everything last year and I was more focusing on her rather than me. AS far as I was concerned I was the lucky one.

INT: YEAH.

Patient: I've got the, you know, the stage thing, you know.

INT: AND THEN, ERM, DID YOU HAVE ANY, I MEAN, OBVIOUSLY YOU'D HEARD ABOUT, YOU'D HAD A CHAT WITH SUE ABOUT TREATMENT OPTIONS AND THAT, DID YOU DISCUSS WITH ANYONE, YOUR FAMILY, HUSBAND, ABOUT TREATMENT OPTIONS AND WHAT YOU WERE GOING TO DO, OR ANYTHING LIKE THAT?

Patient: Er ... no, erm, like I say, with having, you know, like you say, they come out the woodwork, people who've had it, 'Oh, I've had that,' or 'I've had a friend who's done that,' and my friend, the one that came back, she rang me up and she says, 'Look, you'll be fine,' and I says, 'Oh well I know,' she says, 'But you're doing the right thing,' she says, 'You're not panicking, just trusting them and, you know ... letting them sort it.'

INT: YEAH. AND THEN YOU'D HAVE GONE BACK A WEEK LATER TO HAVE THE DIAGNOSIS CONFIRMED, DIDN'T YOU?

Patient: Yes, that's right.

INT: CAN YOU TELL ME ABOUT WHAT HAPPENED THEN?

Patient: Er ...

INT: WHEN YOU WENT INTO THE CONSULTING ROOM TO SEE THE DOCTOR.

Patient: Yeah, I went in to see the, er, the doctor, erm, he could see it on the x-rays, but he wasn't sure it was so we had to go back and, into the consulting room and that so he could mark where it was, you know, where it was for the op, whether it was deep or small.

INT: RIGHT, OK.

Patient: They couldn't see it. And basically then he just talked me through what would happen again.

INT: WHO WAS, WHICH CONSULTANT WAS IT?

Patient: It was Mr Everson that I saw.

INT: THE FIRST, THE FIRST TIME AFTER YOU SAW THE YONG LADY?

Patient: Yes.

INT: IT WAS MR EVERSON?

Patient: Yes, yes, Mr Everson. He explained to me that it would be within the next two or three weeks, I can't remember the timeframe. But he was going on holiday, erm, would I be agreeable to another guy taking over? And well, yeah, because they're all breast care surgeons ...

INT: YEAH, OF COURSE, YEAH.

Patient: ... or whatever, so I said yes, I wasn't, I didn't mind at all.

INT: AND DID HE CON-, DID HE, MR EVERSON, DID HE CONFIRM THE DIAGNOSIS FOR YOU?

Patient: He did, yes.

INT: OH, RIGHT, OK.

Patient: Aha. Said what it was and that, erm, he said that it was small and, again, what exactly was going to happen.

INT: RIGHT, OK.

Patient: And, er ...

INT: AND DID HE TALK ABOUT TREATMENT OPTIONS AS WELL, DID HE?

Patient: Erm, yeah. I mean mastectomy never came into it. I'll be quite honest, it was never mentioned, it was just that it's small and they would do the lymph ...

INT: THE GLANDS, YEAH.

Patient: ... [???

INT: UNDERNEATH THE ARM.

Patient: ... and then the ... yeah. That was it.

INT: AND WHO WENT WITH YOU ON THAT VISIT?

Patient: My husband.

INT: YOUR HUSBAND. WAS ANYTHING ELSE IN THE ROOM AT THE TIME?

Patient: I ... I can't remember if Sue was there or not 'cos she kept coming in and going out.

INT: YEAH, OK.

Patient: But, er ...

INT: WAS THERE ANY CLINIC NURSES THERE OR ANY JUNIOR DOCTORS OR ANYBODY?

Patient: No.

INT: OK.

Patient: No.

INT: AND, ERM, YOU SORT OF SAID YOU HAD AN EXPECTATION THAT YOU WERE GOING TO BE DIAGNOSED WITH CANCER ...

Patient: Yeah.

INT: WHEN THEY ACTUALLY, WHEN YOU ACTUALLY DID FINALLY CONFIRM IT, I MEAN, WHAT WERE YOUR FEELINGS THEN?

Patient: Obviously, erm, a bit upset but definitely, I mean, obviously, you know, it's a word, it's, like I say, 'cancer', yeah, well you think ... but ...

INT: MM, IT HAS BIG CONNOTATIONS [???

Patient: Yeah, er, but ... erm, I just thought, 'Oh, got to deal with it. It's got to be done, get on with it, you know.' And basically that's what I want to do, you know, get it done ...

INT: AND WHEN MR EVERSON WAS TALKING TO YOU ABOUT YOUR DIAGNOSIS AND THE OPERATION YOU WERE GONNA HAVE, DID HE USE ANY VISUAL AIDS SUCH AS ANY, I THINK YOU SAID HE USED MAMMOGRAMS, DID HE DRAW ANY DIAGRAMS, DID HE SHOW ANY PICTURES, ANYTHING LIKE THAT?

Patient: No.

INT: NO, JUST THE MAMMOGRAM?

Patient: Yeah, he showed me, obviously he did the thing on the form just to sort of, a sketch ..

INT: A SKETCH, YEAH, OK.

Patient: But nothing, nothing visual or anything like that.

INT: OK, RIGHT. AND, ERM ... JUST LOOKING DOWN MY QUESTIONS TO MAKE SURE I'VE GOT EVERYTHING ... HOW DO YOU FEEL YOU GOT ON WITH MR EVERSON?

Patient: OK, yeah, he was, mm, he was fine, you know, he was good.

INT: DID YOU FEEL THAT HE WAS LISTENING TO YOUR NEEDS AND YOUR CONCERNS AND ... YOUR CONCERNS?

Patient: Yeah, definitely.

INT: MM, YEAH?

Patient: Yes.

INT: OK, RIGHT. AND WHILE HE WAS TALKING TO YOU ABOUT YOUR DIAGNOSIS AND ABOUT THE OPERATIONS AND THING, HOW MUCH DO YOU FEEL YOU UNDERSTOOD ABOUT WHAT HE WAS TALKING ABOUT?

Patient: Erm ... I think I understood a lot. I'll be quite honest, I'd looked on the internet.

INT: AH, RIGHT, WE'LL BE COMING TO THAT A BIT LATER, BUT, YEAH, OK.

Patient: [chuckles] But, no, I understood more or less, you know, like I say, I've not walked around with my head in the clouds, you know, I don't know, because a lot of ladies are diagnosed later, and perhaps they don't fully, you know, understood, but I think when you're surrounded by a lot of it you... you, er, I knew more or less ...

INT: RIGHT, OK.

Patient: ... what to expect.

INT: WAS THERE ANYTHING YOU DIDN'T UNDERSTAND, DO YOU REMEMBER?

Patient: No, I don't think there was, no.

INT: OH, OK. ERM ...

Patient: Not at the time, you know, when they're telling you, you think you understand it all.

INT: AND THEN AFTER YOU SAW MR EVERSON, DID HE TELL YOU WHO WOULD BE DOING THE OPERATION?

Patient: He didn't, no, he just said it'd be one of his colleagues. I don't, I'm saying that, I don't think he did.

INT: OK.

Patient: It was only when the appointment came through that I knew it was going to be ... no wait a minute, I've got it the wrong way round. I saw Mr Windle ...

INT: OH, MR WINDLE, OK.

Patient: I saw Mr Windle ...

INT: I THOUGHT YOU SAID, THE FIRST TIME, [???

Patient: I'm sorry, I'm sorry [chuckles]

INT: NO, DON'T WORRY ABOUT IT, IT'S OK.

Patient: I saw Mr Windle ...

INT: FIRST, AND MR EVERSON ...

Patient: ... first and it was Mr Everson ...

INT: I THOUGHT YOU SAID THE FIRST TIME, AND I THOUGHT ...

Patient: Yes.

INT: ... WELL MAYBES I'D MISHEARD, THAT'S ALL ...

Patient: No, I'm sorry, no, I'm sorry about that. [chuckles]

INT: I'LL JUST KEEP ...

Patient: It's because my friend had Mr ... my friend that I said had rung me up, she'd had Windle.

INT: RIGHT, OK.

Patient: And it was Mr Windle that I saw ...

INT: RIGHT, THE FIRST TIME.

Patient: Yeah, and it was Mr Everson that did the op. Sorry about that.

INT: NO, IT'S OK. ERM, WELL, WITH TALKING WE'VE GOT, [???) ANYHOW NOW SO ... ERM ...

Patient: I'm terrible with names. [chuckles]

INT: RIGHT. BUT YOU GOT ON WITH MR WINDLE OK, YES?

Patient: Yeah, yeah.

INT: YES, OK, THAT'S FINE. ERM, AND YOU FELT THAT HE WAS, IN THAT CONSULTATION HE WAS LISTENING TO YOU AND UNDERSTAND YOUR NEEDS?

Patient: He was talking to me, talking to me not at me ...

INT: YEAH, YEAH OK. RIGHT THEN, AND ER, AFTER ;YOU SAW MR WINDLE, DID YOU THEN SEE THE BREAST CARE NURSE AGAIN?

Patient: Yes.

INT: AND WAS IT SUE AGAIN, WAS IT?

Patient: It was Sue again.

INT: CAN YOU JUST TELL ME A LITTLE BIT ABOUT THAT, WHAT YOU TALKED ABOUT AND THINGS?

Patient: Er, she talked me through again what was going to happen, did I understand, erm, no, basically that was it, you know, and if I had ques-, she gave me a card, if I had any questions ...

INT: YEAH.

Patient: 'Cos, she says, like she said, 'Obviously at this time you might not think of something but when you get home ...' because usually it's the case, you do think of something to ask.

INT: YEAH, SURE.

Patient: But, no, they were, [???) tell me more or less what was happening.

INT: AND DID EITHER SUE OR MR WINDLE OR ANYBODY THERE GIVE YOU ANY INFORMATION, SUPPORT INFORMATION, WRITTEN INFORMATION, LEAFLETS, PAMPHLETS, ANYTHING LIKE THAT?

Patient: In ... how do you mean ... or?

INT: AT THE ACTUAL CLINIC, DID THEY GIVE YOU ANY WRITTEN INFORMATION TO READ AT HOME?

Patient: They did, er, yeah, erm, but, yeah, about what the operation was and that sort of thing.

INT: MM, SO WHICH LEAFLETS DID YOU GET, DO YOU REMEMBER?

Patient: Yeah, one about exactly what the operation was and how it would ...

INT: THE LUMPECTOMY?

Patient: Yeah, mm, yeah.

INT: ANYTHING ELSE ON ANY OTHER, ABOUT ...

Patient: I think there was one for, erm, BACUP, you know, breast ...

INT: CANCER BACUP, YES.

Patient: BACUP, yeah.

INT: AND DID YOU READ THOSE PAMPHLETS?

Patient: I did, yes.

INT: AND DID YOU FIND THEM USEFUL IN ANY WAY?

Patient: Yeah, I did, yeah.

INT: WHAT BITS DID YOU FIND USEFUL, DO YOU REMEMBER?

Patient: Well, it's like, as I say, the prognosis and things like that, what they were going to do and that sort of thing. Because you do wonder, I mean, like I say, friends have had things done and everybody's different, but it gave you some idea of what was going to happen.

INT: RIGHT, YEAH. AND, ERM, YOU SAW THE BREAST CARE NURSE AND YOU'D PROBABLY COME HOME AFTER THAT, DID YOU?

Patient: Yeah.

INT: YEAH. HOW MUCH ...

Patient: Well actually I went to my sister's to tell her. [chuckles]

INT: AND HOW SOON AFTER SEEING MR WINDLE AND THE BREAST, AND SUE, DID YOU THEN HAVE THE OPERATION?

Patient: Erm, I had my operation the [???] July, so it was only about four week I think, you know from ...

INT: AFTER SEEING ...

Patient: I think it was three weeks ... I can't ... I can, do you want me to get my diary and then perhaps tell you exactly? It'd be two or three weeks at the most, it wasn't very long at all.

INT: AFTER SEEING MR WINDLE?

Patient: Yes.

INT: RIGHT, OK.

Patient: It wasn't very long at all.

INT: SO IT WAS PROBABLY, FROM YOUR MAMMOGRAM IT WAS TWO WEEKS TO THE LETTER, A WEEK TILL YOU SAY THE YOUNG LADY DOCTOR, ANOTHER WEEK FOR THE ... SO IT'S ABOUT, WHAT, SIX, SEVEN WEEKS OR SOMETHING IN TOTAL ...

Patient: Something like that ... if that.

INT: [???

Patient: In fact it may be, may have been less.

INT: YEAH, MM, RIGHT, WE'LL SAY BETWEEN FOUR AND SIX WEEKS.

Patient: Yeah, mm.

INT: IT'S ABOUT AVERAGE. ERM ... IN BETWEEN SEEING MR WINDLE AND SUE, TILL YOUR OPERATION, DID YOU HAVE ANY FURTHER CONTACT WITH THE BREAST CARE NURSES OR THE BREAST TEAM?

Patient: No, I didn't.

INT: RIGHT, OK. YOU DIDN'T CALL THEM UP FOR ANYTHING?

Patient: No.

INT: RIGHT, OK. AND ERM ... JUST MAKING SURE I'VE GOT EVERYTHING HERE ... SO WHEN WAS THE NEXT TIME YOU WENT TO THE BREAST UNIT?

Patient: It was, I actually went, I didn't go again until after my op, obviously I went into the hospital ...

INT: TO HAVE YOUR OPERATION.

Patient: ... to [???

INT: DID YOU GO FOR A PRE-ASSESSMENT?

Patient: No, I didn't, no.

INT: RIGHT, OK.

Patient: 'Cos they said I would have to, but when my appointment came through there wasn't, it was straight into admission.

INT: IN FOR THE OPERATION, MM.

Patient: Yeah.

INT: WHAT WERE YOUR THOUGHTS AND FEELINGS IN BETWEEN SEEING MR WINDLE THAT DAY TO THE OPERATION, DURING THOSE THREE WEEKS?

Patient: Erm, I just wanted to get it over and done with and, er, like I say, I consider myself lucky that it was something they found and something I hadn't, I

mean, if I was, if it had been a lump there and you were aware of it I'd have been thinking every day, 'Oh, it's grown a little bit more,' or something like that.

INT: YEAH, MM.

Patient: Erm, you know I just thought, 'Go in and get it sorted.'

INT: AND DID YOU TALK WITH YOUR FRIENDS AND FAMILY ABOUT YOUR DIAGNOSIS?

Patient: Yeah, yeah, aha.

INT: AND HOW WERE THEY [???

Patient: Er, they're, they are, my youngest son was absolutely, he was devastated, he really was but ...

INT: HOW OLD'S HE THEN?

Patient: He's thirty ... thirty-two, thirty-three, he took it really badly, but my older son, I explained to him, and he said, 'Well, Mum, you're OK with it, you seem, don't seem worried, so I'm not gonna worry.'

INT: YEAH, YEAH.

Patient: But, erm, my younger son was absolutely ...

INT: YEAH, MM.

Patient: ... [???] I had to go, he rang as we were coming back from the hospital and my husband said, 'You'd better go round and see him when you get home,' and I did, I had to go and see him and when I saw him I says, 'Look, don't worry, it'll be ok.'

INT: YEAH.

Patient: And then things were all right then.

INT: OK.

Patient: And my Mum, I played it down with her.

INT: OH, OK.

Patient: Played it down to [???] because I sort of think she's thought, 'Oh, she's all right,' because obviously with my sister being poorly ... but ...

INT: OK. ERM, SO THE ACTUAL DAY OF THE OPERATION, THAT'S THE NEXT TIME YOU WENT BACK TO THE HOSPITAL, CAN YOU TELL ME WHAT HAPPENED WHEN YOU WENT IN FOR YOUR OPERATION FROM ...?

Patient: Yeah, I went in on the Monday. I'd actually rung the hospital, 'cos I kept saying, 'Well I have ... I'm going in on Monday, I'll have the op on the Tuesday,' and my husband says, 'Well you'd better ring just to make sure that, you know, you are having your op on Tuesday, not on the Monday when you go in.' And I rang and I spoke to the reception, not the actual ward, somebody on reception told me, 'Oh, you've got your op today.' So I didn't have any breakfast or anything and, anyway, it turned out she'd given me the wrong information.

INT: OH DEAR.

Patient: But unfortunately I hadn't taken her name so they couldn't sort it out, but, erm, there's me, I had the op the next day, but it was a bit of a, bit of a confusion with surgeons because the surgeons have different colours. A patient is with Mr Everson I think is orange, or Mr Windle's is green or ...

INT: OH RIGHT, OK.

Patient: I can't remember. And of course I was seen by Mr Windle, I'd got his colour ...

INT: AND OF COURSE HE WAS ON HOLIDAY.

Patient: Yeah. So his team, erm, obviously didn't think there was anybody there. And Mr Everson, 'cos I'd got Mr Windle's colour, didn't think I was anything to do with them, and a bit of confusion started, you see.

INT: AH RIGHT, OK.

Patient: So the first day no-one came to see me, erm, and the nursing staff were really good, they kept saying, 'We've tried to get the doctor, you know, and we've explained,' and apparently one of them did come to see me but it was quarter to two in the morning and I was asleep. [chuckles]

INT: OH, RIGHT.

Patient: But the next, so the next day they, Mr Everson's, erm, I think, yeah, he came to see me and his houseman is it or ... something like ...

INT: I THINK [???] SPECIALIST REGISTRAR, [???]

Patient: He, I mean, everybody [???] and they did apologise, they said, 'We're really sorry, we didn't realise.' They'd just come through and looked at the ... and I had a [???] explained to me there again.

INT: SO MR EVERSON DID THAT, DID HE?

Patient: It was actually another doctor, and I didn't get his name.

INT: OH RIGHT, OK.

Patient: Erm, he was oriental, and he was also, he was really good, took me through everything.

INT: AND MR EVERSON, DID YOU HAVE A CHANCE TO SPEAK TO HIM?

Patient: Erm, do you know, I can't remember.

INT: NO.

Patient: Well I did see him, I can't remember, I think he did come to speak to me and he was very nice.

INT: MM, YEAH.

Patient: I'm sure he did.

INT: RIGHT.

Patient: But only sort of fleeting, because like I say there was all ladies there with a lot more problems than I've got, shall we say.

INT: YEAH, AND WHEN WAS IT, DID YOU, YOU'LL HAVE PROBABLY SIGNED A CONSENT FORM TO THE OPERATION, WHEN DID YOU ACTUALLY SIGN THAT, DO YOU REMEMBER?

Patient: I signed the consent form at the, at the clinic, and I can't remember whether I did sign another one, whether it was when I was in, when I was taken down ... I can't remember now. But I know I'd already signed one ...

INT: WHEN YOU SAW MR ...

Patient: ... obviously when I saw Mr Windle.

INT: WINDLE, YEAH, YOU'D DONE IT THAT DAY?

Patient: Yes.

INT: AND, ERM, THINKING ABOUT YOUR, ER, TREATMENT OPTIONS, YOUR SURGERY, RIGHT, OK, ERM, YOU WENT FOR THE LUMPECTOMY ...

Patient: Yes.

INT: ... IN THE END, OK, RIGHT. DID YOU HAVE ANY SECOND THOUGHTS ABOUT WHAT KIND OF SURGERY YOU WERE GONNA HAVE DURING ALL THIS TIME?

Patient: No, none at all, none at all.

INT: RIGHT, OK. [???] NOW CAN YOU JUST TELL ME NOW ABOUT, YOU'VE COME IN FOR YOUR OPERATION AND YOU'VE, ERM, HOW WERE YOU WHEN YOU CAME ROUND AFTER YOUR OPERATION?

Patient: Oh, awful ... [chuckles]

INT: OH RIGHT, WERE YOU SICK AND STUFF, WERE YOU?

Patient: Yes.

INT: OH, RIGHT, OK. WAS THAT BECAUSE OF THE ...

Patient: The anaesthetic.

INT: ... THE ANAESTHETIC ...

Patient: Yes. It was [???] you know, it was just ...

INT: YEAH, IT FRIGHTENS YOU [???]

Patient: I just, I suffer from motion sickness and things like that, so I think it was that, but I mean I was lucky I didn't have to have any of the drains.

INT: OH RIGHT, OK.

Patient: Yeah, which, I kept trying to find out and, but the lady who was in the next bed to me said, 'Oh, I didn't have, I didn't, you would,' 'cos she said, 'You wouldn't have drains, I didn't have them [???]' you know, so, er, yeah, I was OK. I mean they kept coming round saying, 'Would you like painkillers,' so I went, 'No, I'll be all right.' 'No, you must have them. You're OK now because you ...

INT: BECAUSE YOU'RE STILL IN THE ANAESTHETIC, YEAH, OF COURSE, MM.

Patient: Yes, so ...

INT: AND HOW LONG WERE YOU IN HOSPITAL THEN?

Patient: I come home, I was home, did I come home Thursday, Thursday afternoon ... Thursday afternoon.

INT: YOU WENT IN MONDAY AND CAME HOME THURSDAY, DID YOU?

Patient: Yeah.

INT: FOUR DAYS ...

Patient: Yeah.

INT: YEAH, OK. AND, ERM, WHEN DID YOU NEXT GO BACK TO HEAR ABOUT THE RESULTS OF THE OPERATION?

Patient: Two weeks later.

INT: TWO WEEKS LATER.

Patient: Yeah.

INT: AND WHO DID YOU SEE THEN?

Patient: Er, I saw the actual, although I say it was Mr Everson that did the op, it was, I saw, she didn't say who it was, but she was the ... er, whether she did the op herself or whether she assisted ...

INT: RIGHT, OK.

Patient: Because she was so pleased with the scar, you know, how well it had healed, and I said, 'Did you have something to do with it?' so she said, 'Yes, I did.'

INT: OH RIGHT THEN, OK.

Patient: So ... but I didn't catch her name, because they were so short-staffed and busy that day.

INT: RIGHT, OK, LET ME SEE, WHAT DID SHE LOOK LIKE?

Patient: She'd got ...

INT: GLASSES, SHORT DARK HAIR?

Patient: Yeah, I think she had.

INT: WAS HER NAME FRANCES KENNY?

Patient: It might have been, yes, it could well have been.

INT: MM, YEAH SHE'S ONE OF THE SURGEONS THERE.

Patient: Yeah.

INT: YEAH, WELL SHE'S AN ASSOCIATE SPECIALIST, YEAH, OK.

Patient: Yeah, 'cos they just gave us our appointment cards and didn't say which doctor you were seeing.

INT: RIGHT, OK.

Patient: Because there was a waiting list [???

INT: YEAH, THEY'RE REALLY BUSY THERE, I CAN REMEMBER SEEING A LOT OF PEOPLE.

Patient: We was there nearly two hours, I mean they brought tea and biscuits round [???] [chuckles]

INT: OK THEN, SO YOU SAW FRANCES TO HEAR THE RESULTS OF YOUR OPERATION, COULD YOU JUST TELL ME, WHAT DID SHE TELL YOU?

Patient: She said that everything had gone well, erm, there was, all the surrounding tissue was clear and the lymph nodes were clear, and that it was a small tumour, erm, a slow-growing one, erm, so basically I was clear, you know, OK.

INT: RIGHT, OK. HOW DID YOU FEEL THEN?

Patient: Fine. [chuckles]

INT: YEAH, [???

Patient: Yeah.

INT: AND, ERM, AND SO WHAT, DO YOU NEED ANY FURTHER TREATMENTS OR ...?

Patient: I've got to have radiotherapy, they explained that I need to go, so I go on Thursday to see Dr Peak?

INT: [???] THE ONCOLOGIST, YEAH, HE'S THE ONCOLOGIST.

Patient: And, erm,

INT: SHE IT IS.

Patient: She, yes, and then she will explain to me what's going to happen then and then I'm on the, drug ...

INT: IS IT TAMOXAFEN?

Patient: Erm, Tam-, yeah, that's it. Yeah.

INT: OK. ERM, THINKING ABOUT THE TIME IN BETWEEN SEEING MR WINDLE AND YOU HAD YOUR OPERATION, I KNOW YOU'RE GOING TO TELL ME ABOUT THE INTERNET, DID YOU LOOK FOR OR WERE GIVEN ANY OTHER INFORMATION, EITHER FROM A GP, RELATIVES, FRIENDS, NEIGHBOURS, SUPPORT GROUPS? DID YOU LOOK AT BOOKS, MAGAZINES, VIDEOS, ANYTHING LIKE THAT?

Patient: The internet, I looked at the internet.

INT: RIGHT, OK. AND SO WHAT DID YOU LOOK UP THERE ON THE INTERNET?

Patient: I looked u p, er, what the operation concerned, because I do ... and ...

INT: WAS THAT LUMPECTOMY OPERATION?

Patient: Yeah.

INT: DID YOU LOOK UP MASTECTOMY AT ALL?

Patient: No, I didn't.

INT: RIGHT, OK.

Patient: No, I didn't. Erm, how long would I be in hospital and what the recuperation would be ...

INT: RIGHT, YEAH.

Patient: ... basically yeah. The different, it had got different types, different grades of cancer and all that sort of thing.

INT: WHAT, WHAT WEBSITES DID YOU LOOK AT, DO YOU REMEMBER, JUST OFFHAND?

Patient: I think it is, is it BACUP, I think it's BACUP.

INT: OH, YOU WENT TO THE CANCER BACUP WEBSITE? OH THAT'S A GOOD ONE.

Patient: Yeah, it was. I always go into BBCi and that leads you onto it.

INT: YES, AHA, ERM, AND ANY MAGAZINES, VIDEOS, ANYTHING LIKE THAT? ANY BOOKS? DID ANYONE SEND YOU MAGAZINES [??]? ?

Patient: No, no.

INT: RIGHT THEN. AND DID YOU FIND ANY OF THAT USE-, INFORMATION USEFUL IN ANY WAY?

Patient: Yeah, I did, yeah. I mean obviously after my op, when I was going on holiday I picked a magazine up in the airport and looked at it, and I wished, I thought, 'God I shouldn't have had this magazine,' it was about a lady whose Mum had had breast cancer and she'd, she'd has a mastectomy, the Mum had, but the cancer came back. Because she'd had a mastectomy they hadn't bothered checking, with having the mastectomy, and the Mum got another. Oh how depressing [chuckles] you know.

INT: YEAH, YOU READ THESE THINGS DON'T YOU, 'WISH I'D NEVER READ IT NOW.'

Patient: I mean I hadn't picked it up because of that article, you know, it was just in it.

INT: IT JUST HAPPENED TO BE THERE.

Patient: And I thought, 'Ooh, I don't like the sound of that,' you know.

INT: YEAH, YEAH.

Patient: And then I sort of thought, 'I'll put it back it to the back of my mind', and I thought, in fact some ladies do worry ...

INT: YEAH, OF COURSE.

Patient: ... you know. And I thought, 'Well, yeah, do you think, if you've had a mastectomy you would think all your problems have gone.'

INT: YEAH.

Patient: But ... anyway.

INT: ERM, THINKING ABOUT, ERM, YOUR CONSULTANTS WITH THE YOUNG LADY DOCTOR AND MR WINDLE, ERM, AND THE TIMES YOU SPOKE TO SUE, THE BREAST CARE NURSE, DID YOU FEEL THAT ANY OF THOSE HAD A PARTICULAR TREATMENT OR PREFERENCE FOR A PARTICULAR TREATMENT IN MIND?

Patient: Well in my case definitely a lumpectomy.

INT: YEAH.

Patient: Yeah.

INT: YOU DEFINITELY FELT THAT THAT'S WHAT THEY THOUGHT WAS BEST FOR YOU?

Patient: Oh yeah ... yes, definitely.

INT: YEAH, OK, RIGHT. ERM ... LAST COUPLE OF QUESTIONS, ERM, LOOKING BACK, ERM, FROM WHEN YOU WERE FIRST DIAGNOSED UNTIL NOW, HOW DO YOU FEEL ABOUT THE CARE YOU'VE RECEIVED?

Patient: It was good.

INT: YEAH?

Patient: Yeah, it was good. Like I say, it's been a short period of time being diagnosed, operation done. The only thing that [chuckles] I kept asking was 'W haven't I had these drains?' I mean it's not something I wanted but ...

INT: RIGHT.

Patient: ... and, you know, they said, 'Oh well Such-and-Such didn't think you should have them, you know, and it aids recovery time,' but, and I think well, there must be a reason that I didn't have to have them.

INT: YEAH.

Patient: But I was, it was never explained.

INT: RIGHT, OK THEN.

Patient: So, that's just a mystery to me.

INT: RIGHT. DO YOU THINK YOU'LL ASK ABOUT IT NEXT TIME YOU SEE THEM, OR ...?

Patient: A bit, no, because every time I've, I've never been given, like the only explanation I was given, well, erm, one nurse says, 'Were you doctor, Mr ...' oh, it was a foreign doctor's name, and I says, 'No, I wasn't her', oh, because she doesn't, he or she doesn't believe in them or something like that.

INT: THAT'LL BE MISS [???

Patient: Yeah, he doesn't do them or something like that. But, I'd like to know why, why do you have them? I know they're for [???] but why didn't I need to have them? I know they're a small incision, it's just if they just said, 'Well ... you know, you haven't got enough drainage or something,' it's just ... that's the only thing that, it's a minor problem really, [chuckles] you know what I mean.

INT: OH, I'M SURE IF YOU EVER WANTED TO RING THEM UP THEY'LL TELL YOU, I MEAN ... THEY'RE USUALLY VERY GOOD.

Patient: I'm sure they would, but, you know, it's just nothing, I was lucky, I didn't have to have them, but, like I said, the lady in the next bed, she'd said, she'd to me before I went in, 'Well you wont have them because I didn't,' so whether it is one certain [???] and that is ... talk, like I saw you get to know ladies in the bed, the next bed, and she'd had what I'd had, but then she had, and that, then she had to go on and have a mastectomy. And I suppose that put a bit of doubt ... in ...

INT: DID YOU MENTION THAT AT ALL ...

Patient: No.

INT: WHEN THEY WERE TALKING TO YOU, WHEN MR WINDLE WAS DESCRIBING YOUR OPERATION?

Patient: No, no, it's just, like I said, it's just when you talk to patients. So that was, I can say, the most worrying time was from when I'd had my op to when I was, the two weeks I was going back to get the results of, erm, the tissue samples that they'd taken away.

INT: YEAH.

Patient: That was the time that I worried most of all.

INT: RIGHT, IN CASE IT WASN'T CLEAR.

Patient: In case it wasn't ...

INT: CLEAR.

Patient: [???] clear. That was, because when I went back and it was clear that was ...

INT: THAT WAS FINE, YEAH.

Patient: ... that was OK. But that was the most stressful time for me.

INT: YEAH. THE INFORMATION YOU GOT FROM BACUP AND THAT, DID IT MENTION AT ALL THAT, YOU KNOW, IF IT WASN'T CLEAR, YOU'D NEED A MASTECTOMY? WERE YOU AWARE OF THAT OR ...?

Patient: Er, no, I don't think I was.

INT: RIGHT.

Patient: It hadn't, that hadn't come into it.

INT: RIGHT, OK.

Patient: No.

INT: MM, WELL, I MEAN IT MIGHT, YOU WOULDN'T NEED ONE, YOU MIGHTN'T NEED ONE, YEAH.

Patient: Yeah, yeah. You know, I suppose that was a hurdle I would have had to cross ...

INT: YEAH, RIGHT.

Patient: ... if and when.

INT: YES, OF COURSE.

Patient: Yeah, mm.

INT: ERM, YOUR CARE, THINKING ABOUT THE CARE, WE'VE GONE A BIT OFF THE TRACK THERE, HAS IT, DO YOU THINK IT'S MET YOUR EXPECTATIONS, AND DID YOU HAVE ANY EXPECTATIONS?

Patient: Erm, I think the care was good, the care, yeah, mm.

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

Patient: Oh, that's a hard one.

INT: WELL WE ALWAYS KEEP THE HARD ONES TO THE END.

Patient: I know. What would I do?

INT: [???

Patient: Do I have to answer that or ...?

INT: YOU DON'T HAVE TO ANSWER ANY QUESTION BUT YOU ...

Patient: Well, I don't know, I can't ...

INT: IF YOU CAN'T THINK OF ANYTHING, THAT'S FINE, BUT ...

Patient: I can't ... I can't really think of anything. I mean I wasn't in there an awful long time. So, er ...

INT: MM, RIGHT, OK. AND NOW YOU'VE BEEN THROUGH THIS EXPERIENCE, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW FIRST OF ALL ABOUT THEIR DIAGNOSIS, WHEN THEY'RE GETTING THEIR DIAGNOSIS?

Patient: She needs reassurance.

INT: YEAH?

Patient: Yeah.

INT: ABOUT?

Patient: About what is gonna happen, yeah. And to be told her, it's her person, I mean, like I say, I've got friends who've had it, but they were all different.

INT: YEAH, OF COURSE, YEAH.

Patient: You know, everybody's different. Erm, I think it must be worse for the, I mean the young girls that lose their breasts, that must be ...

INT: YEAH, SURE,

Patient: ... worse for them.

INT: MM. AND DO YOU FEEL THAT YOU WERE REASSURED THROUGHOUT THE ...

Patient: Yeah.

INT: ... THE JOURNEY THAT YOU WENT THROUGH?

Patient: Yeah.

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

Patient: Er, well I would imagine, like I say, I was lucky, I only had to have a lumpectomy, but if you do have to have a mastectomy, what you can have afterwards, you know.

INT: YEAH, FURTHER TREATMENTS AND THINGS.

Patient: Treatment afterwards and, er, breast, erm ... you know, the ...

INT: OH THE RECONSTRUCTION?

Patient: ... the reconstruction and things like that. And it must be awful, erm, it's how you feel, your appearance ...

INT: YEAH, OF COURSE, YOUR BODY IMAGE.

Patient: Your body image.

INT: YEAH.

Patient: So it must, that must be, yeah, I mean when my breast was swollen I felt [chuckles] but I was lucky to, for ladies to have lost their breast ...

INT: YEAH, OF COURSE.

Patient: I mean the lady in the next bed, she did show me her scar. She says, 'Are you squeamish?' and she, 'cos she was, she was 70-odd, you know, she says, 'Look,' whether I was squeamish or not, you know. It was a bit of a shock.

INT: YEAH, OF COURSE.

Patient: You know.

INT: AHA.

Patient: But she was 70, I think she was 70, and then there was a young girl across from us that was 30, and the difference in how they reacted ...

INT: YEAH, OF COURSE.

Patient: ... that's why I say, that's why I consider myself lucky.

INT: MM, MM. ERM, I THINK THAT'S IT, [???) I THINK WE'VE COVERED EVERYTHING. ERM ... IS THERE ANYTHING ELSE YOU'D LIKE TO ADD TO WHAT WE'VE BEEN TALKING ABOUT TODAY? ANY IMPORTANT POINTS YOU THINK WE'VE MISSED, ANYTHING WE HAVEN'T COVERED?

Patient: Erm, well there is, this thing, you know when I said, when I was first, when I first went, the doctor, I told my sister, told the doctor about my sister

and she said, 'Yeah, it's flagging up ...' you know, that, I mean, one, some doctors say, 'Oh no, there's no, there's nothing to connect, erm, ovarian ...

INT: OVARIAN CANCER WITH BREAST CANCER.

Patient: ... ovarian cancer with breast cancer,' and other's say, 'Yes, there is,' and that is something ...

INT: RIGHT.

Patient: ... that I'm sort of in the dark, whether it is or not.

INT: WELL, I MEAN, I DON'T KNOW MUCH ABOUT IT TO BE HONEST. WHAT I SUGGEST YOU DO IS EITHER CONTACT THE BREAST CARE NURSES OR CONTACT THE HOSPITAL OR YOUR GP.

Patient: Yeah, I mean even, yeah, ...

INT: BECAUSE THEY SHOULD HAVE A GENETIC COUNSELLOR WHO WILL BE, I MEAN, I GUESS THERE ARE A LOT OF THINGS THAT ARE PROBABLY WHAT RESEARCH YOU READ AND WHAT YOU BELIEVE IN REALLY, BUT THEY WILL, THEY'LL HAVE THE FACTS FOR YOU I THINK.

Patient: Yeah, but you know that's just one that, you know, you're told one thing, and then someone says, 'Oh no ...'

INT: I MEAN YOU'VE MENTIONED IT A COUPLE OF TIMES, IF IT'S SOMETHING YOU'RE CONCERNED ABOUT, I THINK, AND I THINK IF YOU ARE ...

Patient: Well I think it is with having a grand-daughter.

INT: YEAH, SURE.

Patient: You know, things like that if ...

INT: SO ... I THINK FOR YOUR PEACE OF MIND, YOU KNOW, IT'S ...

Patient: And a cousin having breast cancer, you know, it does make you ...

INT: IT DOES, YEAH.

Patient: And I tell you what, my family's got an awful lot of cancer, even cousins that have died of cancer, and uncles.

INT: IT'S PROBABLY WORTH YOU, CERTAINLY FOR YOUR PEACE OF MIND AND INTO THE FUTURE TO JUST HAVE A WORD WITH THE GENETIC COUNSELLOR, I'M SURE THEY'LL ORGANISE ONE FOR YOU, I MEAN, THEY'RE VERY HELPFUL LIKE THAT, IF YOU THINK IT'S SOMETHING OF CONCERN.

Patient: I mean some just say it's age, you know what I mean? Like, ovarian, it depends what age you get the cancer.

INT: YEAH, SURE.

Patient: You know, but ... no, I consider myself lucky that I was diagnosed early and that was lucky that I cancelled my appointment, I'd gone at a later stage ...

INT: YEAH.

Patient: I just, someone's smiling down on my as far as I'm concerned.

INT: MM, YEAH. ERM, OK. I'LL TURN OFF NOW.

Patient: OK.

[End of interview]