

*SURGICAL MANAGEMENT PREFERENCES STUDY: Interview (Patient)

*VENUE: High MR unit

*DATE:

*ID: Patient44

INTERVIEWER: DJW

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

Patient: Er, well, to be honest, I didn't know much at all, except that if you got a lump, you know, you went to 't doctors and all that. I didn't realise there was so much, you know different things, like. I thought as it was a lump, I mean I hadn't got a lump.

INT: NO, YEAH.

Patient: Er, that's about all really, I didn't know much about it otherwise, to be honest, I never really, well when you don't have it in 't, any dealings with it, you don't really go into it, do you?

INT: YEAH. AND HAVE YOU GOT ANY FAMILY, PRE- FAMILY WITH BREAST CANCER?

Patient: No, not with breast cancer ...

INT: ANY ...?

Patient: Well, let me put it like this, years ago my Dad had got two aunties that had it, but that were when I was a child.

INT: YEAH, YOU WERE A CHILD.

Patient: So you sort of don't ...

INT: YOU DON'T REALLY KNOW MUCH ABOUT THEN, YEAH.

Patient: no.

INT: AND THE, ER, ANY FRIENDS OR ...?

Patient: No, not really.

INT: WORK COLLEAGUES, ANYTHING LIKE THAT?

Patient: Not since, no, no. No, people I know has had it but not people who I talk to, sort of thing, that I wouldn't go and discuss it with or anything.

INT: YEAH, OF COURSE.

Patient: No, not really.

INT: AND YOU YOURSELF, I MEAN, YOUR PREVIOUS MEDICAL HISTORY, HAVE YOU BEEN A GENERALLY WELL PERSON OR WHAT, HOW WOULD YOU DESCRIBE YOURSELF?

Patient: Well, I think so.

INT: YEAH?

Patient: Yeah, well, yeah, I've not really had any things, I went to 't hospital a lot when I had, were wanting children, which I never got. Er, but, er, not really. I wouldn't, I would say not really, you know, I would say I were all right.

INT: OK.

Patient: [chuckles] I went on HRT for mood swings, whether that me crazy or not I don't know.

INT: [???] CRAZY. WELL I GET THEM SO ... [CHUCKLES] SO, CAN YOU TELL ME HOW YOU FIRST FOUND OUT THERE WAS SOMETHING WRONG WITH YOU?

Patient: Mammogram.

INT: OH, YOU WENT FOR YOUR MAMMOGRAM?

Patient: I went for my mammogram in July.

INT: RIGHT. THAT WAS AT DERBY CITY, WAS IT?

Patient: No, I went, you know, it's ...

INT: DO THEY HAVE A MOBILE?

Patient: Mobile.

INT: YEAH.

Patient: AT Alfreton.

INT: OH RIGHT, OK.

Patient: It were just my time up for my mobile, for the mammogram, which I went to and then I got called back.

INT: AND DID YOU GET A LETTER OR TELEPHONE?

Patient: Yeah.

INT: YEAH, YEAH.

Patient: Yes, I got a letter to tell me to go back so therefore I went, you know.

INT: AND WHAT WENT ...

Patient: And when I got there they did another mammogram. They showed me, the showed me why I was called back, there was this little difference from the last time and, er, and that's, that's why I was called back. There were like a little lighter patch with little speckles in.

INT: OH RIGHT, OK. SO WHEN YOU GOT THE LETTER TO SAY TO GO BACK, WHAT WENT, WHAT WENT THROUGH YOUR MIND AT THAT POINT, CAN YOU REMEMBER?

Patient: Well ... I, you know, 'What the hell ...' you know, 'God, I've got called back,' you know, er, worried really, I were worried. And [???] got called back before and hers was just calcification so I'd more or less, but by the time I went I'd convinced myself that, er, that's all it was, calcification, nothing else.

INT: RIGHT, YEAH.

Patient: 'Cos she'd been called back and hers was only that.

INT: RIGHT, OK.

Patient: So ... anyway they say it were calcification anyway, like, but I mean I had these, when I went back I had these tests, I had a core biopsy ...

INT: OH, YES.

Patient: ... another mammogram, core biopsy and an ultrasound, which they were looking for a lump which they couldn't find.

INT: MM, OK. SO WHEN YOU WENT TO GET THIS SECOND MAMMOGRAM, AND THEY TOOK THE BIOPSIES AND THINGS, DID YOU SEE A CONSULTANT AT THAT TIME ... A DOCTOR?

Patient: No, er, only a doctor of radiology, radiology ...

INT: RIGHT, OK.

Patient: ... er, I forget what his name is now, Mike somebody I think it was. Only he did the ultrasound, that's all I saw.

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

Patient: Not that time, not that time, only when I went back for my results and it was.

INT: RIGHT, OK. AND DID THE RADIOLOGIST OR ANYTHING GIVE AN INDICATION OF WHAT IT MIGHT BE, YOU KNOW, THAT IT MIGHT BE CANCER OR ANYTHING, OR ...? DID ANYBODY SAY ANYTHING?

Patient: I can't remember. Well, he just said that they were doing these tests, I were going to have this core biopsy just to find out whether it was or not.

INT: YEAH, MM.

Patient: That's all really. So I had this core biopsy and I had to go back the following week ...

INT: MM, SO ...

Patient: ... for the result.

INT: AND HOW DID YOU FEEL DURING THAT WEEK WAITING FOR THE RESULT?

Patient: Well, to be honest, you're sort of, I sort of, er, just took it as, you know, er, I actually convinced myself I was all right.

INT: RIGHT, OK.

Patient: And I were really positive.

INT: YES, MM.

Patient: And I thought, you know, 'I can't, you know, I'm not going to have that 'cos nobody in 't family's had it ...

Patient: and, er, I'm sure it only be calcification, there'll be nothing wrong.' I was 99.9 per cent sure I was going to be all right.

INT: MM. DID YOU TALK ABOUT YOUR FEELINGS TO ANYBODY, FRIENDS, FAMILY?

Patient: My sister ... but she were trying, she were convincing me as well that I was going to be all right,

INT: WELL PEOPLE GENERALLY DO.

Patient: ... because she wanted to, I mean they're not going to say 'You're going to be ...' are they?

INT: NO, NO. PEOPLE TRY AND LOOK ON THE BRIGHT SIDE.

Patient: So I were really positive and I really thought that I more or less, like I say, 99.9 ... there was just that ... just that bit of doubt.

INT: YEAH, OF COURSE.

Patient: But I were really positive and that.

INT: SO WHEN YOU WENT BACK TO HEAR YOUR RESULTS OF YOUR DIAGNOSIS ...

Patient: Shock.

INT: ER, YEAH, I CAN SEE, CAN YOU JUST TELL ME EXACTLY WHAT HAPPENED WHEN YOU WENT INTO THE ROOM?

Patient: Well, they come to fetch me and, er, I went in and he said, 'Do you want your husband to come in?' and I said, 'No, no because he's deaf anyway, he'll not hear sort of thing, ... 'course I thought I were going to be [???] [chuckles]. Anyway I went in and it were, was a consultant there then.

INT: DO YOU REMEMBER WHAT HIS NAME WAS?

Patient: It were Mr Holliday.

INT: MR HOLLIDAY, YEAH, THAT'S RIGHT.

Patient: And he told me that it was. So of course I automatically went into shock [chuckles] because I was so positive that I wasn't, they were going to I were all right really, 'cos I'd talked myself into it.

INT: AHA, YEAH.

Patient: So I was, er, well 't nurse said I'd got shock on my face [?]. There was also a nurse plus the breast cancer nurse ...

INT: RIGHT, OK.

Patient: ... as well in the room.

INT: DO YOU REMEMBER WHICH ONE IT WAS, THE BREAST CANCER ...?

Patient: Oh, I do, Marlene.

INT: MARLENE, WAS IT MARLENE?

Patient: Marlene Dale.

INT: YEAH, MM.

Patient: Yeah. And, er, that's all he said, I can't remember exactly what he said, but he said it was, but I can't remember if he said anything else or not, but he just said that he'd got an opening for an operation on the 3rd August. So I said, so he said, 'Is that all right?' so I said yeah, I can remember that. But I didn't really have any option, if you see what I mean, that's what he told me, that's all I can remember.

INT: THAT WAS THE DATE, HE WAS TELLING WHAT DATE YOU COULD HAVE THE ...?

Patient: Yeah, but he didn't, I don't think he give me any option.

INT: RIGHT.

Patient: Do you know what I mean? Of either having anything or nothing or whatever.

INT: OH RIGHT, OK.

Patient: He just ...

INT: YOU DON'T REMEMBER HIM SAYING THAT?

Patient: No, I don't. But I was, I was, like I say I was in total shock.

INT: I CAN IMAGINE, YEAH.

Patient: So, er, I can't be sure, but I can't remember him saying any ... I can remember him saying he'd got an opening for an operation on the 3rd August, and I said all right, and that's it, I didn't know what it were going to be or anything.

INT: RIGHT, OK.

Patient: Like, but then he palmed me off ... well, I won't say palmed ... Marlene took over then, we went and discussed it in a, they fetched my husband in and we went and discussed it in another room with just Marlene, and she told me everything.

INT: RIGHT, SO WHAT DID YOU TALK ABOUT, DO YOU REMEMBER?

Patient: Well she talked, we talked about, er, er, what it was. She'd got all this information, you get like a pack, and she drew everything and shown me what it was and that she told me it's called a wide local excision what they'd be doing and they'd be taking this duct out, and they have leave so much round it, clear tissue, and, er, and that. She just went through everything.

INT: RIGHT, OK.

Patient: You know, and asked if, well, she just went through everything.

INT: DID SHE MENTION JUST ONE OPERATION OR DID SHE MENTION A MASTECTOMY OR ...?

Patient: Oh well she, no, she didn't mention mastectomy at all.

INT: RIGHT, OK.

Patient: No, just mentioned this one.

INT: RIGHT, OK.

Patient: And, er, she just said that, obviously that if they, with there being four sides on everything or something, sometimes they have to send for you back to have another one, if they don't get it all.

INT: RIGHT, OK, YEAH.

Patient: Erm, but I didn't of course, so that was all she mentioned really, except she did go through everything.

INT: YEAH, AHA.

Patient: ... you know, about radiotherapy after if you have to have it, and er ... it was ... they've been good with telling you about everything, do you know what I mean?

INT: YEAH.

Patient: They've explained everything really well all along the line.

INT: YEAH, SO YOU'VE KIND OF KNOWN WHAT'S GONNA COMING UP NEXT ...

Patient: Yeah, yeah.

INT: YEAH, RIGHT. OK AND, ERM, WHEN MR HOLLIDAY WAS ACTUALLY DESCRIBING YOUR DIAGNOSIS AND THINGS, DID HE USE ANY DIAGRAMS? DID HE USE ANY MAMMOGRAMS OR ANY PICTURES, ANYTHING LIKE THAT, DO YOU REMEMBER THAT?

Patient: No pictures but I can't, I can't, to be honest, I can't.

INT: MM, YOU KNOW IT'S NOT UNCOMMON THAT, LIKE, IT SORT OF LIKE STOPS YOU IN YOUR TRACKS, DOESN'T IT, WHEN YOU HEAR ...?

Patient: Yeah, that's it you see, all I can remember him saying it is that, and I just sort of went, 'Oh God ...' you know. And then, er, er ... then I can just remember him saying about this, this er, this slot for an operation on August 3rd, and that, if that was all right, and I said yeah. That's all I can remember about it.

INT: YEAH? THAT'S OK. ERM, OK, ERM, WHEN YOU WERE TALKING TO MARLENE ABOUT THE DIAGNOSIS AND THE OPERATIONS AND THINGS, ERM, HOW MUCH DID YOU UNDERSTAND ABOUT WHAT YOU WERE BEING TOLD?

Patient: I understood, I understand, I understood it quite well actually, understood it.

INT: AND WAS THERE ANYTHING YOU THINK YOU DIDN'T UNDERSTAND?

Patient: Er, well if I didn't I asked for a more explicit explanation, [???] yeah, I did, she were, they were very good.

INT: YEAH, SO THEY CHECKED THAT YOU UNDERSTOOD EVERYTHING ...?

Patient: yeah.

INT: AND ANY QUESTIONS YOU ASKED, DID YOU FEEL THEY WERE [???] ANSWERS?

Patient: Yeah, and my husband asked one or two as well, but, yeah. I'm quite, I understood what she said at the time.

INT: RIGHT, YEAH, MM. AND, ERM, AFTER YOU SAW MARLENE, DID SHE GIVE YOU, OR DID ANYBODY GIVE YOU ANY LEAFLETS TO TAKE HOME?

Patient: Oh yeah, I got a pack, yeah. I got leaflets one everything: we got ... I'll show if you if you like ...

INT: YEAH, FINE, IF YOU [???

Patient: All right, I'll just fetch it you.

INT: THAT'D BE LOVELY, THANKS.

Patient: ... [???

INT: OK, RIGHT, THESE ARE THE ONES FOR THE CANCER SERVICES, YEAH.,

Patient: And there's a, there's a diagram in there of what I've had, that pink slip, that pink one there.

INT: AH RIGHT, YEAH.

Patient: All about the ductal.

INT: THIS IS YOUR TREATMENT DIARY RECORD, YEAH?

Patient: Yeah, which isn't filled in.

INT: YEAH. I'VE NEVER MET MARLENE, WHAT'S SHE LIKE, MARLENE?

Patient: She's very nice.

INT: YEAH, 'COS WHEN WE WERE DOING ...

Patient: The thing was, she, I did all this on the Tuesday and she were going on holiday on the following week for a fortnight, so while I went in, you see, she wasn't there.

INT: AH, RIGHT.

Patient: But I did happen to see her when I went to 't DRI to see Dr [???

INT: AHA.

Patient: Yeah.

INT: OK AND THIS IS ...

Patient: I saw her again there.

INT: IS THIS, THIS ONE HERE?

Patient: No, that's not it, it's the other one.

INT: AH RIGHT, I SEE, [??] THAT ONE, OK. LET ME FOLLOW YOU UP. IT'S QUITE A GOOD LITTLE PACK THIS. DID YOU FIND THIS INFORMATION USEFUL?

Patient: Yeah.

INT: HAVE YOU READ IT THEN, HAVE YOU?

Patient: Yeah.

INT: YEAH, IT LOOKS LIKE A GOOD LITTLE PACK ACTUALLY.

Patient: It is quite [??], it is, you get all this information. I had my consent form where I had to ...

INT: YEAH, ANAESTHETICS AND THINGS. OK. AND THIS ...

Patient: That's the one.

INT: THIS IS ... FOR WHO ...

Patient: As you can see look.

INT: RIGHT, OK.

Patient: That's the one what I got.

INT: YEAH, AHA. [??] HE EXPLAINED THAT IT'S NON-INVASIVE, YEAH.

Patient: Yeah. It's all, it's very good, it's all good and explained well.

INT: YEAH. YEAH, OK.

Patient: Although it doesn't say anything about radiol-, radiotherapy on there, does it?

INT: I DON'T THINK SO, NO, I THINK THAT'LL BE IN THE FURTHER TREATMENTS LATER ON, THIS IS JUST TELLING YOU ABOUT THE CANCERS AND, YEAH, AH RIGHT, SO IT TELLS YOU ...

Patient: About Tamoxafen.

INT: YEAH, TAMOXAFEN, IT MENTIONS THAT YOU CAN JUST HAVE THE [??] SURGERY OR MASTECTOMIES IF IT'S WIDESPREAD. OK. OK, SO ...

Patient: I think it were very good.

INT: YEAH, IT'S A GOOD LITTLE PACK ACTUALLY.

Patient: And I read some, I read other things on radiotherapy and that.

INT: THAT'S ALL FROM ...

Patient: I read one on Tamoxafen.

INT: SO THEY'VE ALL BEEN FROM THE HOSPITAL, HAVE THEY?

Patient: Yeah.

INT: YEAH, OK.

Patient: Yeah, they've given me as I've gone along.

INT: MM. AND, ERM, OK, SO YOU SAW MARLENE, SHE GAVE YOU THE PACKS AND STUFF, HOW SOON AFTER YOU HAD THAT CONSULTATION WITH MR HOLLIDAY DID YOU HAVE YOUR OPERATION? HOW LONG WAS IT IN BETWEEN?

Patient: It were a week I went in [?]. Hang on a minute ... yeah, a week. It was the 27th July when I went back for my ... I went on, when I first go back it was 21st, then I went back for the results of that on the 27th, which was a Tuesday, [???] I went back on a Tuesday, and the following Tuesday I went in for my operation, 3rd August.

INT: AND IN BETWEEN THAT TIME DID YOU HAVE ANY FURTHER CONTACT WITH THE BREAST CARE NURSES, THE TEAM?

Patient: No.

INT: YOU DIDN'T CALL THEM FOR ANYTHING OR ASK ANY QUESTIONS?

Patient: No.

INT: YEAH? RIGHT.

Patient: No, I didn't.

INT: AND DURING THAT TIME, DID YOU ...

Patient: Because I knew Marlene were on her holidays anyway.

INT: AH, YEAH, MM. ERM, AND IN THAT DID YOU SPEAK TO ANY MEMBERS OF YOUR FAMILY OR ANYTHING ABOUT, YOU KNOW, THE OPERATION YOU WERE GONNA HAVE AND YOUR DIAGNOSIS?

Patient: No, not really. My sister I suppose. Er, but no, not really, I just kept saying it to myself, if I say it out loud, my therapy that was ...

INT: WHAT [???]

Patient: Come out with it.

INT: OH YEAH.

Patient: I've got breast cancer.

INT: OH YEAH, SO GET IT OUT IN THE OPEN?

Patient: Mm. You see I was still at work till I went in.

INT: OH RIGHT, OK. WHERE DO YOU WORK? WHAT DO YOU WORK AS?

Patient: I work at, I'm a care, a senior care assistant in a nursing home.

INT: OH RIGHT.

Patient: And I went to work till ... well I had to go Monday for my pre- er what's-it, operation things, you know, medical things.

INT: OH PRE-ASSESSMENT?

Patient: That's the one. So I finished work at the weekend, like. So because I went Monday for that pre-assessment and went in Tuesday, you see.

INT: YEAH, OK. SO YOUR OPERATION, CAN YOU TELL ME WHAT HAPPENED WHEN YOU WENT TO THE PRE-ASSESSMENT AND THEN FOR THE OPERATION? WHAT HAPPENED WHEN YOU WENT THERE?

Patient: How do you mean? What happened at the ...?

INT: JUST TELL ME WHAT HAPPENED WHEN YOU WENT IN FOR YOUR PRE-ASSESSMENT, WHAT WAS THE PROCEDURE, WHAT DO YOU DO?

Patient: Well, she just, er, they just took my blood pressure and, er, they didn't do much at all really. Took some blood which they couldn't get, I'd got two things and I got one on each arm, erm, what's it, 'cos they couldn't get, but she did it in 't end, or she thought she'd have to send me to 't phlebotomy, but we waited a bit and she got it. Er ... what else did she take? Oh she put on ECG ...

INT: YEAH.

Patient: ... and I can't, I think that were about it, I don't think she did much else. I can't think.

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

Patient: No.

INT: OR THE CONSULTANT ... AND DID ...

Patient: No, no I didn't.

INT: AND WHEN YOU WENT IN FOR THE OPERATION WHAT HAPPENED?

Patient: Well, I went in, er, very nice they all were, I must admit, very nice. Er, well I got, Holliday didn't do my operation.

INT: OH, WHO DID THE OPERATION?

Patient: No, it was Mr Sibbering.

INT: OH, MARK SIBBERING, YEAH.

Patient: I didn't know till I got there, till I went in, that he were, he were doing it.

INT: HAD YOU MET MARK BEFORE, HAD YOU?

Patient: No.

INT: OK.

Patient: No, I hadn't.

INT: AND DID YOU GET TO MEET HIM BEFORE THE OPERATION?

Patient: No. Oh, yeah, because he come, 'cos you're sent for, yeah.

INT: AH RIGHT, OK.

Patient: Yeah, I did, yeah. He just come for me to sign 't ... and introduced hisself, like, and, er, what happened was, went in, we had to be in for half past seven, and went down at about quarter to nine to have that needle marker, needle marker put in, down to the breast screening unit to get this needle marker in, and then I was the first in the afternoon, [???]. So the anaesthetist come [???], Mr Sibbering come round about 11-ish, half past 11, and the anaesthetist come to seem me, oh, dinnertime, one, half-past one time, erm, before I went down, 'cos they said I'd be going down about two. And, er, that were it really, I went down, come back. [chuckles]

INT: HOW WERE YOU WHEN YOU CAME BACK? WERE YOU OK? WERE YOU ILL OR ANYTHING?

Patient: No, I were fine.

INT: OK. NO PROBLEMS WITH THE ANAESTHETIC AND THAT, OK.

Patient: No, no.

INT: RIGHT.

Patient: No, I were fine. Nothing really, I ... fine all 't while really.

INT: MM. AND DID YOU HAVE ANY, ANY DRAINS IN?

Patient: Yes, I had one drain.

INT: RIGHT, OK.

Patient: Yeah, which was, I kept forgetting about and it's clanging about, yeah, every time you walk.

INT: [CHUCKLES] SO HOW LONG WERE YOU IN HOSPITAL?

Patient: Only a couple of days. I went in Tuesday, I come out Thursday. Mm. I went for a walk. I asked if I could go for a walk Wednesday afternoon, just to 't shop for some mints really and it were a nice day and I thought ... she says, 'Yeah, of course you can.' So off I trots with my drain. [chuckles]

INT: IN A BAG, YEAH.

Patient: With my drain, to get some mints from 't shop. And I went and sat outside a bit. I felt a bit dizzy actually, I felt a bit light-headed, but I got back all right. I did tell the nurse later on that I'd felt light-headed but I got back all right. 'Cos she says, 'You didn't tell me that, did you, when you come back?' I said, 'No, but I were all right.' [chuckles] I just told her later, like.

INT: IS THIS THE WARD NURSE?

Patient: Yeah.

INT: YEAH, AHA.

Patient: They were very nice.

INT: AHA.

Patient: Yeah.

INT: AND, ERM, AND YOU CAME HOME AND, ERM, YOU'VE BEEN BACK TO THE SEE THE CONSULTANT NOW TO FIND OUT ...?

Patient: Yes, I went back, er ...

INT: TELL ME ABOUT THAT, PLEASE?

Patient: I went back on 't 12th, 12th, glorious 12th. I went back to see Mr Sibbering on 't outpatients, yeah, and he told me that, well I had to go and see him in this, check my wound in between, practice nurse, in between. Then I went back and he said that they'd got it all, 'cos they send it to 't lab, don't they?

INT: YEAH, THEY'VE GOT TO HAVE IT DONE RIGHT, I SUPPOSE.

Patient: And he said that everything looked good, like, and they thought they'd got it all, but he were going to send me to see Dr Woodings [?] for some radiotherapy.

INT: RIGHT, OK. AND WHEN DID YOU SEE, WHEN DID YOU SEE MR SIBBERING THEN? HOW LONG AGO WAS THAT?

Patient: That was the 12th August.

INT: RIGHT, OK.

Patient: And I got an appointment to see Dr Woodings at the DRI on the 23rd of August, 'cos they give us two week for it to heal a bit.

INT: YEAH, OF COURSE. DID YOU GET TO SEE HIM.

Patient: She's a she.

INT: OH, SORRY.

Patient: Dr Woodings, yes, I saw her on 't 23rd and she told me that she was giving me the radiotherapy because the, the cells were dividing fast.

INT: RIGHT, OK.

Patient: OK? That's what she told me, because I said, 'Oh, Mr Sibbering never told me that,' you know, because I thought, actually I didn't think I would have to have radiotherapy.

INT: RIGHT, OK.

Patient: 'Cos it, although they mentioned it, I don't know whether everybody has it or not, I don't know whether it is a ...

INT: I THINK IF YOU HAVE THE WIDE LOCAL EXCISION ...

Patient: I did.

INT: YOU KNOW, JUST HAVE THE LUMP OUT, THEN GENERALLY YOU DO. THERE ONE OR TWO I THINK GET AWAY WITH IT, BUT IT'S VERY RARE. IT'S GENERALLY IF YOU HAVE A MASTECTOMY, I THINK, THAT YOU DON'T TEND ...

Patient: They don't, yes, I learnt that this week actually ...

INT: YEAH.

Patient: ... because a friend of mine who I knew, lives a bit further down the road, she went for her mammogram the same time as me and she, we was at the hospital at the same time, only she had to have another core biopsy that made her behind me.

INT: RIGHT, OK.

Patient: So she's waiting to go back to see, she's waiting, she goes to see Dr Woodings on Monday.

INT: RIGHT, OK. AND SO ...

Patient: So actually we are discussing it between us-selves on the phone every night, see how we're going on, but she was in with a lady who's had her breast off and she hadn't got to have anything, any other treatment. That's how I know.

INT: YEAH. AND, ERM, SO WHERE ARE YOU AT THE MOMENT? YOU'RE WAITING FOR RADIOTHERAPY, IS THAT RIGHT?

Patient: I'm waiting for radiotherapy.

INT: YEAH?

Patient: I've been in 't simulator for 't marking, went in on, that were 't 25th I went, 25th August when I did that, and she said, she said they'd ring me when they were ready. She said it's usually a fortnight at least, so that's what I'm still waiting, I'm still waiting.

INT: AND DO THEY DO THAT, JUST REMIND ME, DO THEY DO THAT AT THE CITY HOSPITAL OR IS IT THE ...?

Patient: DRI that one.

INT: THE DRI, YES, RIGHT.

Patient: That's right, you have to go to 't to radiotherapy.

INT: FOR THE [???] YEAH. AND, ERM, ARE YOU ON ANY MEDICATION ...?

Patient: Tamoxafen.

INT: TAMOXAFEN, YEAH, OK. ERM ...

Patient: And she gave me that 'cos they do a test, don't they?

INT: I THINK THEY DO, YEAH.

Patient: Something to do, 'cos it dun't suit everybody, does it?

INT: THAT'S RIGHT, YEAH.

Patient: Summat to do with oestrogen, isn't it, blocks it off, doesn't it?

INT: THAT'S RIGHT, YEAH, IT'S AN OESTROGEN RECEPTOR THING.

Patient: Yeah. And, er, it hadn't come through when I went to see Mr Sibbering, that test, so he said, 'But it will be through when you go and see Dr Woodings.' So Dr Woodings gave me the prescription for the Tamoxafen.

INT: AHA. OK, THINKING ABOUT THE TIMES YOU WERE TALKING TO MR HOLLIDAY FIRST OF ALL, I THINK YOU ONLY SAW HIM ONCE BUT, ERM, HOW DO YOU FEEL YOU GOT ON WITH DR HOLLIDAY? ... MR HOLLIDAY, SORRY?

Patient: Well, to be honest, I can't remember much about it 'cos that's the only time I saw him, and he just told me that it was cancer and then I was, like I say, I can't remember much about it. Er, he's not a ... I don't think he's a very ... he might be a very nice man for all I know, I mean, ... but he's not very talkative, is he? I don't ...

INT: NOT GENERALLY, NO.

Patient: Do you know what I mean?

INT: YEAH.

Patient: Erm, well, I mean, I can't really remember much about it.

INT: [???], MM YEAH.

Patient: Except for him saying that. And of course I wasn't under him when I went in 't hospital, so I didn't have much else to do with him.

INT: YEAH. AND THINKING ABOUT THE TIMES YOU SPOKE TO MR SIBBERING, ERM, ...

Patient: Now I liked, he were very nice, he, you could talk, yeah.

INT: DO YOU FEEL HE WAS LISTENING TO YOUR NEEDS AND YOUR CONCERNS AND THINGS?

Patient: Mm.

INT: YEAH?

Patient: I thought he were nice, yeah. Just a bit more outgoing than Mr Holliday, shall I put it like that. I'm not saying, he were a very private man, I don't know.

INT: YEAH, OF COURSE. ERM, AND THINKING ABOUT THE TIMES YOU SPOKE WITH MARLENE, HOW DO YOU FEEL YOU GOT ON WITH HER?

Patient: Oh, fine.

INT: AND DO YOU THINK SHE WAS LISTENING TO YOUR NEEDS ...

Patient: Yeah.

INT: ... AND CONCERNS AND THINGS?

Patient: Yeah, 'cos I saw her at 't DRI, you know, when I went to see Dr Woodings.

INT: OH RIGHT.

Patient: She was there then.

INT: OH RIGHT.

Patient: She come in with me, yeah.

INT: OH RIGHT, [???

Patient: Yeah, she were in there. I actually saw her while I were waiting, she'd come to 't drinks machine and, er, I says, 'Hey up, did you have a nice holiday?' like, 'cos she'd just come back from her holidays, and, er, I says, 'I've come to see Dr Woodings,' I says, 'Radiotherapist, but I didn't think I'd probably have to have it.' 'Cos they'd only told me that I'd be off work about six weeks.

INT: RIGHT, OK.

Patient: And to say you've got to have five week radiotherapy, that's stretching it a bit, isn't it? I mean six weeks ...

INT: IT'S BEEN THREE OR FOUR WEEKS SINCE THE OPERATION, HAS IT NOW?

Patient: It's, I've been off, this is, er, this is my sixth week off.

INT: I WAS GOING TO SAY ...

Patient: I were off all August and this is my sixth week [???

INT: AND DID THEY SAY HOW LONG RADIOTHERAPY WOULD LAST?

Patient: Yeah, five weeks.

INT: MM, I'VE HEARD IT'S BETWEEN FOUR AND FIVE WEEKS ...

Patient: Five weeks, five days a week.

INT: YEAH. ERM ... AND WHEN YOU WERE THINKING ABOUT, ERM, WHEN YOU WERE TALKING ABOUT THE OPERATIONS AND THINGS, WHEN THEY WERE DESCRIBING THE OPERATIONS, DO YOU FEEL THAT ANY OF THE PROFESSIONALS THAT YOU WERE SPEAKING TO - MR HOLLIDAY, OR THE NURSE OR WHATEVER - DID THEY HAVE A PREFERENCE IN MIND FOR ANY KIND OF OPERATION? DO YOU THINK THEY ...?

Patient: No, they ... no, 'cos, er, I think, like I said, I didn't really have an option personally, I didn't, unless I didn't have any treatment at all.

INT: YEAH, OF COURSE.

Patient: Er ... but I was just told that I were, er, but then again, like I say, I would not have refused it anyway.

INT: RIGHT, OF COURSE, YEAH.

Patient: Do you know what I mean? I wouldn't have been brave enough to say, 'Oh leave it, I don't want it.'

INT: I THINK YOU'RE RIGHT THERE. [CHUCKLES]

Patient: Do you know what I mean?

INT: YEAH, [???].

Patient: If that was the only option for my type of cancer ...

INT: RIGHT, OK, YEAH.

Patient: ... then that's probably why I didn't, 'cos it wasn't invasive.

INT: YEAH, OF COURSE.

Patient: That is probably the only option that is available. A bit too drastic to take your breast off at that, probably.

INT: MM, POSSIBLY, YEAH.

Patient: Well I would have thought so anyway.

INT: AND, ERM, LET ME SEE, WHERE ARE WE ...

Patient: So we only talked about this wide local excision, 'cos I knew no better anyway really.

INT: OK. I THINK WE'RE ALMOST THROUGH THE QUESTIONS NOW. ERM, WHERE ARE WE? WHEN, IN BETWEEN HEARING YOUR DIAGNOSIS FROM MR HOLLIDAY AND SEEING MARLINE, TO WHEN YOU HAD YOUR OPERATION, THAT WEEK, DID YOU LOOK FOR OR WERE GIVEN ANY OTHER INFORMATION TO DO WITH BREAST CANCER AND IT'S TREATMENT, EITHER FROM A GP, A RELATIVE, FRIENDS AND NEIGHBOURS? DID YOU LOOK IN BOOKS OR MAGAZINES OR ANYTHING LIKE THAT?

Patient: No.

INT: NO? YOU DIDN'T SEEK ANY ...

Patient: I can't say as I did, no. Now my friend down the road, she got an option, she did have options and she went on 't internet and everything and she spoke to lots of people. But no, I didn't. No, I just thought if I've got to have it, that's it. I'm sorry but ... should I have done?

INT: NO, NO.

Patient: I mean, er ...

INT: THERE'S NO SHOULD ABOUT IT. SOME PEOPLE LIKE ALL THE INFORMATION, AND SOME PEOPLE DON'T WANT IT AND ... [???

Patient: I mean I don't, it's not that I don't want the information, I'm only sort of ... I got the information I wanted for my kind of ... from the hospital. I mean I know ... that's all really. I mean they told me what \I wanted to know to do with my cancer. I mean I didn't get another option so I'd got nothing to ...

INT: YEAH TO ...

Patient: ... to think over, had I?

INT: NO, YEAH.

Patient: Do you know what I mean?

INT: YEAH.

Patient: If I'd got an option as to whether I'd got to have this wide local excision or I'd got to have my breast off, then ...

INT: YEAH.

Patient: ... you would do, wouldn't you?

INT: YEAH, YOU'D BE WANTING MORE INFORMATION THEN.

Patient: That's right.

INT: TO DECIDE WHICH ONE YOU WANT, YEAH.

Patient: Yeah, that is right. But, no, I didn't. I just accepted that they'd told me and well, as I say, because I knew no different. And I suppose I could have - mind, you, we're not on 't internet so ...

INT: NO, NO.

Patient: Er ... but no, not really, I just took it. I read that thing, I read all 't information what they gave me and I just ... took it on the chin.

INT: IT SEEMS LIKE IT'S A GOOD PACK THAT, ISN'T IT?

Patient: Yeah.

INT: THERE'S A LOT OF STUFF IN THERE, IT COVERS QUITE A BIT OF THE, YOUR JOURNEY AND STUFF, [???]. ERM, LAST COUPLE OF QUESTIONS I'VE GOT YOU ... ERM, LOOKING BACK FROM WHEN YOU WERE FIRST DIAGNOSES UNTIL NOW, HOW DO YOU FEEL ABOUT THE CARE THAT YOU'VE RECEIVED?

Patient: Well it's been, I'm, well, fine. I think it's been quite good.

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

Patient: Yeah.

INT: YEAH?

Patient: Yeah, I do. I were a bit, I'm not a hospital person, I'm not a doctor person really, but, er, what with all this MRSA and what-have-you ...

INT: OH RIGHT, YEAH. YEAH, IT'S [???] AT THE MOMENT, HASN'T IT?

Patient: [???] I didn't really think about it. I mean we, we get it anyway, don't we, in nursing homes, especially when they've been to 't hospital.

INT: AH, THAT'S TRUE, YEAH. I WORK IN A HOSPITAL AND I QUITE OFTEN GET IN A LIFT WITH PATIENTS WHEN THEY'RE COMING DOWNSTAIRS AND COUGHING AND SNEEZING AND THINGS ... [CHUCKLES]

Patient: Mm. But, other than that, what were I saying ... er ...

INT: YEAH, WE WERE ASKING ABOUT THE, YOUR CARE, DO YOU THINK IT MET YOUR EXPECTATIONS?

Patient: Oh yeah, yeah, they were ever so good, yeah, yeah.

INT: IS THERE ANYTHING THAT DIDN'T MEET YOUR EXPECTATIONS? ANYTHING YOU DIDN'T LIKE OR ...?

Patient: No, not really, no.

INT: WAS THE FOOD ALL RIGHT?

Patient: Yeah. They said it wasn't very good, er, in Derby City, but actually it wasn't that bad.

INT: OH RIGHT.

Patient: For A hospital.

INT: YEAH, MY MUM WAS IN HOSPITAL A COUPLE OF WEEKS BACK, ABOUT A MONTH BACK NOW, AND SHE ATE, THAT WAS IN THE NORTH-EAST, SHE HATED THE FOOD AND WE CAME IN WITH THESE SANDWICHES WE'D MADE, YOU KNOW, FRESH LETTUCE AND VEGETABLES AND ALL THIS KIND OF STUFF, AND SHE'D [???] SHE WAS EATING LIKE THIS, YOU KNOW, SORT OF ... AND THERE WAS THIS WOMAN ACROSS THE ROAD, ACROSS THE BAY, OPPOSITE THERE, AND SHE WAS LIKE [CHUCKLES] JUST LOOKING [???] AND I FELT SO SORRY FOR HER BUT, OH DEAR.

Patient: The lady, I was in a side ward with another lady and she said, 'They say 't food's not very good in here,' and so when Colin come, my husband come to visit me, I said, 'They say food ...' 'cos I, 'cos it

were Tuesday and I hadn't had anything, all I had were a sandwich, er, when they come round with 't supper trolley, with me being afternoon, and I'd had nothing all day, well [???] couldn't eat after seven, was it or six, something like seven, I think, in the morning like. So I, I hadn't had anything all day, so I had this sandwich, and I said, 'they reckon 't food's not very good in here, Colin,' I says, 'You'd better bring us some biscuits in or some cheese biscuits or something in, just ion case.'

INT: YEAH.

Patient: And some fruit, bit of fruit. Anyway, no, he comes 't next day, well my sister-in-law comes 't next day with biscuits and cheese, little individual cheeses wrapped, you know.

INT: AYE, MM.

Patient: Ready for me, bananas and things. Actually the food, what, whether it's 'cos what you pick or what, I mean, or what you choose in your menu, but it wasn't that bad actually.

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

Patient: I don't think so. You mean actually in, when I went for that?

INT: MM. ANYTHING ABOUT THE SERVICE YOU THINK YOU WOULD CHANGE ...

Patient: No, I don't think so.

INT: NO?

Patient: No, I thought they were quite good. I mean I were only in two days but I thought they were quite good.

INT: YEAH, AHA.

Patient: Yeah.

INT: AND ...

Patient: I mean, and the staff were wonderful for, she used to come and say, 'Do you want any painkillers?' I'd say, 'No, it's nothing I can't [???], nothing I can't put up with,' you know. I mean I know everybody's threshold's different like. I says, 'Oh, it's nothing I can't put up with.' 'Are you sure you don't want a painkiller?' I said, 'No, I'm all right.' 'Are you sure?' you know. I says, 'Oh, go on then, I'll have a painkiller.' I said, 'You're nowt but drug-pushers in here.'

INT: IF YOU'RE TWISTING MY ARE THEN [CHUCKLES] ...

Patient: I said, 'You're drug-pushers in here, that's what you lot are.'

INT: YEAH. YOU KNOW WHEN, BEFORE YOUR OPERATION, WHEN, CAN YOU REMEMBER WHEN YOU SIGNED THE CONSENT FORM? WHEN WAS THAT?

Patient: Er ... well ...

INT: I FORGOT TO ASK THAT.

Patient: ... I signed ... you sign it twice. I've got ... I signed when Dr Sibbering come to see me.

INT: RIGHT, YEAH.

Patient: Round about half past eleven time.

INT: JUST BEFORE THE OPERATION?

Patient: Mm.

INT: YEAH.

Patient: I signed one then, yeah.

INT: OK.

Patient: I don't know whether I signed one before that, but, er, no I think that ... no, I signed it definitely when Mr Sibbering come because he brought it.

INT: RIGHT, OK. I JUST FORGOT TO ASK THAT EARLIER ON. ERM, FINAL QUESTIONS, DO YOU, NOW YOU'VE BEEN THROUGH THIS EXPERIENCE, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT THEIR DIAGNOSIS, WHEN THEY'RE BEING GIVEN THEIR DIAGNOSIS?

Patient: Ooh ... well I suppose it depends what sort of diagnosis it is, you know what I mean, if it's, like you say, you've got a, if you've got the chance of having your breast off or not or having something like that. Er, then you need to, you do need to look into it, don't you?

INT: YEAH.

Patient: To see, to get more information.

INT: YEAH, MM.

Patient: So, er, I think that's important really, 'cos I mean you don't want to lose your breast unless you have to, do you? But then again, if it saves your life then ...

INT: YEAH, OF COURSE, YEAH.

Patient: But, er ... what were 't question again? Have I said ...?

INT: WELL, WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE NEEDS TO KNOW ABOUT THEIR DIAGNOSIS, WHEN THEY'RE [???] BREAST CANCER?

Patient: Well, I suppose, er, well there's that what I've just said. And there's such as me that it's, I mean they tell you anyway, don't they, not invasive? I mean is there's any chance of it being invasive, which there is, isn't there, if you leave it?

INT: MM.

Patient: Er ... I don't know really. Can't think of owt else.

INT: THAT'S OK. ER, AND WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS SOMEONE WITH BREAST CANCER NEEDS TO KNOW ABOUT THE OPERATION OR OPERATIONS THEY CAN HAVE?

Patient: Most important things ... oh whether they're successful or not, I expect, and all after-treatment and all that. Yeah, I suppose it's with everything, isn't it, you either want to know or you don't, or you want to know if, how many, how many's been successful, if there's, what percentage is not successful, or how advanced is your cancer.

INT: YEAH, SURE.

Patient: Because I mean ... well really you don't know, do you, I mean it spreads that quick at times, don't it?

INT: YEAH, IT CAN DO, YEAH, THAT'S TRUE.

Patient: Depending what sort it is. I mean there's all different sorts, and you don't realise, do you? I mean I did realise that my Dad had got, I mean ... all these different sorts of cancers, I know breast cancer's more just cells, isn't it, really? But I mean there's all these other sorts, isn't there, as well, rest of, you know, 't body and that ...

INT: YEAH.

Patient: ... and my Dad had got multiple myeloma.

INT: RIGHT.

Patient: But he died, [??] I don't suppose that was a result from that, 'cos he renal failure, but he died on a kidney machine, but, which I presume they burst an artery when he went on it. But, er, I mean, my Mam had lung cancer, but she got over that, she had that when she were, what, 66.

INT: RIGHT.

Patient: But she died last year at 82.

INT: YEAH. YEAH, MY DAD HAD BOWEL CANCER, WHICH WAS, I MEAN IT WAS A BIT OF A SHOCK TO HIM BECAUSE I MEAN HE WAS A VERY, HE'S THE SORT OF PERSON, HE WOULD GET THE ODD SNIFFLE AND THE ODD COUGH OCCASIONALLY, BUT HE'D NEVER BE ... HE HAD A BAD BACK FROM WHEN HE WAS IN THE NAVY, ERM, BUT THAT WAS IT REALLY, HE NEVER WAS ILL AND THEN HE WAS DIAGNOSED WITH BOWEL CANCER. AND I MEAN THEY OPERATED, TOOK IT AWAY AND STUFF, AND HE WAS FINE, I MEAN UNFORTUNATELY HE

DIED A FEW YEARS LATER WITH A STROKE AND STUFF, BUT I REMEMBER IT HIT HIM LIKE A TON OF BRICKS BECAUSE HE JUST, YOU KNOW, I'VE NEVER SEEN HIM TO SO QUIET REALLY.

Patient: No.

INT: REALLY, IT CHANGED HIM, CHANGED HIM HAVING IT REALLY, AND IT WAS A BIG SHOCK FOR HIM REALLY.

Patient: It's ... it makes you think.

INT: ERM ...

Patient: You know, when you get something early, you know what I mean, [???] I don't know.

INT: MM, YEAH, OF COURSE. ERM, IS THERE ANYTHING ELSE, FINAL QUESTION, IS THERE ANYTHING ELSE YOU'D LIKE TO ADD TO WHAT WE'VE BEEN TALKING ABOUT TODAY? ANYTHING YOU THINK WE'VE MISSED OR ANY IMPORTANT POINTS WE HAVEN'T COVERED? ANYTHING PARTICULAR YOU'D LIKE TO SAY?

Patient: I don't think so. I'm not very informative, am I?

INT: OH NO, NOT AT ALL, YOU'VE BEEN VERY GOOD, IT'S BEEN A GOOD INTERVIEW, I'VE ENJOYED IT.

Patient: I've done my best but, like I say, it's just, I've sort of just done what they've told me really. And they've given me information on that so ... that seamt all right to me. As long as I get the proper treatment and they've been very good. Like I say, it's just this waiting. If I'd got some money I'd probably buy 'em another radiog-, a radiology machine.

INT: AH RIGHT, YEAH. SO YOU CAN SPEED THING UP.

Patient: A radiography machine so they can speed me up. [chuckles]

INT: I THINK THAT'S COUNTRY-WIDE ACTUALLY. [CHUCKLES] THERE'S A LOT OF PEOPLE SAID THINGS. ERM, OK, IF THERE'S NOTHING ELSE, I'LL TURN THE RECORDER OFF, YEAH, OK.

[End of interview]