



Nina's story

AGE: **69**

DIAGNOSIS: **Breast cancer**

ISSUES: **Emotional support and information**

“ I was diagnosed with breast cancer following a routine scan and have undergone nearly a year of treatment since then. I feel lucky that the cancer was found. When they say cancer it knocks you flying.

It was suggested I try the cancer advocacy service as it offers visits at home. I could share my feelings about the cancer and what has happened to me with Marion more than anybody else. We talked about many things, it wasn't difficult at all and I knew she was there to support me. Owing to the effects of the chemotherapy I couldn't carry anything in my head so would forget what was said. I didn't feel like myself at all, I felt turned inside out.

I was supported at several hospital appointments and Marion took written notes for me to refer to afterwards. My appointments were sometimes changed or cancelled by the hospital which made me anxious.

I had quite long waiting times between my various pre op appointments one day and Marion waited with me in the hospital and helped me to complete the long health questionnaire. When I was shown the prostheses and asking how I felt about the operation I really felt like the whole thing was happening to someone else. Before my operation Marion printed a list from the hospital website of what I needed to take with me. She provided me with information on getting extra help at home and meal deliveries in case I needed it after my operation and she also looked into local health walks.

After my operation Marion called to see how I was and find out when I would be going home. I felt more confident with someone behind me. I was quite afraid of one particular health professional and when we went in for the appointment Marion said 'We'll do it together' which helped a lot. I feel listened to. It is good to have someone else to rely on when you are alone. After my operation Marion said 'We'll be there for you'. It gives you a warm feeling someone saying that. ”

So far Marion has supported Nina for 8 months, with 7 home visits, 13 phone calls and 3 meetings

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