

Emma's story

Cancer Support Programme

Emma, 40

- A Legal Officer at the Royal College of Nursing (RCN)
- A multi-tasking mum of two aged 2 and 6
- Diagnosed with breast cancer in 2019

As the first employee to come forward about her diagnosis, both Emma and the RCN were unsure what support was available.





Giving me extra strength

At first, Emma wasn't sure if she was going to contact Reframe. She's got an excellent team at the hospital and thought it might be one more thing of the many she had to do – but Emma is so glad she did.

Not knowing what to expect, Emma was assigned a Case Manager [Jodie] who takes care of the practical side of things such as local childcare, transport and finances, and a nurse [Suzanne] for advice about my diagnosis and treatment plan.

"[Suzanne] had worked for many years on an oncology ward and I quickly realised is a font of knowledge. I always come away feeling reassured – like I've got another weapon in my arsenal. I'm not sure I'll need half the stuff they're offering but just knowing it's there is really reassuring."

Fighting my corner

Out of the blue Emma received a letter from the hospital detailing a new scan that she was required to have. As it wasn't on her list, she immediately began to panic that something had been picked up in another scan, the results of which she hadn't received at this time. After calling the hospital and failing to get the reassurance Emma needed, she called Reframe.

"[Suzanne] put my mind at ease straightaway by helping me see other perspectives on why the hospital might want to see me. She suggested that she would personally call the hospital and clarify this herself."

It turned out that the hospital had sent the scan results letter and new appointment letter in the wrong order. But in that moment of worry, Reframe gave Emma a safety net.

"There was never any pressure to have meetings or calls with Reframe - I usually had weekly calls but felt no pressure to pick up if I was feeling unwell or had the

“Staying positive was a priority. I didn't want to attend support groups and have other people's negativity rubbing off on me. Reframe helped me to remain optimistic about my journey and encouraged me to focus on the things that mattered most to me.”



Talking it through

Have the same two people to speak to at Reframe provided a sense of continuity during Emma’s journey. She began to build a relationship with [Suzanne] in particular.

Reframe was often Emma’s first point of call when she felt like she would be bothering her hospital team. Running questions and worries passed [Suzanne] filled Emma with confidence that she wasn’t being silly.

“[Suzanne] has been amazing and easy to speak to. She made it clear that she was available as and when I needed to chat, air concerns to or just run an odd feeling or side effect past her. If [Suzanne] didn’t know something, then it probably wasn’t worth knowing.”

At the start of Emma’s treatment, she has a PICC line inserted which caused her to feel a fluttery feeling when lying down. Wanting to check what might be causing this and whether this was ‘normal’, she gave Reframe a call. Reframe prompted and prepared her to call the hospital, leaving Emma to feel valid for phoning hospital team.

Turning a blog into a book

Emma’s approach with friends and family was to treat her normal and to keep making her laugh. However, through the course of her treatment she quickly became bombarded with positive messages seeking updates and as a result, she sent weekly ‘mini blog’ updates.

The experience of writing throughout her journey was extremely cathartic, so when encouraged by friends to write a book, she thought, ‘why not?’.

Follow Emma's journey here: thelightboxblogger.co.uk

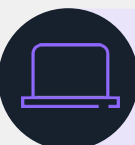
About Reframe

As leaders in cancer support, we’re wholly invested in delivering better outcomes from cancer for people and business. Founded in 2012 to provide holistic cancer support services for those diagnosed with cancer and their carers.

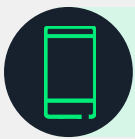
Our experienced team of case managers, cancer nurse specialists and mental health first aiders work alongside health providers to help people navigate their entire journey more easily.

We do this by providing a dedicated team that coaches, connects and supports people on all the moments that matter. Helping them to regain their purpose in life and giving them confidence to manage their health and wellbeing every day.

Get in touch



Email us at support@reframe.co.uk



Call us confidentially on **0207 965 0309**