

# customer feedback



## A letter of thanks...

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*Good evening*

*I would like to thank EKUBS for saving my life hopefully.*

*I found a breast lump and went straight to my GP. However that's where I came up against a wall. My GP was very kind but said it was nothing. She said I didn't need a scan or referring. As a nurse myself I couldn't settle so booked a scan with you.*

*Unfortunately I was right and my GP wrong! I have breast cancer. I have had surgery (wide excision and sentinel nodes): it was grade 2 with no lymph nodes involved. Thankfully.*

*I am due to have precautionary chemo and radiotherapy within the next few weeks. I am 42 years old. If I had waited till my NHS scan it would have been too late and it would have been in my lymph nodes. I am so grateful to you guys.*

*When I am better I will be fund raising for your charity. Xxx*

*Thank you.  
DH*

## Email correspondence...

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Most 'thank-yous' come by telephone, but sometimes we receive emails. Below is an example of a typical correspondence...

*Hello*

*Sorry I forgot to send you the cheque but will do this evening.  
My GP has been in touch and they have found a lump so I am now  
being referred to the Breast Clinic. I am sure that it will be fine but  
will be relieved to find out the outcome. Best wishes.*

...

*Dear ...*

*I am so sorry they have found a lump but so pleased that we got you  
in and found it as soon as possible.  
Please don't worry about the cheque.  
If I can be of any help please just email and ask.  
Thinking of you and wishing you well,  
Penny*

*Hello*

*Thanks for your support. I cannot face telling anybody at the  
moment so being able to email you is a great help. I really want to  
contribute to your fantastic charity because I appreciate the  
opportunity to have access to screening. All a bit weird at the  
moment. Will keep in touch.*

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