

Cancer Patient Experience Survey 2015

Results for Beatson West of Scotland Cancer Centre



June 2016, Official Statistics

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Introduction

This report gives a summary of the results of the NHS Scotland Cancer Patient Experience Survey 2015 for patients who were treated at Beatson West of Scotland Cancer Centre.

Survey questionnaires were sent out in October 2015 to 968 patients who were diagnosed with cancer between 1st July 2013 and 31st March 2014 and who received cancer treatment and care at Beatson West of Scotland Cancer Centre between 1st January 2014 and 30th September 2014.

The survey asked questions about people's experiences of diagnosis, treatment, support, operations, in / outpatient care and home care / support. You can find a full copy of the survey at:

www.gov.scot/cancersurvey

576 Beatson West of Scotland Cancer Centre patients (60%) returned feedback on their experiences. Of those patients willing to provide information about them:

- 35% were male and 65% were female.
- 1% were aged 16 - 25; 3% were aged 26 - 35; 13% were aged 36 - 50; 39% were aged 51 - 65; 34% were aged 66 - 75 and 11% were aged 76 and over.
- 56% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was jointly funded by Macmillan Cancer Support and the Scottish Government and was managed by the Scottish Government in partnership with Macmillan Cancer Support and ISD Scotland (part of NHS National Services Scotland). The survey fieldwork was carried out by Quality Health Ltd.

The results of the survey will be used by Beatson West of Scotland Cancer Centre and the Scottish Government to improve the quality of cancer care in

Please note that many of the patients who responded to the survey will have had contact with a variety of treatment centres / hospitals during their cancer journey, therefore some of their experiences may relate to treatment or care that did not take place at Beatson West of Scotland Cancer Centre. For example, questions 1 - 3, 55 - 56 and 58 relate to GP and / or community-based care.

National results for this survey and further details of the methods used to generate this report are available at:

www.gov.scot/cancersurvey

Chapter 1. Overall Results for Beatson West of Scotland Cancer Centre

The tables / charts in this chapter show how patients treated at this hospital responded to questions about their cancer care. Results for this hospital are shown alongside the results for NHS Scotland as a whole.

Two types of table / chart are shown in this chapter:

- (a) The first type of table / chart shows how positively or negatively patients responded to questions. For each question, the percentages of positive, neutral / mixed and negative responses are shown. Please see Appendix A for a full breakdown of how patients' responses were grouped into the positive, neutral / mixed or negative categories.
- (b) The second type of table / chart reports the percentage of respondents who selected a particular response in relation to a question. These types of questions are designed to gather background information about respondents (for example, how often a patient visited his / her GP prior to attending hospital for cancer care).

Notes on Interpretation

Number of responses - the number of patients treated within this hospital who provided a valid response to the question. Note that respondents who indicated that a question was not relevant, or who did not know the answer, are not included in these results. Where a result to a question does not appear within this section it has been suppressed due to the low number of valid responses (fewer than 20).

Response (%) - the percentage of positive, neutral / mixed and negative responses received for the question from patients treated within this hospital. For example, when asked how he / she felt about the length of time he / she had to wait for an appointment, the percentage positive refers to patients who felt they were seen as soon as necessary. Where patients said they should have been seen a lot sooner these responses have been counted as negative. Where patients said they should have been seen a bit sooner their responses have been counted as neutral / mixed. The coloured bars illustrate the percentage positive as green and the percentage negative as red. Where answers were neither positive nor negative (neutral / mixed) the percentage is shown in yellow. Note that results have been rounded to the nearest whole percentage and this occasionally results in the sum of positive, neutral and negative percentages not adding up to exactly 100%.

% Positive - the percent positive result; the total percentage of patients treated within this hospital who responded positively to the question.

Difference from NHS Scotland - the difference between this hospital's percent positive result and the equivalent result for NHS Scotland (for example, -2 means that the result for this hospital is two percentage points lower than for NHS Scotland as a whole).

S Indicates a statistically significant difference in the percent positive result between this hospital and NHS Scotland as a whole.

NT Indicates that a significance test was not carried out because fewer than five respondents within this hospital selected a positive response or because fewer than five respondents within this hospital selected a negative / neutral response.

Median rating - the "average" rating that respondents gave their overall care within this hospital. Patients were asked to rate their care on a scale between 0 (Very poor) and 10 (Very good). To calculate the median, ratings from all respondents are listed in numerical order; the median rating is the middle value within that list, with half the ratings placed equal to or above the median and half placed equal to or below the median. The higher the median, the more positive the "average" rating.

(%) Hospital - Percentage of respondents treated within this hospital who selected this particular response option.

(%) NHS Scotland - Percentage of respondents treated within NHS Scotland who selected this particular response option.

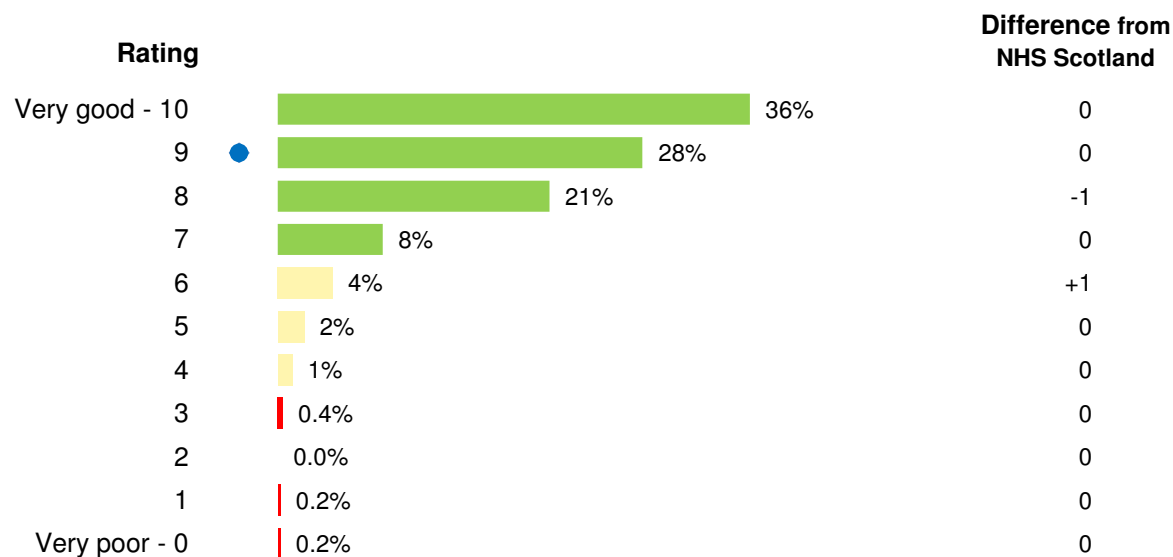
- - Indicates that a result has been suppressed due to the low number of valid responses to the question (fewer than 20).

1.1 Overall Care

Patients were asked to rate their overall care on a scale between 0 (Very poor) and 10 (Very good). Ratings of 7 - 10 have been categorised as positive; ratings of 4 - 6 have been categorised as neutral / mixed; ratings of 0 - 3 have been categorised as negative.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
64. Overall, how would you rate your care?	553	92	7		92	-2

A full breakdown showing the percentage of respondents who selected each rating at this hospital is shown below along with the difference from the NHS Scotland result. The median rating given by respondents treated at this hospital is denoted by the blue dot (●).



Difference from NHS Scotland Median (●): 0.0

1.2 Seeing your GP

1.		(%) Hospital	(%) NHS Scotland
	None – I went straight to hospital	8	9
	None – I went to hospital following a cancer screening appointment	9	15
	I saw my GP once	48	43
	I saw my GP twice	16	16
	I saw my GP 3 or 4 times	12	10
	I saw my GP 5 or more times	8	7

(Number of responses from this hospital = 536).

		Response (%)			% Positive	Difference from NHS Scotland	
	Number of responses	Positive	Neutral / Mixed	Negative			
2.	How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?	556	80	12	8	80	-2

3.		(%) Hospital	(%) NHS Scotland
	How long was it from the time you first thought something might be wrong with you until you first saw a GP or other doctor?		
	Less than 3 months	82	83
	3 - 6 months	12	11
	6 - 12 months	4	3
	More than 12 months	2	3

(Number of responses from this hospital = 535).

1.3 Diagnostic tests

4. Have you had diagnostic test(s) for cancer such as an endoscopy, biopsy, mammogram, or scan?	(%) Hospital	(%) NHS Scotland
Yes ¹	96	96
No	4	4

(Number of responses from this hospital = 573).

¹ Of the respondents who had a diagnostic test(s), 39% indicated that the test(s) took place at this hospital. The results for questions 5 - 7 below only include responses from those patients who said that their test(s) took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
5. Beforehand, did you have all the information you needed about your test?	201	91		9	91	-1
6. Overall, how did you feel about the length of time you had to wait for your test to be done?	210	81	12	6	81	-4
7. Were the results of the test explained in a way you could understand?	211	82	17		82	+1

1.4 Finding out what was wrong with you

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
9. When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	467	67		33	67	-5 ^s
10. How do you feel about the way you were told you had cancer?	558	82	11	7	82	-4 ^s
11. Did you understand the explanation of what was wrong with you?	570	71	27		71	-4 ^s
12. When you were told you had cancer, were you given written information about the type of cancer you had?	465	51		49	51	-9 ^s

1.5 Deciding the best treatment for you

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
13. Before your cancer treatment started, were your treatment options explained to you?	492	84	14	2	84	-2
14. Were the possible side effects of treatment(s) explained in a way you could understand?	553	69	25	6	69	-2
15. Were you offered practical advice and support in dealing with the side effects of your treatment(s)?	548	66	26	8	66	+2
16. Before you started your treatment(s), were you also told about any side effects of the treatment that could affect you in the future rather than straight away?	526	50	28	22	50	-3
17. Were you involved as much as you wanted to be in decisions about your care and treatment?	553	75	20	5	75	-3

1.6 Clinical Nurse Specialist

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
18. Were you given the name of a Clinical Nurse Specialist who would support you through your treatment? ¹	549	85		15	85	+1
19. How easy or difficult has it been for you to contact your Clinical Nurse Specialist?	400	90	4	6	90	0
20. When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand?	379	87	10		87	-3

¹ The results for questions 19 - 20 only include responses from patients who said that they were given the name of a Clinical Nurse Specialist.

1.7 Support for people with cancer

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
21. Did hospital staff give you information about support or self-help groups for people with cancer?	464	78		22	78	-1
22. Did hospital staff discuss with you or give you information about the impact cancer could have on your day to day activities (for example, your work life or education)?	407	76		24	76	-1
23. Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	385	65		35	65	+14 ^s

1.8 Operations

24. Have you had an operation (such as removal of a tumour or lump) for your cancer?	(%) Hospital	(%) NHS Scotland
Yes ¹	71	77
No	29	23

(Number of responses from this hospital = 571).

¹ Of the respondents who had an operation, 31% indicated that the operation took place at this hospital. The results for questions 25 - 26 below only include responses from those patients who said that their operation took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
25. Beforehand, did you have all the information you needed about your operation?	122	90		10	90	-3
26. After the operation, did a member of staff explain how it had gone in a way you could understand?	124	77	19	5	77	-3

1.9 Hospital care as an inpatient

28. Have you had an operation or stayed overnight for cancer care?	(%) Hospital	(%) NHS Scotland
Yes ¹	89	83
No	11	17

(Number of responses from this hospital = 573).

¹ Of the respondents who had an operation / stayed overnight, 49% indicated that the operation / stay took place at this hospital. The results for questions 29 - 40 below only include responses from those patients who said that their operation / stay took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
29. Did groups of doctors and nurses talk in front of you as if you weren't there?	248	87	11	5	87	+6 ^S
30. Did you have confidence and trust in the doctors treating you?	249	87	12	1	87	+1
31. If your family or someone else close to you wanted to talk to a doctor, were they able to?	213	74	21	5	74	-1
32. Did you have confidence and trust in the ward nurses treating you?	250	78	21	1	78	+1
33. In your opinion, were there enough nurses on duty to care for you in hospital?	246	74	21	5	74	+2
34. While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?	248	60	21	19	60	-5
35. Were you given enough privacy when discussing your condition or treatment?	249	80	15	5	80	-2

1.9 Hospital care as an inpatient (cont.)

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
36. During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	192	54	31	16	54	+4
37. Do you think the hospital staff did everything they could to help control your pain?	217	87	12	1	87	0
38. Overall, did you feel you were treated with respect and dignity while you were in hospital?	249	89	10	1	89	+2
39. Were you given clear written information about what you should or should not do after leaving hospital?	230	82	18	0	82	0
40. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	242	93	7	0	93	+2

1.10 Hospital care as a day patient / outpatient

42. Have you been treated as an outpatient or day case for cancer care?	(%) Hospital	(%) NHS Scotland
Yes ¹	92	84
No	8	16

(Number of responses from this hospital = 571).

¹ Of the respondents who had been treated as an outpatient or day case, 64% indicated that the treatment / care took place at this hospital. The results for questions 43 - 44 below only include responses from those patients who said that their treatment / care took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
43. While you were being treated as an outpatient or day case, did you find someone on the hospital staff to talk to about your worries and fears?	275	73	20	8	73	+4
44. The last time you had an outpatients appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?	331	98			98	0

1.11 Radiotherapy

46. Have you had radiotherapy treatment?	(%) Hospital	(%) NHS Scotland
Yes ¹	65	49
No	35	51

(Number of responses from this hospital = 557).

¹ Of the respondents who had radiotherapy treatment, 88% indicated that the treatment took place at this hospital. The results for questions 47 - 48 below only include responses from those patients who said that their radiotherapy took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
47. Beforehand, did you have all of the information you needed about your radiotherapy treatment?	316	81	16	3	81	0
48. Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	284	54	27	20	54	0

1.12 Chemotherapy

50. Have you had chemotherapy treatment?	(%) Hospital	(%) NHS Scotland
Yes ¹	81	48
No	19	52

(Number of responses from this hospital = 564).

¹ Of the respondents who had chemotherapy treatment, 87% indicated that the treatment took place at this hospital. The results for questions 51 - 52 below only include responses from those patients who said that their chemotherapy took place at this hospital.

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
51. Beforehand, did you have all of the information you needed about your chemotherapy treatment?	393	78	19		78	+1
52. Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?	364	61	29	11	61	-1

1.13 Home care and support

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
54. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you at home?	475	57	22	21	57	0
55. During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	349	52	21	27	52	-2
56. Once your cancer treatment finished were you given enough care and support from health or social services (e.g district nurses, home helps or physiotherapists)?	297	44	25	32	44	-1

1.14 Care from your General Practice

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
57. As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	478	95		5	95	-1
58. Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	457	71	21	8	71	+1

1.15 Your overall NHS Care

	Number of responses	Response (%)			% Positive	Difference from NHS Scotland
		Positive	Neutral / Mixed	Negative		
59. Did the different people treating and caring for you (such as GP, hospital doctors, community nurses) work well together to give you the best possible care?	545	89	9		89	0
60. Have you been given a care plan? This is a document that sets out your needs and goals for caring for your cancer agreed between you and your health professional.	517	20	80		20	-2
61. Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes / tests results, etc)?	559	90	7	3	90	0
62. Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?	560	70	23	7	70	-6 ^s
63. Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	532	23	77		23	+1

1.16 Questions with highest percent positive response

		Number of responses	Response (%)			% Positive	Difference from NHS Scotland
			Positive	Neutral / Mixed	Negative		
44.	The last time you had an outpatients appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?	331	98			98	0
57.	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	478	95	5		95	-1
40.	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	242	93	7		93	+2
64.	Overall, how would you rate your care?	553	92	7		92	-2
5.	Beforehand, did you have all the information you needed about your test?	201	91	9		91	-1

Note 1: Where a question number has been shaded blue, this denotes that the question was also amongst those with the highest percent positive response for NHS Scotland as a whole.

Note 2: Some questions in the survey did not have a neutral / mixed response option, therefore respondents only had the opportunity to select either positive or negative response options. Questions that only had positive / negative response options are more likely to be included in the table above than questions that had positive / neutral / negative options. Please see Appendix A for a full breakdown of how responses were grouped into the positive, neutral / mixed and negative categories.

1.17 Questions with highest percent negative response

		Number of responses	Response (%)		% Positive	Difference from NHS Scotland
			Positive	Neutral / Mixed		
60.	Have you been given a care plan? This is a document that sets out your needs and goals for caring for your cancer agreed between you and your health professional.	517	20	80	20	-2
63.	Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	532	23	77	23	+1
12.	When you were told you had cancer, were you given written information about the type of cancer you had?	465	51	49	51	-9 ^s
23.	Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	385	65	35	65	+14 ^s
9.	When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	467	67	33	67	-5 ^s

Note 1: Where a question number has been shaded blue, this denotes that the question was also amongst those with the highest percent negative response for NHS Scotland as a whole.

Note 2: Some questions in the survey did not have a neutral / mixed response option, therefore respondents only had the opportunity to select either positive or negative response options. Questions that only had positive / negative response options are more likely to be included in the table above than questions that had positive / neutral / negative options. Please see Appendix A for a full breakdown of how responses were grouped into the positive, neutral / mixed and negative categories.

Chapter 2. Variation in Results across the Main Cancer Treatment Centres in Scotland

The tables / charts in this chapter show this hospital's percent positive results in relation to the range of percent positive results across the five main cancer treatment centres in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

■ Range of percent positive results across the five main cancer treatment centres in Scotland - ranges from lowest centre's result to highest centre's result.

■ This hospital's percent positive result.

| NHS Scotland percent positive result (includes results from patients treated at all hospitals in Scotland).

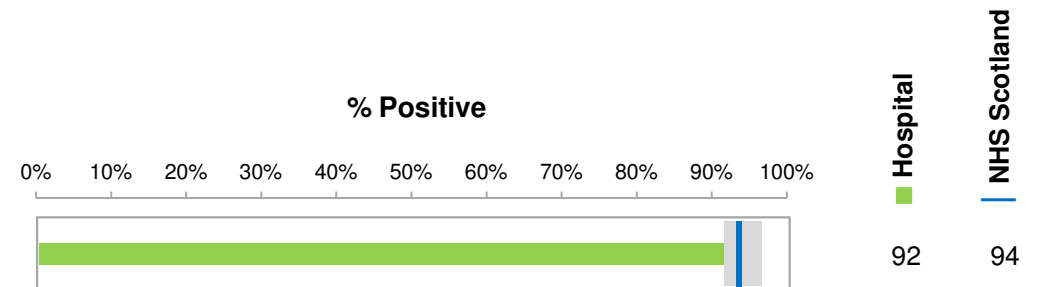
S Indicates a statistically significant difference in the percent positive result between this hospital and NHS Scotland as a whole.

NT Indicates that a significance test was not carried out because fewer than five respondents at this hospital selected a positive response or because fewer than five respondents at this hospital selected a negative / neutral response.

Where a result to a question does not appear within this section it has been suppressed due to the low number of valid responses (fewer than 20).

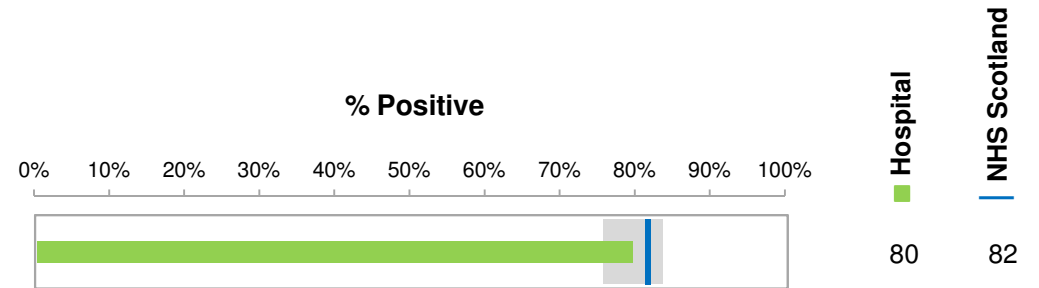
2.1 Overall Care

64. Overall, how would you rate your care?



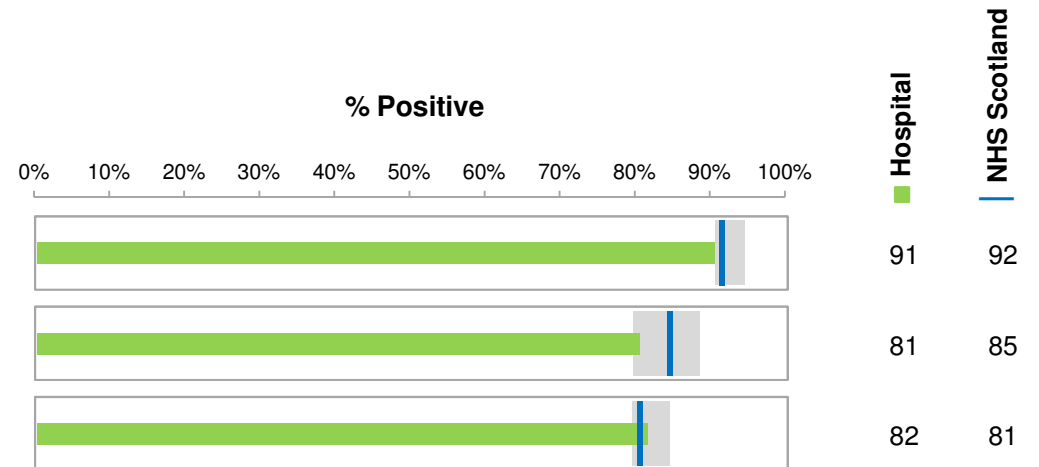
2.2 Seeing your GP

2. How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?

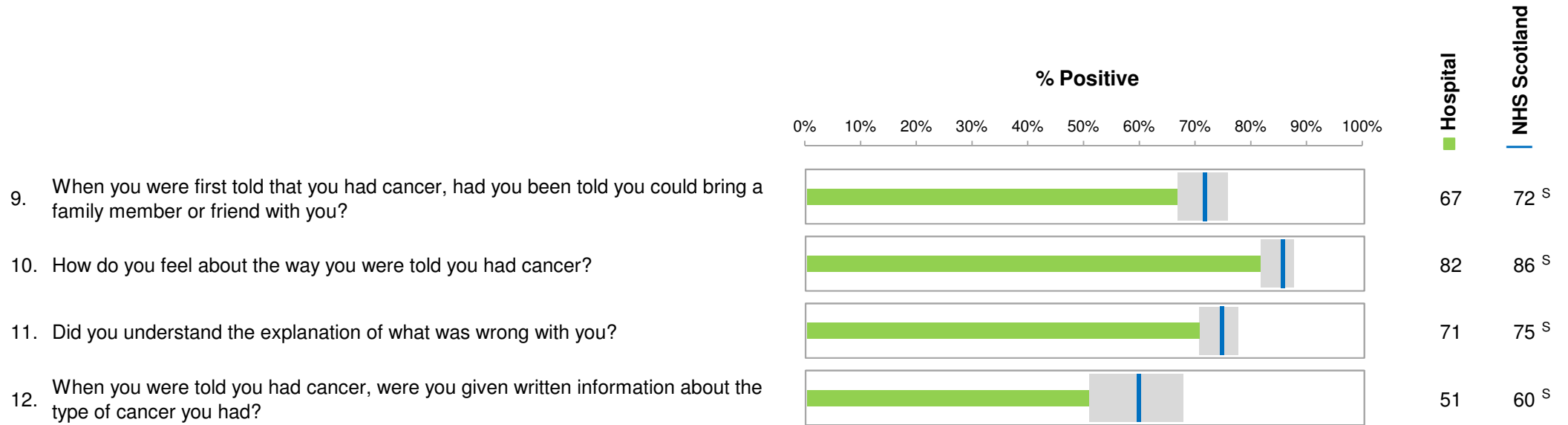


2.3 Diagnostic tests

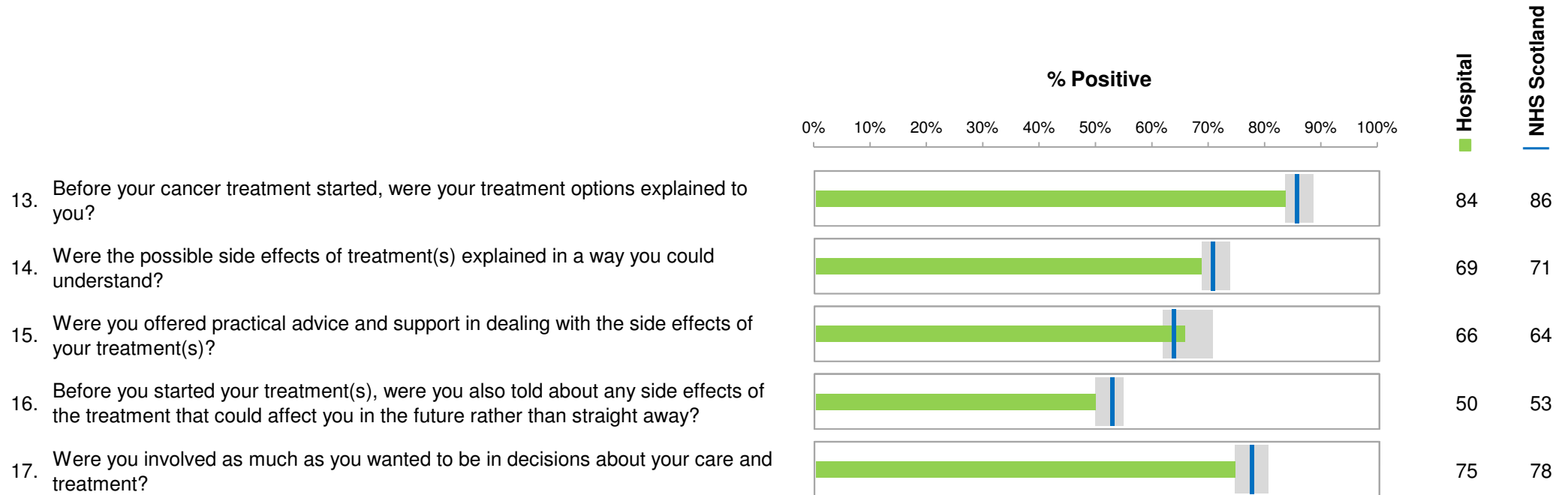
5. Beforehand, did you have all the information you needed about your test?
6. Overall, how did you feel about the length of time you had to wait for your test to be done?
7. Were the results of the test explained in a way you could understand?



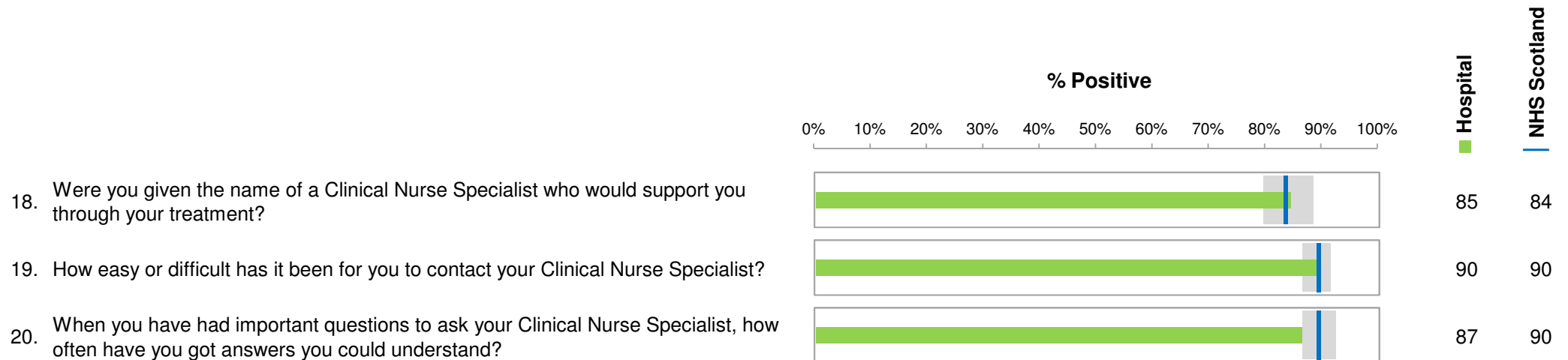
2.4 Finding out what was wrong with you



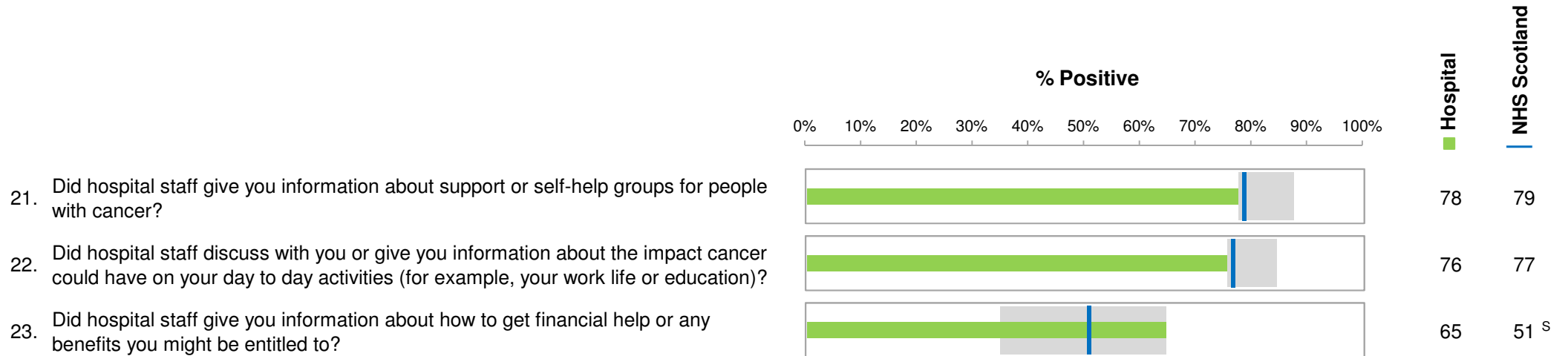
2.5 Deciding the best treatment for you



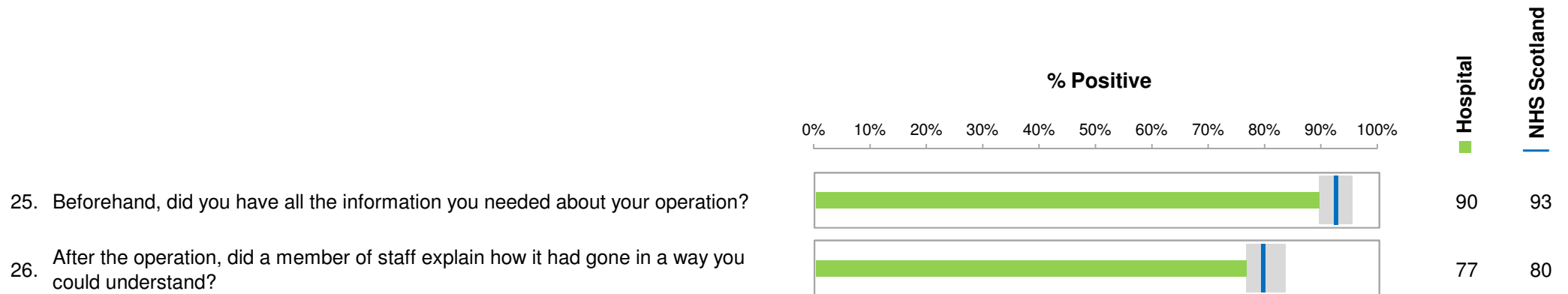
2.6 Clinical Nurse Specialist



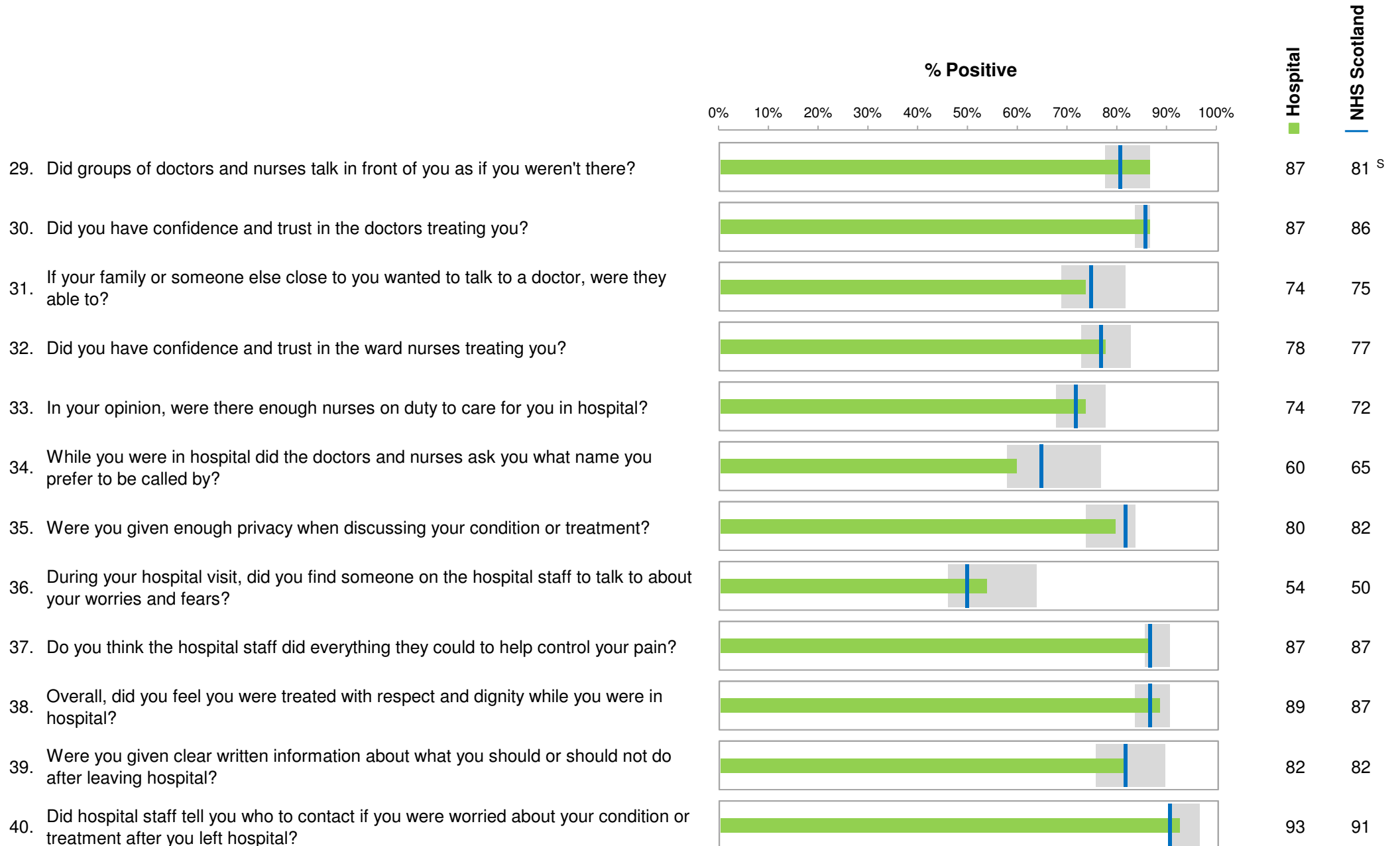
2.7 Support for people with cancer



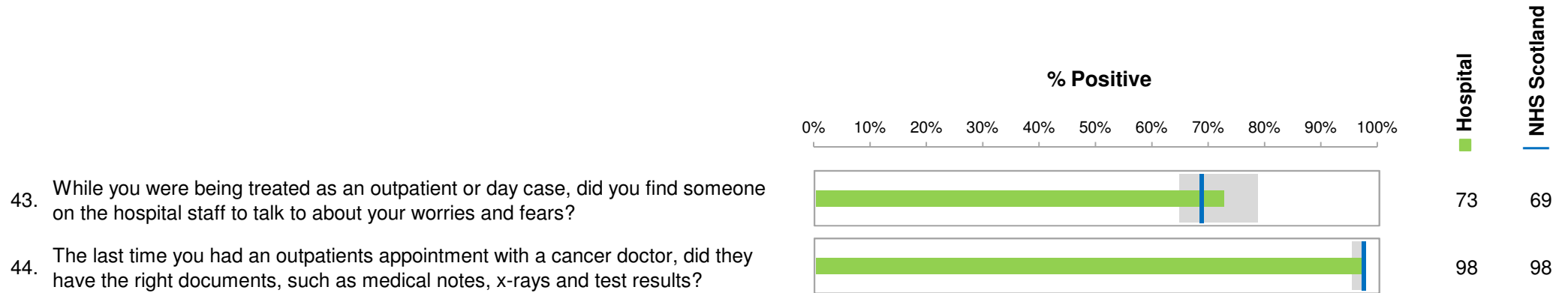
2.8 Operations



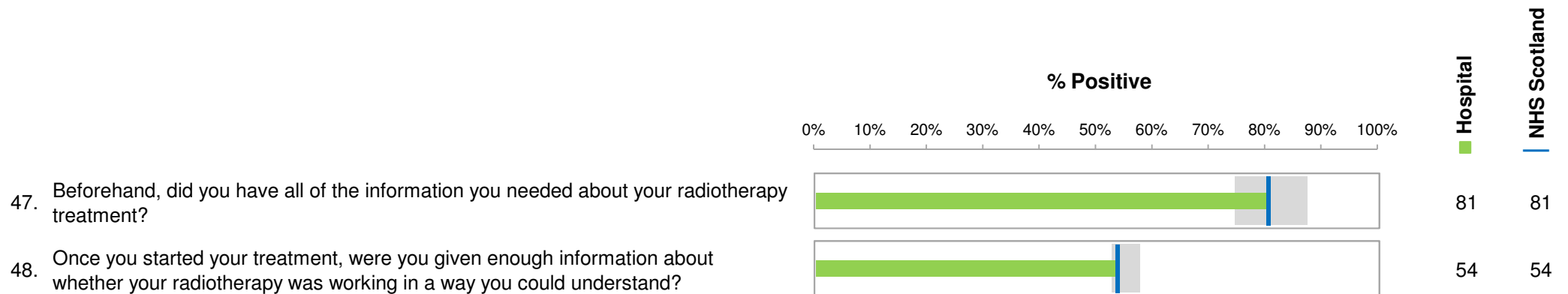
2.9 Hospital care as an inpatient



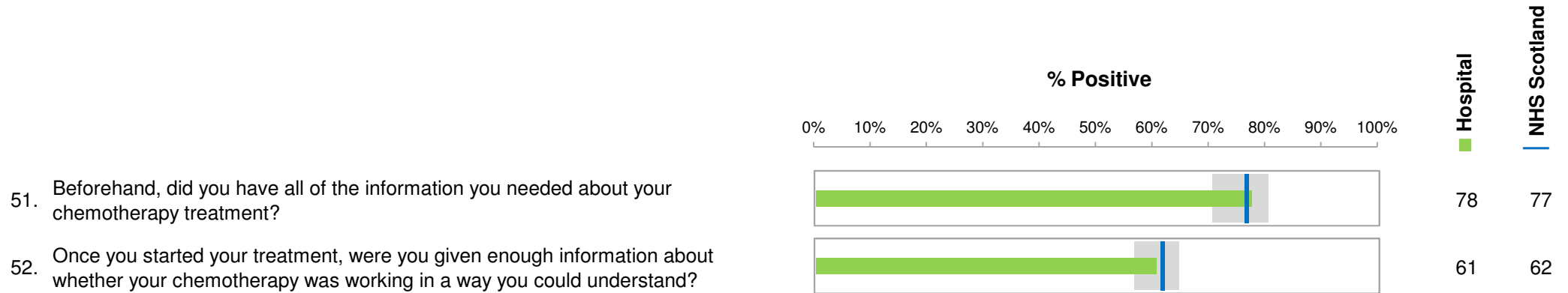
2.10 Hospital care as a day patient / outpatient



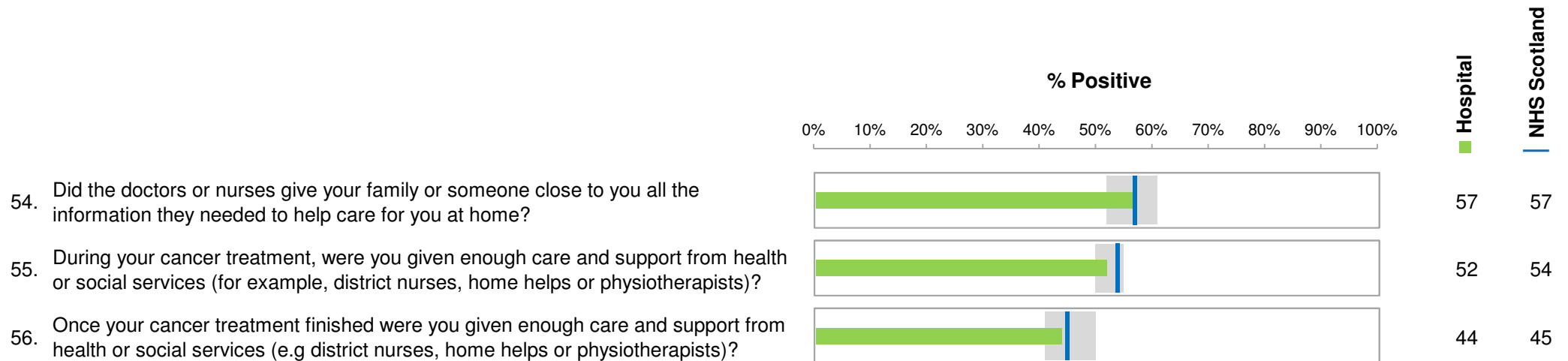
2.11 Radiotherapy



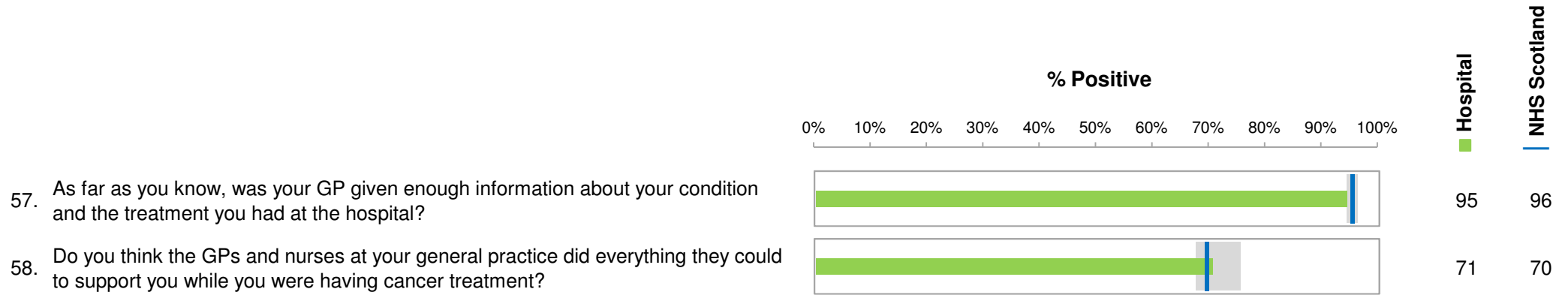
2.12 Chemotherapy



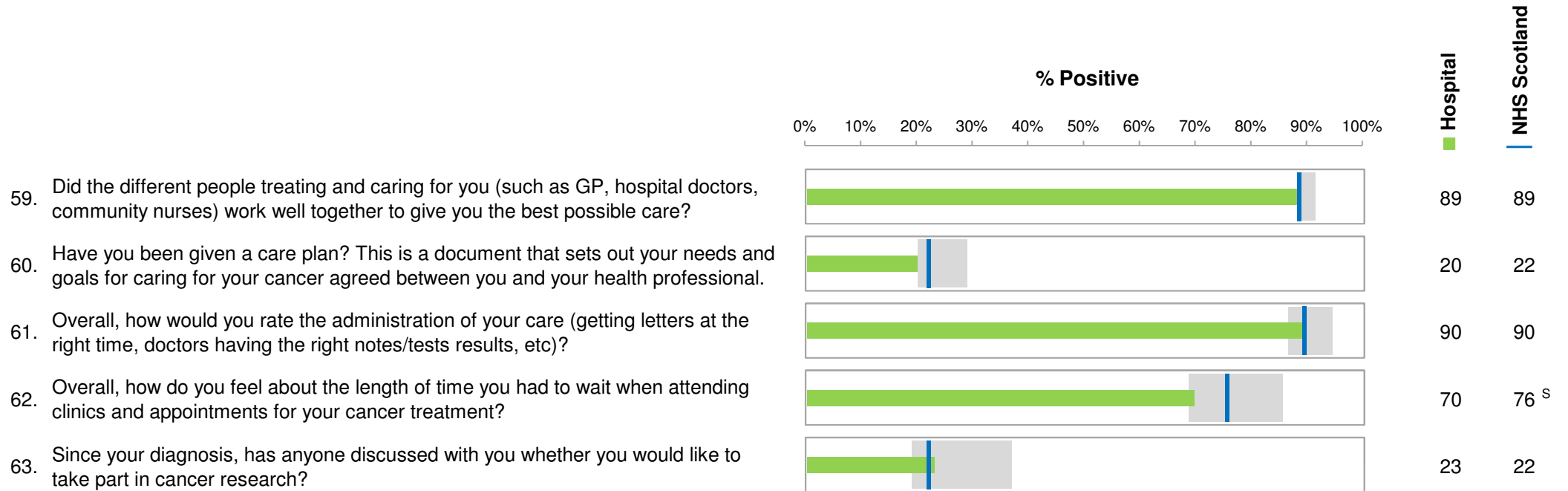
2.13 Home care and support



2.14 Care from your General Practice



2.15 Your overall NHS Care



Chapter 3. Results by Tumour Group for Beatson West of Scotland Cancer Centre

Survey respondents were allocated to one of 13 tumour groups, based on the type of cancer they were treated for. Where a respondent did not give permission for his / her survey results to be linked to information about his / her cancer type, he / she has been allocated to the "Tumour group unknown" group.

Tumour Group	% of Respondents	
	Hospital	NHS Scotland
Breast	19	25
Colorectal / Lower Gastrointestinal	12	15
Lung	5	6
Prostate	4	12
Brain / Central Nervous System	0	1
Gynaecological	23	7
Haematological	8	8
Head & Neck	12	5
Sarcoma	1	1
Skin	0	3
Upper Gastrointestinal	8	4
Urological	3	6
Other	0	0
Tumour group unknown	6	7

The tables in this chapter show this hospital's percent positive results by tumour group. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

Hospital - the percent positive result for this hospital; the total percentage of patients treated at this hospital who responded positively to the question.

NHS Scotland - the percent positive result for NHS Scotland; the total percentage of patients treated within NHS Scotland who responded positively to the question.

- - Indicates that a result has been suppressed due to the low number of valid responses to the question (fewer than 20).

3.1 Overall Care

64. Overall, how would you rate your care?

% Positive

Tumour Group	NHS	
	Hospital	Scotland
Breast	89	94
Colorectal / Lower Gastrointestinal	92	94
Lung	100	94
Prostate	90	94
Brain / Central Nervous System	--	89
Gynaecological	93	95
Haematological	96	97
Head & Neck	91	93
Sarcoma	--	90
Skin	--	97
Upper Gastrointestinal	98	91
Urological	--	93
Other	--	--
Tumour group unknown	79	89
All Tumour Groups	92	94

3.2 Seeing your GP

2. How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?

% Positive

Tumour Group	Hospital	NHS Scotland
Breast	76	84
Colorectal / Lower Gastrointestinal	79	84
Lung	88	85
Prostate	77	83
Brain / Central Nervous System	--	76
Gynaecological	78	79
Haematological	78	79
Head & Neck	88	84
Sarcoma	--	56
Skin	--	83
Upper Gastrointestinal	89	77
Urological	--	76
Other	--	--
Tumour group unknown	78	85
All Tumour Groups	80	82

3.3 Diagnostic tests

Tumour Group	5. Beforehand, did you have all the information you needed about your test?		6. Overall, how did you feel about the length of time you had to wait for your test to be done?		7. Were the results of the test explained in a way you could understand?	
	% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	90	93	85	89	77	84
Colorectal / Lower Gastrointestinal	96	96	92	86	88	84
Lung	--	92	--	87	--	83
Prostate	--	92	--	83	--	80
Brain / Central Nervous System	--	91	--	91	--	77
Gynaecological	89	86	77	77	73	78
Haematological	91	91	83	86	87	81
Head & Neck	86	88	85	87	86	77
Sarcoma	--	82	--	79	--	76
Skin	--	85	--	89	--	76
Upper Gastrointestinal	--	90	--	78	--	77
Urological	--	90	--	80	--	73
Other	--	--	--	--	--	--
Tumour group unknown	--	91	--	84	--	76
All Tumour Groups	91	92	81	85	82	81

3.4 Finding out what was wrong with you

9. When you were first told that you had cancer, had you been told you could bring a family member or friend with you?

10. How do you feel about the way you were told you had cancer?

11. Did you understand the explanation of what was wrong with you?

12. When you were told you had cancer, were you given written information about the type of cancer you had?

Tumour Group	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
	Breast	72	75	87	89	72	77	48
Colorectal / Lower Gastrointestinal	77	80	75	86	74	82	41	59
Lung	88	75	88	87	77	78	75	54
Prostate	--	77	86	87	91	80	90	78
Brain / Central Nervous System	--	90	--	79	--	77	--	47
Gynaecological	55	57	82	85	71	74	46	54
Haematological	66	72	89	85	65	60	69	70
Head & Neck	65	66	91	88	62	75	44	51
Sarcoma	--	59	--	82	--	62	--	36
Skin	--	55	--	89	--	74	--	74
Upper Gastrointestinal	73	72	73	80	72	72	47	45
Urological	--	63	--	79	--	75	--	51
Other	--	--	--	--	--	--	--	--
Tumour group unknown	61	73	71	85	55	70	38	53
All Tumour Groups	67	72	82	86	71	75	51	60

3.5 Deciding the best treatment for you

Tumour Group	13. Before your cancer treatment started, were your treatment options explained to you?		14. Were the possible side effects of treatment(s) explained in a way you could understand?		15. Were you offered practical advice and support in dealing with the side effects of your treatment(s)?		16. Before you started your treatment(s), were you also told about any side effects of the treatment that could affect you in the future rather than straight away?	
	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	76	85	63	66	60	64	37	46
Colorectal / Lower Gastrointestinal	86	89	65	74	65	68	58	57
Lung	92	87	92	76	84	68	76	59
Prostate	81	86	67	73	71	64	52	62
Brain / Central Nervous System	--	87	--	69	--	49	--	49
Gynaecological	84	85	70	72	64	63	47	52
Haematological	93	89	85	73	72	70	64	58
Head & Neck	87	89	68	69	65	63	45	51
Sarcoma	--	78	--	60	--	59	--	63
Skin	--	86	--	74	--	69	--	62
Upper Gastrointestinal	84	87	69	70	70	67	62	52
Urological	--	82	--	72	--	55	--	50
Other	--	--	--	--	--	--	--	--
Tumour group unknown	73	84	55	67	48	58	36	49
All Tumour Groups	84	86	69	71	66	64	50	53

3.5 Deciding the best treatment for you (cont.)

17. Were you involved as much as you wanted to be in decisions about your care and treatment?

% Positive

Tumour Group	Hospital	NHS Scotland
Breast	73	76
Colorectal / Lower Gastrointestinal	74	82
Lung	92	83
Prostate	80	80
Brain / Central Nervous System	--	74
Gynaecological	73	76
Haematological	78	80
Head & Neck	73	77
Sarcoma	--	71
Skin	--	87
Upper Gastrointestinal	80	77
Urological	--	74
Other	--	--
Tumour group unknown	65	70
All Tumour Groups	75	78

3.6 Clinical Nurse Specialist

18. Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?

19. How easy or difficult has it been for you to contact your Clinical Nurse Specialist?

20. When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand?

Tumour Group	% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	96	95	84	88	80	86
Colorectal / Lower Gastrointestinal	80	90	90	92	92	94
Lung	88	87	--	90	--	91
Prostate	80	81	--	90	--	91
Brain / Central Nervous System	--	84	--	82	--	89
Gynaecological	86	83	89	88	90	90
Haematological	74	70	92	94	88	94
Head & Neck	84	80	92	93	96	93
Sarcoma	--	85	--	96	--	100
Skin	--	78	--	94	--	92
Upper Gastrointestinal	89	81	97	90	94	86
Urological	--	58	--	91	--	88
Other	--	--	--	--	--	--
Tumour group unknown	81	78	95	90	70	84
All Tumour Groups	85	84	90	90	87	90

3.7 Support for people with cancer

21. Did hospital staff give you information about support or self-help groups for people with cancer?

22. Did hospital staff discuss with you or give you information about the impact cancer could have on your day to day activities (for example, your work life or education)?

23. Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?

Tumour Group	% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	73	83	69	76	40	47
Colorectal / Lower Gastrointestinal	82	78	73	80	68	54
Lung	91	77	--	76	76	61
Prostate	--	85	--	84	--	38
Brain / Central Nervous System	--	77	--	77	--	69
Gynaecological	72	75	74	75	72	58
Haematological	92	84	89	80	65	62
Head & Neck	76	78	73	78	67	58
Sarcoma	--	75	--	--	--	60
Skin	--	88	--	86	--	50
Upper Gastrointestinal	89	76	84	76	81	66
Urological	--	63	--	60	--	32
Other	--	--	--	--	--	--
Tumour group unknown	61	72	--	67	64	45
All Tumour Groups	78	79	76	77	65	51

3.8 Operations

25. Beforehand, did you have all the information you needed about your operation?

26. After the operation, did a member of staff explain how it had gone in a way you could understand?

Tumour Group	% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	83	93	78	78
Colorectal / Lower Gastrointestinal	--	95	--	85
Lung	--	92	--	84
Prostate	--	94	--	83
Brain / Central Nervous System	--	90	--	75
Gynaecological	--	93	--	81
Haematological	--	89	--	73
Head & Neck	90	91	77	77
Sarcoma	--	93	--	71
Skin	--	90	--	76
Upper Gastrointestinal	--	93	--	81
Urological	--	90	--	78
Other	--	--	--	--
Tumour group unknown	--	90	--	76
All Tumour Groups	90	93	77	80

3.9 Hospital care as an inpatient

29. Did groups of doctors and nurses talk in front of you as if you weren't there?

30. Did you have confidence and trust in the doctors treating you?

31. If your family or someone else close to you wanted to talk to a doctor, were they able to?

32. Did you have confidence and trust in the ward nurses treating you?

Tumour Group	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	85	87	78	86	66	74	71	79
Colorectal / Lower Gastrointestinal	83	75	91	85	--	75	74	74
Lung	--	78	--	85	--	79	--	83
Prostate	--	81	--	86	--	75	--	79
Brain / Central Nervous System	--	77	--	83	--	57	--	51
Gynaecological	88	86	83	87	69	74	79	76
Haematological	91	82	97	88	94	83	91	81
Head & Neck	84	79	94	89	77	77	75	75
Sarcoma	--	74	--	90	--	73	--	61
Skin	--	86	--	92	--	76	--	81
Upper Gastrointestinal	--	74	--	87	--	80	--	78
Urological	--	76	--	84	--	72	--	74
Other	--	--	--	--	--	--	--	--
Tumour group unknown	--	78	--	83	--	73	--	71
All Tumour Groups	87	81	87	86	74	75	78	77

3.9 Hospital care as an inpatient (cont.)

Tumour Group	33. In your opinion, were there enough nurses on duty to care for you in hospital?		34. While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?		35. Were you given enough privacy when discussing your condition or treatment?		36. During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	
	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	71	74	37	55	76	82	41	49
Colorectal / Lower Gastrointestinal	78	69	43	70	87	79	--	52
Lung	--	81	--	80	--	87	--	55
Prostate	--	75	--	67	--	86	--	51
Brain / Central Nervous System	--	63	--	61	--	80	--	40
Gynaecological	76	72	71	62	71	80	52	43
Haematological	71	72	63	69	86	86	68	57
Head & Neck	69	74	67	69	83	84	60	53
Sarcoma	--	68	--	55	--	77	--	39
Skin	--	81	--	62	--	88	--	58
Upper Gastrointestinal	--	61	--	79	--	77	--	52
Urological	--	73	--	72	--	79	--	45
Other	--	--	--	--	--	--	--	--
Tumour group unknown	--	72	--	62	--	75	--	43
All Tumour Groups	74	72	60	65	80	82	54	50

3.9 Hospital care as an inpatient (cont.)

37. Do you think the hospital staff did everything they could to help control your pain?

38. Overall, did you feel you were treated with respect and dignity while you were in hospital?

39. Were you given clear written information about what you should or should not do after leaving hospital?

40. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Tumour Group	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	76	88	85	87	74	86	90	95
Colorectal / Lower Gastrointestinal	91	88	91	87	--	79	95	92
Lung	--	87	--	90	--	80	--	88
Prostate	--	88	--	89	--	86	--	92
Brain / Central Nervous System	--	74	--	69	--	67	--	89
Gynaecological	84	86	85	87	83	84	95	88
Haematological	100	89	97	94	88	79	97	93
Head & Neck	86	85	87	85	81	81	92	90
Sarcoma	--	85	--	83	--	58	--	89
Skin	--	81	--	87	--	87	--	94
Upper Gastrointestinal	--	88	--	85	--	78	--	92
Urological	--	83	--	87	--	74	--	81
Other	--	--	--	--	--	--	--	--
Tumour group unknown	--	86	--	87	--	78	--	89
All Tumour Groups	87	87	89	87	82	82	93	91

3.10 Hospital care as a day patient / outpatient

43. While you were being treated as an outpatient or day case, did you find someone on the hospital staff to talk to about your worries and fears?

44. The last time you had an outpatients appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?

Tumour Group	% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	68	64	100	97
Colorectal / Lower Gastrointestinal	69	75	95	96
Lung	--	71	--	97
Prostate	--	74	--	99
Brain / Central Nervous System	--	64	--	94
Gynaecological	76	68	100	98
Haematological	79	72	100	98
Head & Neck	75	71	97	99
Sarcoma	--	67	--	96
Skin	--	73	--	97
Upper Gastrointestinal	80	76	100	99
Urological	--	60	--	96
Other	--	--	--	--
Tumour group unknown	--	58	--	98
All Tumour Groups	73	69	98	98

3.11 Radiotherapy

47. Beforehand, did you have all of the information you needed about your radiotherapy treatment?

48. Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?

Tumour Group	% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	78	81	36	48
Colorectal / Lower Gastrointestinal	75	80	43	56
Lung	--	85	--	61
Prostate	--	85	--	62
Brain / Central Nervous System	--	88	--	74
Gynaecological	80	82	53	51
Haematological	--	77	--	62
Head & Neck	81	76	64	55
Sarcoma	--	--	--	--
Skin	--	--	--	--
Upper Gastrointestinal	--	79	--	50
Urological	--	77	--	60
Other	--	--	--	--
Tumour group unknown	--	83	--	56
All Tumour Groups	81	81	54	54

3.12 Chemotherapy

51. Beforehand, did you have all of the information you needed about your chemotherapy treatment?

52. Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?

Tumour Group	% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	76	75	48	53
Colorectal / Lower Gastrointestinal	74	77	50	63
Lung	--	82	--	68
Prostate	--	71	--	57
Brain / Central Nervous System	--	82	--	--
Gynaecological	71	72	60	61
Haematological	89	82	81	75
Head & Neck	76	71	57	55
Sarcoma	--	--	--	--
Skin	--	--	--	--
Upper Gastrointestinal	87	80	62	58
Urological	--	80	--	76
Other	--	--	--	--
Tumour group unknown	--	73	--	64
All Tumour Groups	78	77	61	62

3.13 Home care and support

54. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you at home?

55. During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?

56. Once your cancer treatment finished were you given enough care and support from health or social services (e.g district nurses, home helps or physiotherapists)?

Tumour Group	% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
	Breast	40	50	39	50	24
Colorectal / Lower Gastrointestinal	52	60	60	64	52	55
Lung	73	59	--	52	--	44
Prostate	--	54	--	54	--	45
Brain / Central Nervous System	--	51	--	45	--	--
Gynaecological	57	57	34	41	33	36
Haematological	63	65	86	57	--	48
Head & Neck	66	64	65	64	53	55
Sarcoma	--	44	--	61	--	--
Skin	--	67	--	55	--	58
Upper Gastrointestinal	74	65	60	63	53	55
Urological	--	57	--	54	--	48
Other	--	--	--	--	--	--
Tumour group unknown	39	53	40	42	--	33
All Tumour Groups	57	57	52	54	44	45

3.14 Care from your General Practice

57. As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?

58. Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?

Tumour Group	% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	94	96	70	70
Colorectal / Lower Gastrointestinal	100	97	82	72
Lung	96	93	72	71
Prostate	--	97	70	72
Brain / Central Nervous System	--	89	--	73
Gynaecological	95	95	64	64
Haematological	97	96	70	66
Head & Neck	97	94	71	69
Sarcoma	--	96	--	71
Skin	--	95	--	74
Upper Gastrointestinal	97	97	79	74
Urological	--	95	--	72
Other	--	--	--	--
Tumour group unknown	81	92	57	67
All Tumour Groups	95	96	71	70

3.15 Your overall NHS care

59. Did the different people treating and caring for you (such as GP, hospital doctors, community nurses) work well together to give you the best possible care?

60. Have you been given a care plan? This is a document that sets out your needs and goals for caring for your cancer agreed between you and your health professional.

61. Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes/tests results, etc)?

62. Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?

Tumour Group	% Positive		% Positive		% Positive		% Positive	
	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland	Hospital	NHS Scotland
Breast	84	90	14	21	89	91	64	73
Colorectal / Lower Gastrointestinal	93	90	7	22	87	89	66	80
Lung	92	89	25	24	100	92	71	80
Prostate	--	89	--	23	90	88	71	76
Brain / Central Nervous System	--	79	--	18	--	74	--	64
Gynaecological	88	88	20	17	92	88	80	81
Haematological	90	91	32	26	92	94	69	77
Head & Neck	90	90	28	28	93	90	76	77
Sarcoma	--	90	--	20	--	88	--	65
Skin	--	90	--	18	--	94	--	82
Upper Gastrointestinal	98	90	23	20	93	91	61	72
Urological	--	87	--	17	--	85	--	71
Other	--	--	--	--	--	--	--	--
Tumour group unknown	81	87	21	24	71	85	61	72
All Tumour Groups	89	89	20	22	90	90	70	76

3.15 Your overall NHS care (cont.)

63. Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?

% Positive

Tumour Group	Hospital	NHS Scotland
Breast	30	27
Colorectal / Lower Gastrointestinal	22	30
Lung	33	24
Prostate	5	20
Brain / Central Nervous System	--	25
Gynaecological	13	13
Haematological	32	23
Head & Neck	22	16
Sarcoma	--	26
Skin	--	12
Upper Gastrointestinal	26	25
Urological	--	18
Other	--	--
Tumour group unknown	11	14
All Tumour Groups	23	22

Chapter 4. Condition / Demographic Questions for Beatson West of Scotland Cancer Centre

The tables in this chapter show results for condition related / demographic questions. These tables show the percentage of patients treated at this hospital who selected each response option when answering these questions. Equivalent results for NHS Scotland are also shown.

Notes on Interpretation

(%) **Hospital** - Percentage of respondents treated within this hospital who selected this particular response option.

(%) **NHS Scotland** - Percentage of respondents treated within NHS Scotland who selected a particular response option.

- - Indicates that a result has been suppressed due to the low number of valid responses to the question (fewer than 20).

4.1 Your condition

	(%) Hospital	(%) NHS Scotland
65. How long is it since you were first treated for this cancer?		
Less than 1 year	4	6
1 to 5 years	95	93
More than 5 years	1	1

(Number of responses from this hospital = 556).

	(%) Hospital	(%) NHS Scotland
66. Had your cancer spread to other organs or parts of your body at the time you were first told you had cancer?		
Yes	16	14
No ¹	82	85
Does not apply to my type of cancer	2	1

(Number of responses from this hospital = 528).

¹ Respondents who answered "No" were asked to respond to Q67 overleaf.

4.1 Your condition (cont.)

67. Which of the following applies?	(%) Hospital	(%) NHS Scotland
My cancer has been taken out / treated without any sign of further problem	83	81
My cancer was taken out / treated without any sign of further problem, but has since come back / spread to other parts of my body	6	5
None of the above options apply to my type of cancer	11	14

(Number of responses from this hospital = 391).

4.2 About you

68. What was your age on your last birthday?	(%) Hospital	(%) NHS Scotland
16 - 25	1	0
26 - 35	3	2
36 - 50	13	10
51 - 65	39	34
66 - 75	34	35
76+	11	19

(Number of responses from this hospital = 552).

69. Are you male or female?	(%) Hospital	(%) NHS Scotland
Male	35	43
Female	65	57

(Number of responses from this hospital = 559).

4.2 About you (cont.)

70. Which of the following best describes your sexual orientation?	(%) Hospital	(%) NHS Scotland
Heterosexual / Straight	99	99
Bisexual	1	0
Gay or Lesbian	0	0
Other	0	0

(Number of responses from this hospital = 551).

71. What is your ethnic group?	(%) Hospital	(%) NHS Scotland
White	98	99
Mixed or multiple ethnic groups	0	0
Asian, Asian Scottish or Asian British	1	1
African, Caribbean or Black	0	0
Other ethnic group	0	0

(Number of responses from this hospital = 557).

72. What is your main employment status?	(%) Hospital	(%) NHS Scotland
Work full time	19	17
Work part time	10	10
In full time education or training	0	0
Retired	54	62
Unemployed / looking for work	1	1
Don't work due to illness or disability	13	8
Other	2	2

(Number of responses from this hospital = 565).

4.2 About you (cont.)

73. Do you have any of the following? ¹	(%) Hospital	(%) NHS Scotland
Deafness or severe hearing impairment	10	15
Blindness or severe vision impairment	2	3
A physical disability	13	13
A learning disability	0	1
A mental health condition	5	4
Chronic pain lasting at least 3 months	14	14
Another long - term condition	23	25
None of the above	56	51

(Number of responses from this hospital = 528).

¹ Respondents were asked to "tick all that apply", therefore results may not add up to 100%.

Appendix A: Mapping of Response Options to Positive, Neutral and Negative Categories

The table below lists the questions that were asked as part of the NHS Scotland Cancer Patient Experience Survey 2015. Where question responses have been coded into positive, neutral / mixed or negative categories, the table indicates which responses have been allocated to each category.

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
1	Before you were told you needed to go to hospital about cancer, how many times did you see your GP (family doctor) about the health problem caused by cancer?	Information	N/A	N/A	N/A
2	How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?	Pos / Neu / Neg	1: I was seen as soon as I thought was necessary	2: I should have been seen a bit sooner	3: I should have been seen a lot sooner
3	How long was it from the time you first thought something might be wrong with you until you first saw a GP or other doctor?	Information	N/A	N/A	N/A
4	Have you had diagnostic test(s) for cancer such as an endoscopy, biopsy, mammogram, or scan?	Information	N/A	N/A	N/A
5	Beforehand, did you have all the information you needed about your test? (Tick ALL that apply)	Pos / Neu / Neg	1: Yes		2: No, I would have liked more written information 3: No, I would have liked more verbal information 4: Combination of responses 2 & 3
6	Overall, how did you feel about the length of time you had to wait for your test to be done?	Pos / Neu / Neg	1: It was about right	2: It was a little too long	3: It was much too long
7	Were the results of the test explained in a way you could understand?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No, I did not understand the explanation 4: I did not have an explanation but would have liked one
8	Did the test take place at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A
9	When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	Pos / Neu / Neg	1: Yes		2: No
10	How do you feel about the way you were told you had cancer?	Pos / Neu / Neg	1: It was done sensitively	2: It should have been done a bit more sensitively	3: It should have been done a lot more sensitively
11	Did you understand the explanation of what was wrong with you?	Pos / Neu / Neg	1: Yes, I completely understood it	2: Yes, I understood some of it	3: No, I did not understand it

Appendix A (cont.)

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
12	When you were told you had cancer, were you given written information about the type of cancer you had?	Pos / Neu / Neg	1: Yes, and it was easy to understand		2: Yes, but it was difficult to understand 3: No, I was not given written information about the type of cancer I had
13	Before your cancer treatment started, were your treatment options explained to you?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No
14	Were the possible side effects of treatment(s) explained in a way you could understand?	Pos / Neu / Neg	1; Yes, definitely	2: Yes, to some extent	3: No, side effects were not explained
15	Were you offered practical advice and support in dealing with the side effects of your treatment(s)?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No, I was not offered any practical advice or support
16	Before you started your treatment(s), were you also told about any side effects of the treatment that could affect you in the future rather than straight away?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No, future side effects were not explained
17	Were you involved as much as you wanted to be in decisions about your care and treatment?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No, but I would like to have been more involved
18	Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?	Pos / Neu / Neg	1: Yes		2: No
19	How easy or difficult has it been for you to contact your Clinical Nurse Specialist?	Pos / Neu / Neg	1: Very easy 2: Quite easy	3: Neither easy nor difficult	4: Quite difficult 5: Very difficult
20	When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand?	Pos / Neu / Neg	1: All or most of the time	2: Some of the time	3: Rarely or never
21	Did hospital staff give you information about support or self-help groups for people with cancer?	Pos / Neu / Neg	1: Yes		2: No, but I would have liked information
22	Did hospital staff discuss with you or give you information about the impact cancer could have on your day to day activities (for example, your work life or education)?	Pos / Neu / Neg	1: Yes		2: No, but I would have liked a discussion or information
23	Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	Pos / Neu / Neg	1: Yes		2: No, but I would have liked information
24	Have you had an operation (such as removal of a tumour or lump) for your cancer?	Information	N/A	N/A	N/A

Appendix A (cont.)

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
25	Beforehand, did you have all the information you needed about your operation? (Tick ALL that apply)	Pos / Neu / Neg	1: Yes		2: No, I would have liked more written information 3: No, I would have liked more verbal information 4: Combination of responses 2 & 3
26	After the operation, did a member of staff explain how it had gone in a way you could understand?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No, but I would have liked an explanation
27	Did the operation take place at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A
28	Have you had an operation or stayed overnight for cancer care?	Information	N/A	N/A	N/A
29	Did groups of doctors and nurses talk in front of you as if you weren't there?	Pos / Neu / Neg	3: No	2: Yes, sometimes	1: Yes, often
30	Did you have confidence and trust in the doctors treating you?	Pos / Neu / Neg	1: Yes, in all of them	2: Yes, in some of them	3: No, in none of them
31	If your family or someone else close to you wanted to talk to a doctor, were they able to?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
32	Did you have confidence and trust in the ward nurses treating you?	Pos / Neu / Neg	1: Yes, in all of them	2: Yes, in some of them	3: No, in none of them
33	In your opinion, were there enough nurses on duty to care for you in hospital?	Pos / Neu / Neg	1: There were always or nearly always enough on duty	2: There were sometimes enough on duty	3: There were rarely or never enough on duty
34	While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?	Pos / Neu / Neg	1: Yes, all of them did	2: Only some of them did	3: None of them did
35	Were you given enough privacy when discussing your condition or treatment?	Pos / Neu / Neg	1: Yes, always	2: Yes, sometimes	3: No
36	During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
37	Do you think the hospital staff did everything they could to help control your pain?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
38	Overall, did you feel you were treated with respect and dignity while you were in hospital?	Pos / Neu / Neg	1: Yes, always	2: Yes, sometimes	3: No
39	Were you given clear written information about what you should or should not do after leaving hospital?	Pos / Neu / Neg	1: Yes		2: No

Appendix A (cont.)

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
40	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Pos / Neu / Neg	1: Yes		2: No
41	Did your overnight stay or operation take place at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A
42	Have you been treated as an outpatient or day case for cancer care?	Information	N/A	N/A	N/A
43	While you were being treated as an outpatient or day case, did you find someone on the hospital staff to talk to about your worries and fears?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
44	The last time you had an outpatients appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?	Pos / Neu / Neg	1: Yes		2: No
45	The last time you attended hospital as a day case or outpatient, was this at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A
46	Have you had radiotherapy treatment?	Information	N/A	N/A	N/A
47	Beforehand, did you have all of the information you needed about your radiotherapy treatment?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No
48	Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No
49	Did your radiotherapy treatment take place at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A
50	Have you had chemotherapy treatment?	Information	N/A	N/A	N/A
51	Beforehand, did you have all of the information you needed about your chemotherapy treatment?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No
52	Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?	Pos / Neu / Neg	1: Yes, completely	2: Yes, to some extent	3: No
53	Did your chemotherapy treatment take place at the hospital named on the letter that came with this survey?	Information	N/A	N/A	N/A

Appendix A (cont.)

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
54	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you at home?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
55	During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
56	Once your cancer treatment finished were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No
57	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	Pos / Neu / Neg	1: Yes		2: No
58	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	Pos / Neu / Neg	1: Yes, definitely	2: Yes, to some extent	3: No, they could have done more
59	Did the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) work well together to give you the best possible care?	Pos / Neu / Neg	1: Yes, always 2: Yes, most of the time	3: Yes, some of the time	4: No, never
60	Have you been given a care plan? A care plan is a document that sets out your needs and goals for caring for your cancer. It is an agreement or plan between you and your health professional to help meet those goals.	Pos / Neu / Neg	1: Yes		2: No 3: I do not know / understand what a care plan is
61	Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes / tests results, etc)?	Pos / Neu / Neg	1: Very good 2: Good	3: Neither good nor bad	4: Quite bad 5: Very bad
62	Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?	Pos / Neu / Neg	3: About right	2: A little too long	1: Much too long
63	Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	Pos / Neu / Neg	1: Yes		2: No 3: No, but I would have liked them to
64	Overall, how would you rate your care?	Pos / Neu / Neg	7,8,9,10	4,5,6	0,1,2,3
65	How long is it since you were first treated for this cancer?	Information	N/A	N/A	N/A

Appendix A (cont.)

Question No.	Question	Question Type	Positive Responses	Neutral and Mixed Responses	Negative Responses
66	Had your cancer spread to other organs or parts of your body at the time you were first told you had cancer?	Information	N/A	N/A	N/A
67	Which of the following applies? (Current cancer status)	Information	N/A	N/A	N/A
68	What was your age on your last birthday?	Information	N/A	N/A	N/A
69	Are you male or female?	Information	N/A	N/A	N/A
70	Which of the following best describes your sexual orientation? (Tick ONE box only)	Information	N/A	N/A	N/A
71	What is your ethnic group? (Tick ONE box which best describes your ethnic group)	Information	N/A	N/A	N/A
72	What is your main employment status? (If on maternity or sick leave answer in relation to your usual employment status)	Information	N/A	N/A	N/A
73	Do you have any of the following? Please tick ALL that apply (Disability / Impairment / Condition)	Information	N/A	N/A	N/A

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How to access background or source data

The technical report is available at: www.gov.scot/cancersurvey

Data source may be made available on request, subject to consideration of legal and ethical factors. For further information please contact:

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