

Cancer Patient Experience Survey 2015

Results for NHS Ayrshire & Arran



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 by NHS Ayrshire & Arran.

Survey questionnaires were sent out in October 2015 to 427 patients who were diagnosed with cancer between 1st July 2013 and 31st March 2014 and who received cancer treatment and care within NHS Ayrshire & Arran 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

265 NHS Ayrshire & Arran patients (62%) returned feedback on their experiences. Of those patients willing to provide information about themselves:

- 40% were male and 60% were female.
- 0% were aged 16 - 25; 1% were aged 26 - 35; 9% were aged 36 - 50; 32% were aged 51 - 65; 37% were aged 66 - 75 and 21% were aged 76 and over.
- 47% 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 NHS Ayrshire & Arran and the Scottish Government to improve the quality of cancer care in Scotland by focusing on the areas that patients tell us are important to them and where they consider improvements could be made.

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 took place outside of NHS Ayrshire & Arran. Please also note that results for questions 1 - 3 (seeing your GP), 55 - 56 and 58 (home care and support) are based on responses from patients who were resident within NHS Ayrshire & Arran at the time of their cancer diagnosis / treatment. This differs from the other results in this report, which are based on responses from patients who received their hospital treatment in this NHS Board.

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 NHS Ayrshire & Arran

The tables / charts in this chapter show how patients treated within this NHS Board responded to questions about their cancer care. Results for this NHS Board 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 NHS Board 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 NHS Board. 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 NHS Board who responded positively to the question.

Difference from NHS Scotland - the difference between this NHS Board's percent positive result and the equivalent result for NHS Scotland (for example, -2 means that the result for this NHS Board 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 NHS Board and NHS Scotland as a whole.

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

Median rating - the "average" rating that respondents gave their overall care within this NHS Board. 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.

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

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

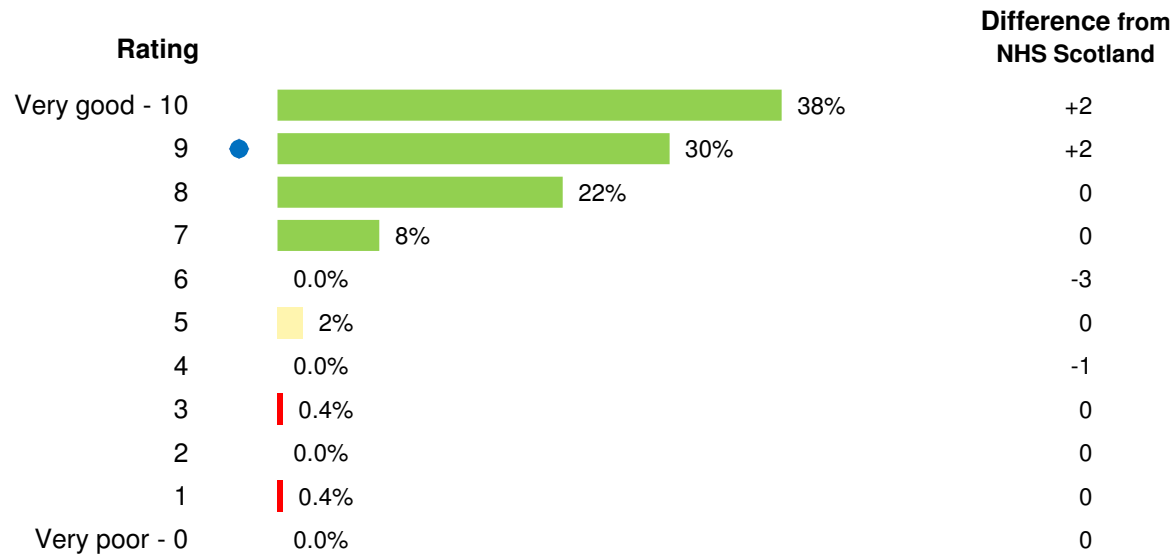
- - Indicates that a result has been suppressed due to the low number of valid responses to the question (fewer than 20).

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? | 259 | 97 | | | 97 | +3 ^S |

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



Difference from NHS Scotland Median (●): 0.0

1.2 Seeing your GP

Note: Questions 1 - 3 relate to GP or community-based care. As such, results for these questions are based on responses from patients who were **resident within this NHS Board** at the time of their cancer diagnosis. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**. Responses from patients who were diagnosed at non-NHS Scotland facilities have been excluded.

| 1. | | (%) NHS Board | (%) NHS Scotland |
|----|--------------------------------------------------------------------|---------------|------------------|
| | None – I went straight to hospital | 11 | 9 |
| | None – I went to hospital following a cancer screening appointment | 14 | 15 |
| | I saw my GP once | 43 | 43 |
| | I saw my GP twice | 13 | 16 |
| | I saw my GP 3 or 4 times | 12 | 10 |
| | I saw my GP 5 or more times | 6 | 7 |

(Number of responses within this NHS Board = 340).

| | Number of responses | Response (%) | | | % Positive | Difference from NHS Scotland |
|----|---------------------|--------------|-----------------|----------|------------|------------------------------|
| | | Positive | Neutral / Mixed | Negative | | |
| 2. | 349 | 83 | 13 | 4 | 83 | +1 |

| 3. | | (%) NHS Board | (%) 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 | 10 | 11 |
| | 6 - 12 months | 5 | 3 |
| | More than 12 months | 2 | 3 |

(Number of responses within this NHS Board = 331).

1.3 Diagnostic tests

| 4. Have you had diagnostic test(s) for cancer such as an endoscopy, biopsy, mammogram, or scan? | (%) NHS Board | (%) NHS Scotland |
|-------------------------------------------------------------------------------------------------|---------------|------------------|
| Yes ¹ | 97 | 96 |
| No | 3 | 4 |

(Number of responses within this NHS Board = 264).

¹ Of the respondents who had a diagnostic test(s), 77% indicated that the test(s) took place at a hospital within this NHS Board. The results for questions 5 - 7 below only include responses from those patients who said that their test(s) took place within this NHS Board.

| | 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? | 185 | 94 | 6 | 94 | +2 | |
| 6. Overall, how did you feel about the length of time you had to wait for your test to be done? | 192 | 88 | 9 | 88 | +3 | |
| 7. Were the results of the test explained in a way you could understand? | 192 | 85 | 15 | 85 | +4 | |

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? | 227 | 82 | | 18 | 82 | +10 ^s |
| 10. How do you feel about the way you were told you had cancer? | 259 | 90 | 6 | 4 | 90 | +4 |
| 11. Did you understand the explanation of what was wrong with you? | 260 | 75 | 24 | | 75 | 0 |
| 12. When you were told you had cancer, were you given written information about the type of cancer you had? | 215 | 76 | | 24 | 76 | +16 ^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? | 230 | 93 | 7 | 93 | +7 ^s | |
| 14. Were the possible side effects of treatment(s) explained in a way you could understand? | 243 | 76 | 20 | 4 | 76 | +5 |
| 15. Were you offered practical advice and support in dealing with the side effects of your treatment(s)? | 244 | 72 | 22 | 7 | 72 | +8 ^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? | 232 | 59 | 25 | 17 | 59 | +6 |
| 17. Were you involved as much as you wanted to be in decisions about your care and treatment? | 259 | 81 | 17 | | 81 | +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 | 253 | 93 | 7 | 93 | +9 ^S | |
| 19. How easy or difficult has it been for you to contact your Clinical Nurse Specialist? | 207 | 91 | 6 3 | 91 | +1 | |
| 20. When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand? | 202 | 91 | 6 | 91 | +1 | |

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? | 209 | 85 | 15 | 85 | +6 ^S | |
| 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)? | 186 | 80 | 20 | 80 | +3 | |
| 23. Did hospital staff give you information about how to get financial help or any benefits you might be entitled to? | 153 | 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? | (%) NHS Board | (%) NHS Scotland |
|--------------------------------------------------------------------------------------|---------------|------------------|
| Yes ¹ | 77 | 77 |
| No | 23 | 23 |

(Number of responses within this NHS Board = 265).

¹ Of the respondents who had an operation, 82% indicated that the operation took place at a hospital within this NHS Board. The results for questions 25 - 26 below only include responses from those patients who said that their operation took place within this NHS Board.

| | 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? | 163 | 95 | 5 | 95 | +2 | |
| 26. After the operation, did a member of staff explain how it had gone in a way you could understand? | 166 | 86 | 12 | 86 | +6 ^s | |

1.9 Hospital care as an inpatient

| 28. Have you had an operation or stayed overnight for cancer care? | (%) NHS Board | (%) NHS Scotland |
|--------------------------------------------------------------------|---------------|------------------|
| Yes ¹ | 84 | 83 |
| No | 16 | 17 |

(Number of responses within this NHS Board = 264).

¹ Of the respondents who had an operation / stayed overnight, 83% indicated that the operation / stay took place at a hospital within this NHS Board. The results for questions 29 - 40 below only include responses from those patients who said that their operation / stay took place within this NHS Board.

| | 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? | 184 | 82 | 13 | 5 | 82 | +1 |
| 30. Did you have confidence and trust in the doctors treating you? | 183 | 89 | 10 | | 89 | +3 |
| 31. If your family or someone else close to you wanted to talk to a doctor, were they able to? | 160 | 78 | 21 | | 78 | +3 |
| 32. Did you have confidence and trust in the ward nurses treating you? | 183 | 83 | 17 | | 83 | +6 ^s |
| 33. In your opinion, were there enough nurses on duty to care for you in hospital? | 182 | 80 | 17 | | 80 | +8 ^s |
| 34. While you were in hospital did the doctors and nurses ask you what name you prefer to be called by? | 180 | 67 | 20 | 13 | 67 | +2 |
| 35. Were you given enough privacy when discussing your condition or treatment? | 181 | 83 | 10 | 7 | 83 | +1 |

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? | 132 | 55 | 30 | 15 | 55 | +5 |
| 37. Do you think the hospital staff did everything they could to help control your pain? | 152 | 90 | 6 | 4 | 90 | +3 |
| 38. Overall, did you feel you were treated with respect and dignity while you were in hospital? | 184 | 92 | 7 | | 92 | +5 ^s |
| 39. Were you given clear written information about what you should or should not do after leaving hospital? | 169 | 89 | | 11 | 89 | +7 ^s |
| 40. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 177 | 94 | | 6 | 94 | +3 |

1.10 Hospital care as a day patient / outpatient

| 42. Have you been treated as an outpatient or day case for cancer care? | (%) NHS Board | (%) NHS Scotland |
|-------------------------------------------------------------------------|---------------|------------------|
| Yes ¹ | 82 | 84 |
| No | 18 | 16 |

(Number of responses within this NHS Board = 264).

¹ Of the respondents who had been treated as an outpatient or day case, 82% indicated that the treatment / care took place at a hospital within this NHS Board. The results for questions 43 - 44 below only include responses from those patients who said that their treatment / care took place within this NHS Board.

| | 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? | 147 | 73 | 20 | 6 | 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? | 173 | 99 | | | 99 | +1 ^{NT} |

1.11 Radiotherapy

| 46. Have you had radiotherapy treatment? | (%) NHS Board | (%) NHS Scotland |
|------------------------------------------|---------------|------------------|
| Yes ¹ | 47 | 49 |
| No | 53 | 51 |

(Number of responses within this NHS Board = 255).

¹ Of the respondents who had radiotherapy treatment, 0% indicated that the treatment took place at a hospital within this NHS Board. The results for questions 47 - 48 below only include responses from those patients who said that their radiotherapy took place within this NHS Board.

| | 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? | 0 | | | | -- | -- |
| 48. Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand? | 0 | | | | -- | -- |

1.12 Chemotherapy

| 50. Have you had chemotherapy treatment? | (%) NHS Board | (%) NHS Scotland |
|------------------------------------------|---------------|------------------|
| Yes ¹ | 54 | 48 |
| No | 46 | 52 |

(Number of responses within this NHS Board = 257).

¹ Of the respondents who had chemotherapy treatment, 78% indicated that the treatment took place at a hospital within this NHS Board. The results for questions 51 - 52 below only include responses from those patients who said that their chemotherapy took place within this NHS Board.

| | 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? | 106 | 79 | 20 | 79 | +2 | |
| 52. Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand? | 99 | 68 | 25 | 7 | +6 | |

1.13 Home care and support

Note: Questions 55, 56 and 58 relate to GP or community-based care. As such, results for these questions are based on responses from patients who were **resident within this NHS Board** at the time of their treatment. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**.

| | 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? | 222 | 67 | 18 | 15 | 67 | +10 ^s |
| 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)? | 224 | 61 | 20 | 19 | 61 | +7 ^s |
| 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)? | 176 | 53 | 22 | 24 | 53 | +8 ^s |

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? | 209 | 93 | | 7 | 93 | -3 |
| 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? | 265 | 67 | 25 | 8 | 67 | -3 |

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? | 257 | 90 | 7 | | 90 | +1 |
| 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. | 233 | 23 | 77 | | 23 | +1 |
| 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)? | 260 | 94 | 4 | | 94 | +4 ^s |
| 62. Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment? | 255 | 78 | 17 | 5 | 78 | +2 |
| 63. Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research? | 242 | 17 | 83 | | 17 | -5 ^s |

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? | 173 | | | | 99 | +1 ^{NT} |
| 64. | Overall, how would you rate your care? | 259 | | | | 97 | +3 ^S |
| 25. | Beforehand, did you have all the information you needed about your operation? | 163 | | | | 95 | +2 |
| 40. | Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 177 | | | | 94 | +3 |
| 5. | Beforehand, did you have all the information you needed about your test? | 185 | | | | 94 | +2 |

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 | Negative | | |
| 63. | Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research? | 242 | 17 | 83 | | 17 | -5 ^s |
| 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. | 233 | 23 | 77 | | 23 | +1 |
| 23. | Did hospital staff give you information about how to get financial help or any benefits you might be entitled to? | 153 | 65 | 35 | | 65 | +14 ^s |
| 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)? | 176 | 53 | 22 | 24 | 53 | +8 ^s |
| 12. | When you were told you had cancer, were you given written information about the type of cancer you had? | 215 | 76 | 24 | | 76 | +16 ^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 NHS Board Results across Scotland

The tables / charts in this chapter show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

■ Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board result to highest NHS Board result.

■ This NHS Board's percent positive result.

| NHS Scotland percent positive result.

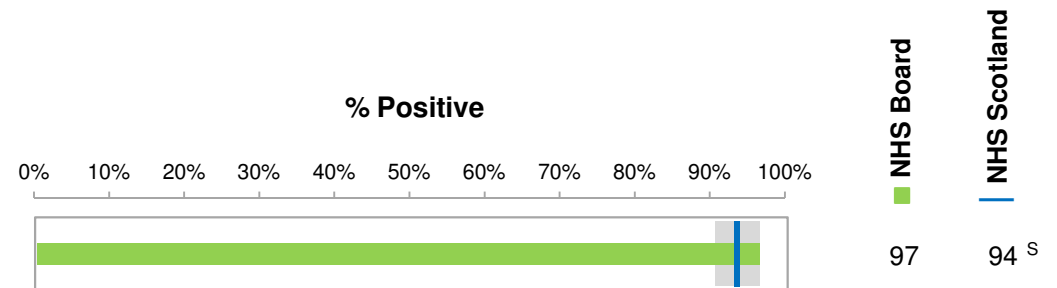
^S Indicates a statistically significant difference in the percent positive result between this NHS Board and NHS Scotland as a whole.

^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this NHS Board selected a positive response or because fewer than five respondents within this NHS Board 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).

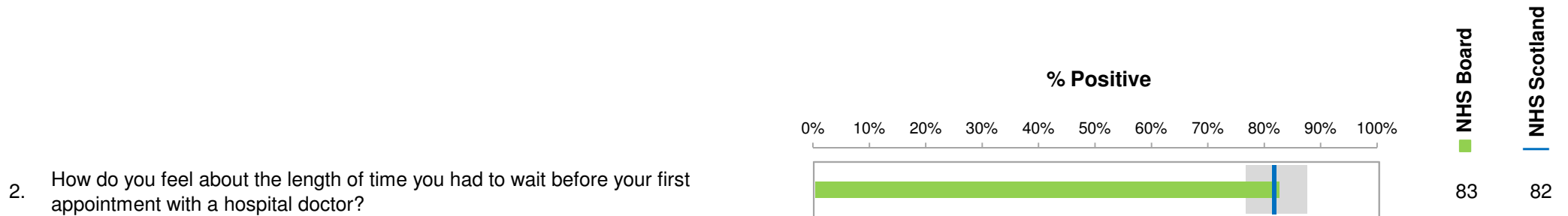
2.1 Overall Care

64. Overall, how would you rate your care?

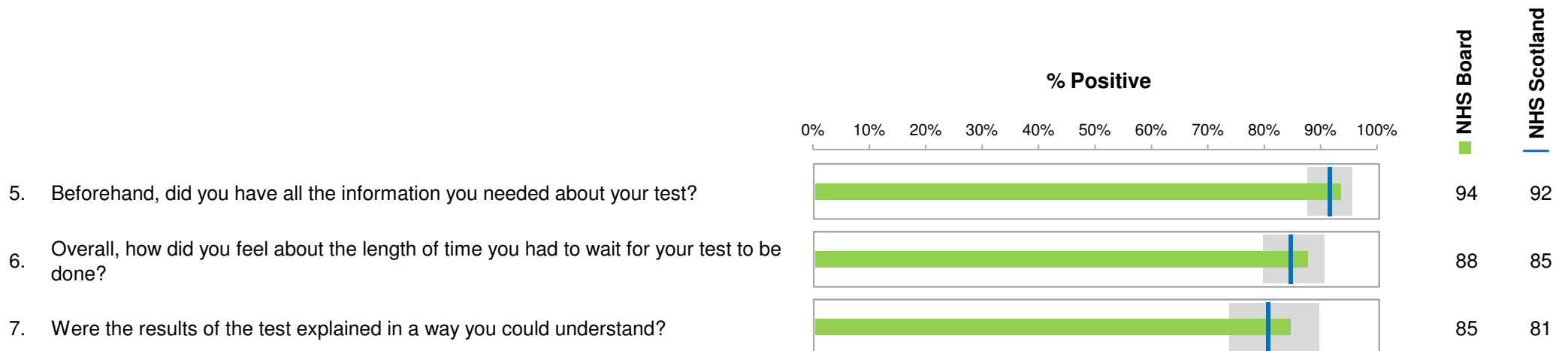


2.2 Seeing your GP

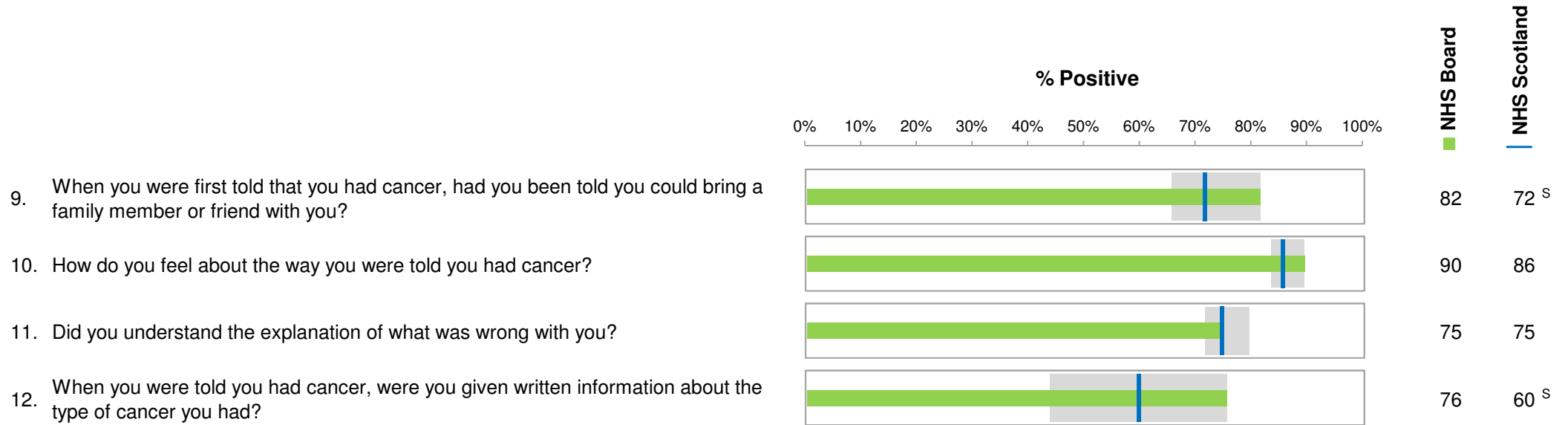
Note: Question 2 relates to GP care. As such, the results for this question are based on responses from patients who were **resident within this NHS Board** at the time of their cancer diagnosis. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**. Responses from patients who were diagnosed at non-NHS Scotland facilities have been excluded.



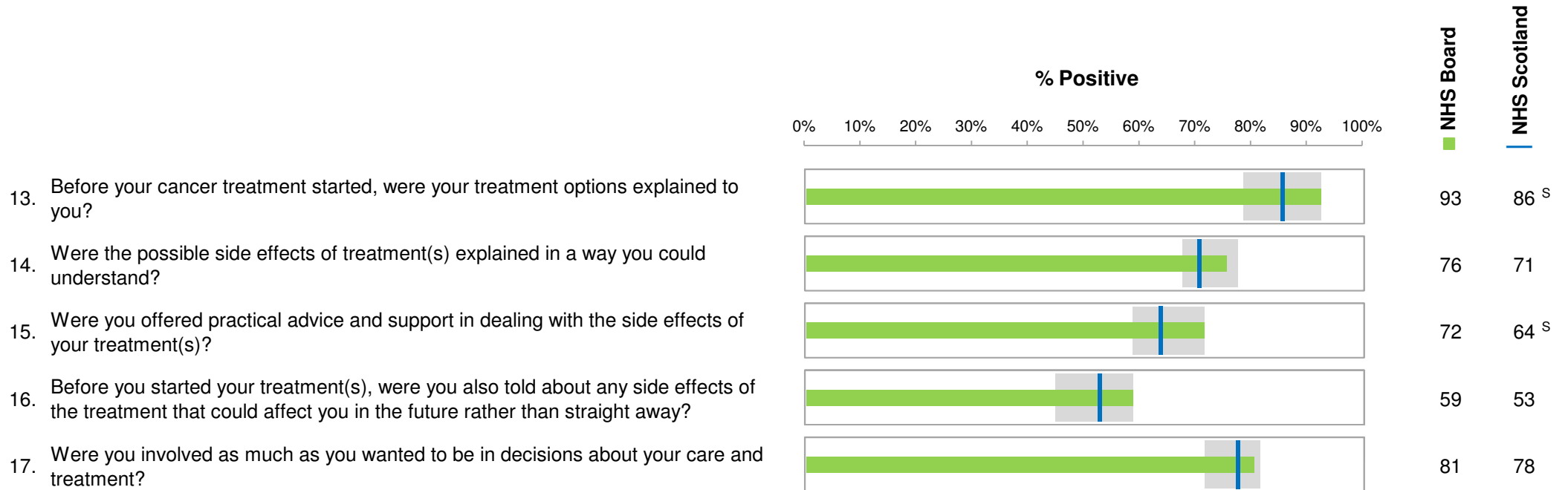
2.3 Diagnostic tests



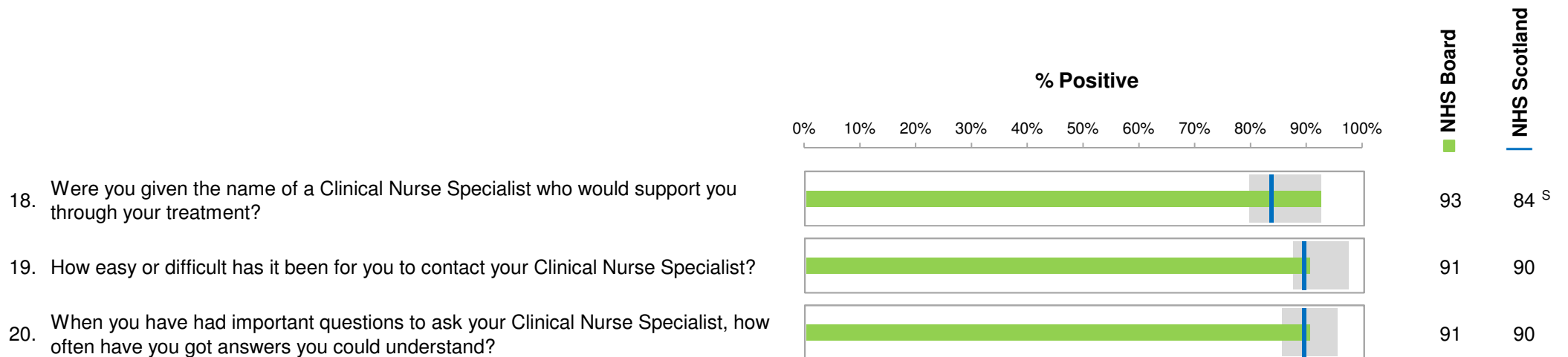
2.4 Finding out what was wrong with you



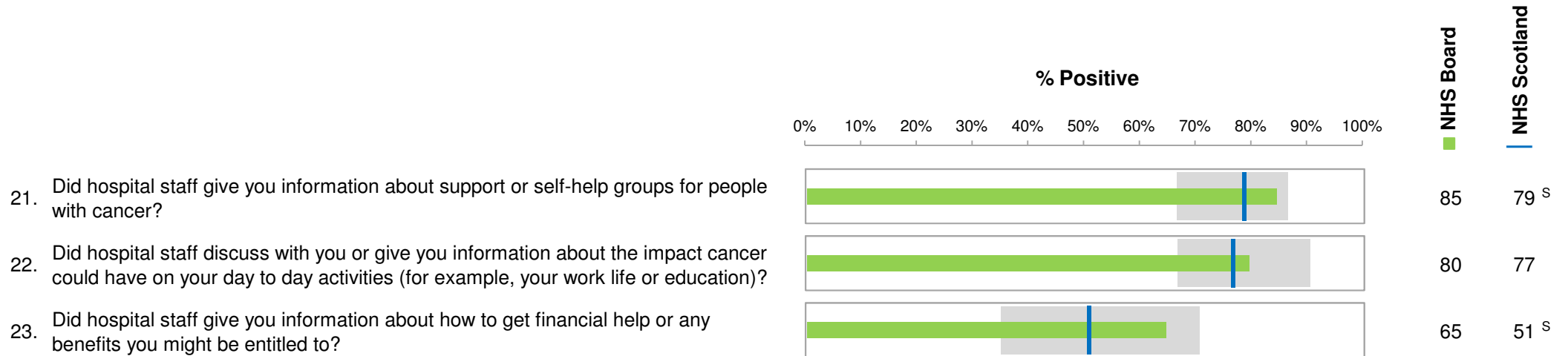
2.5 Deciding the best treatment for you



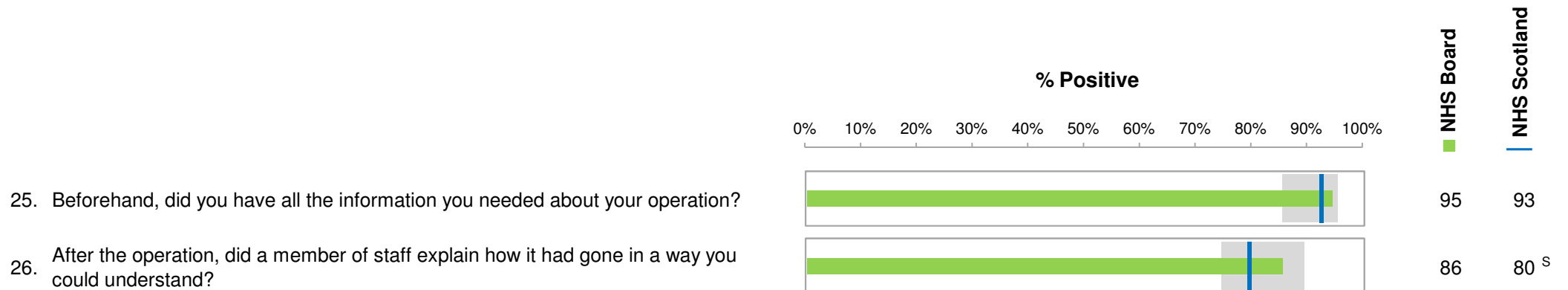
2.6 Clinical Nurse Specialist



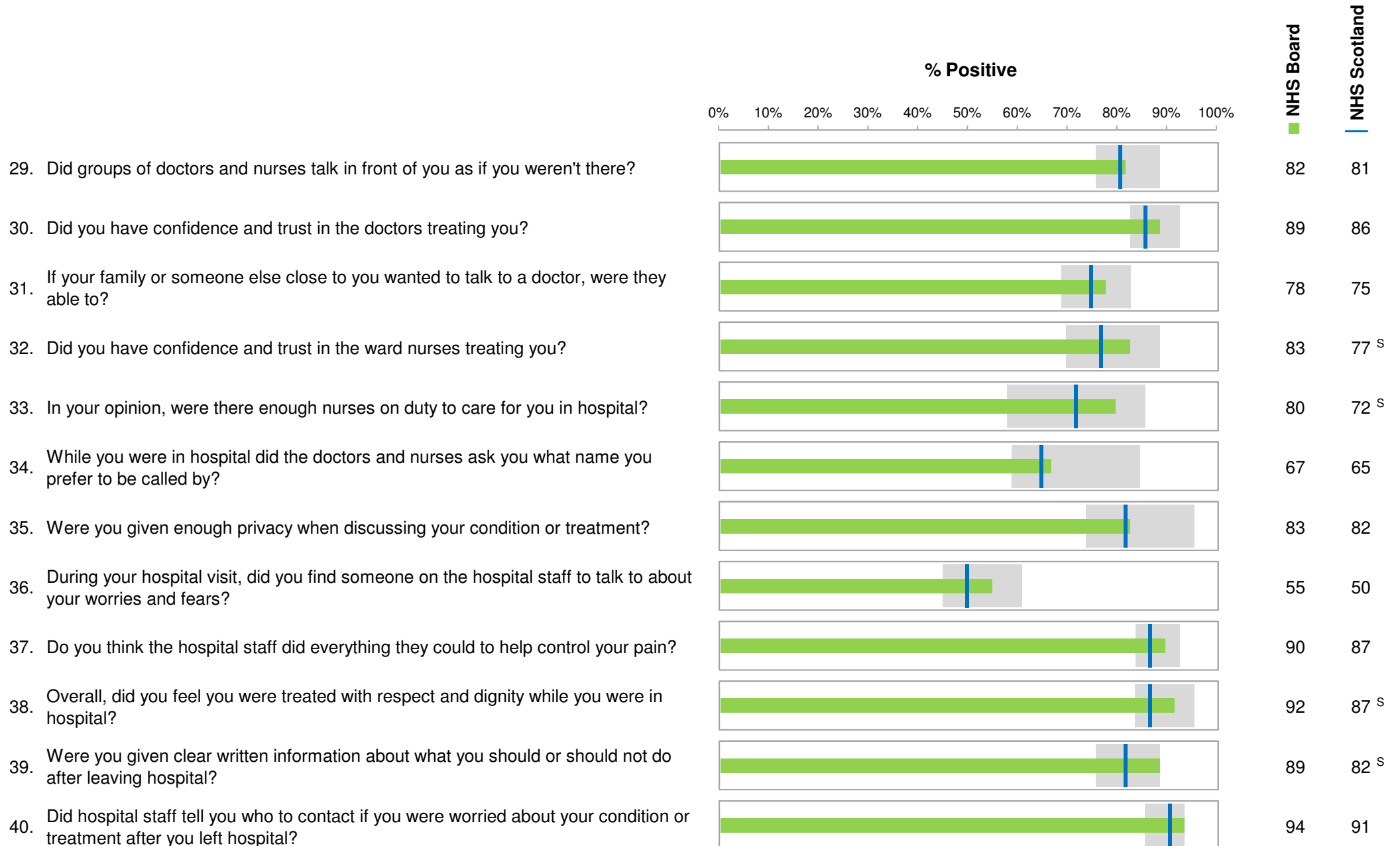
2.7 Support for people with cancer



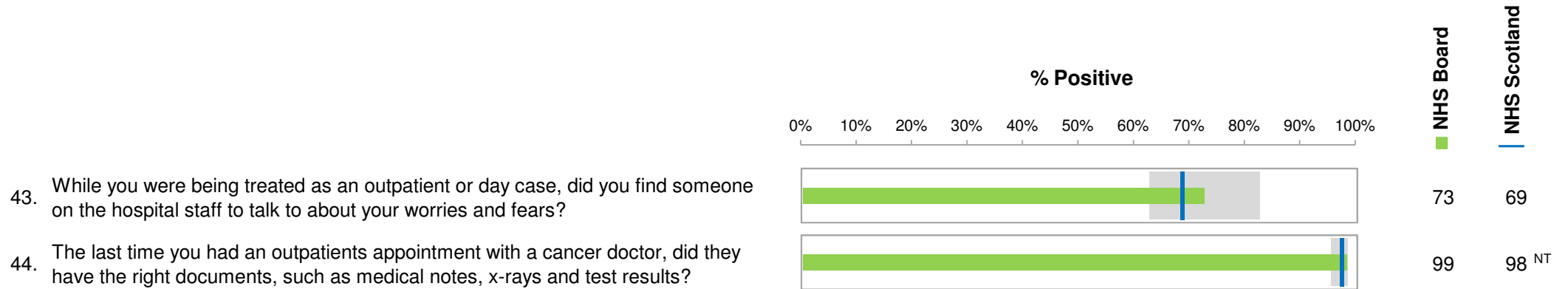
2.8 Operations



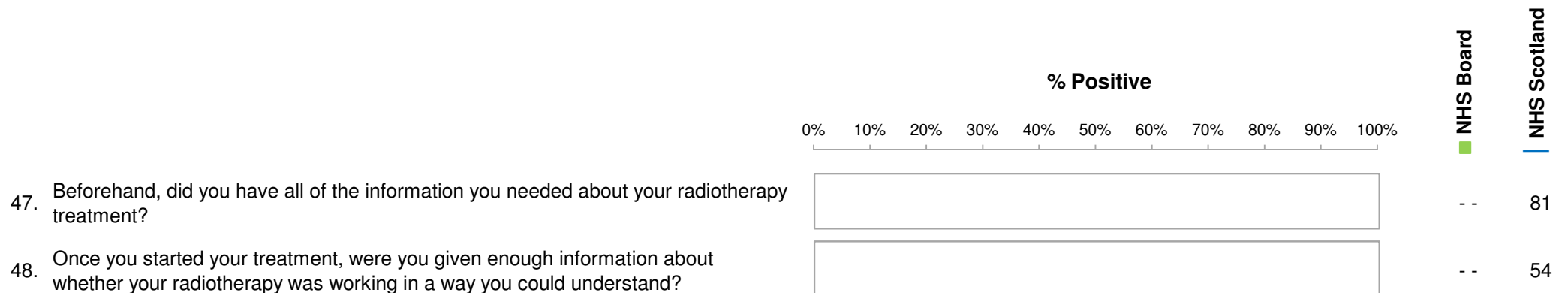
2.9 Hospital care as an inpatient



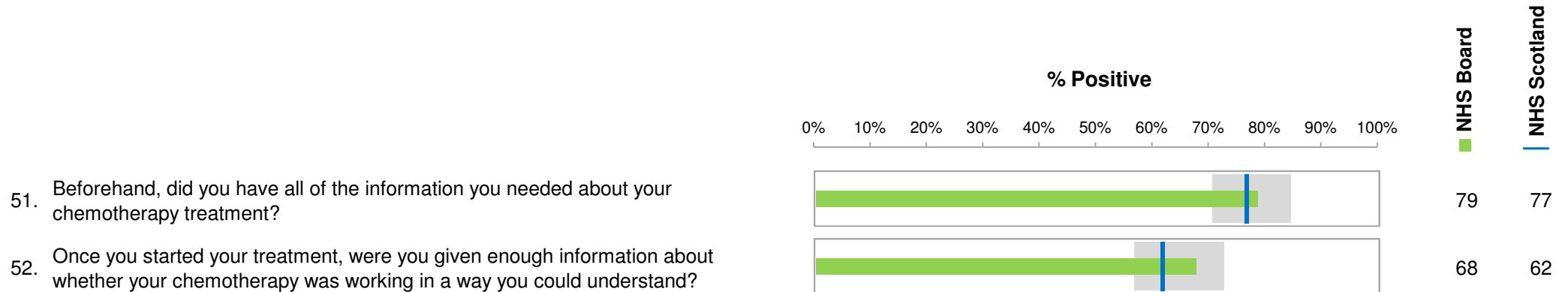
2.10 Hospital care as a day patient / outpatient



2.11 Radiotherapy

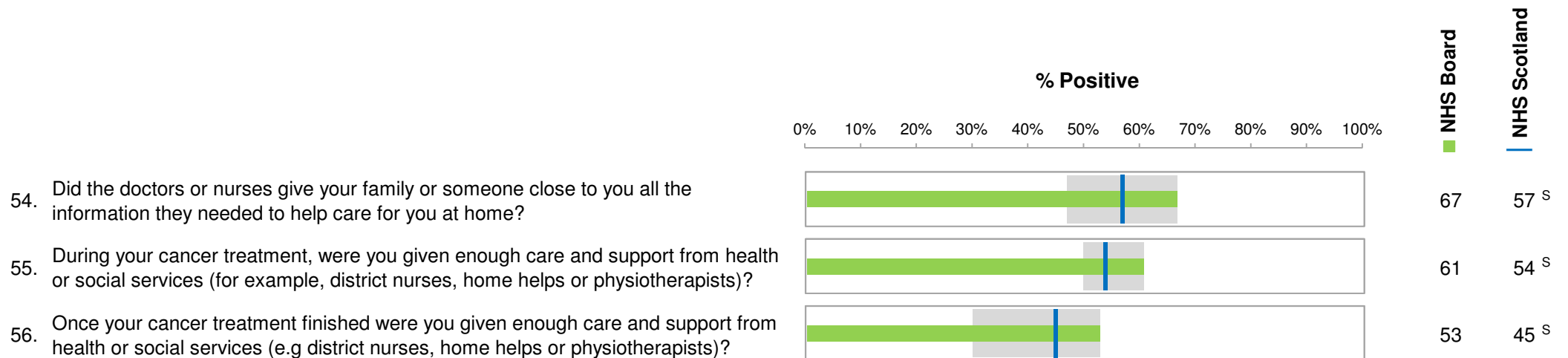


2.12 Chemotherapy



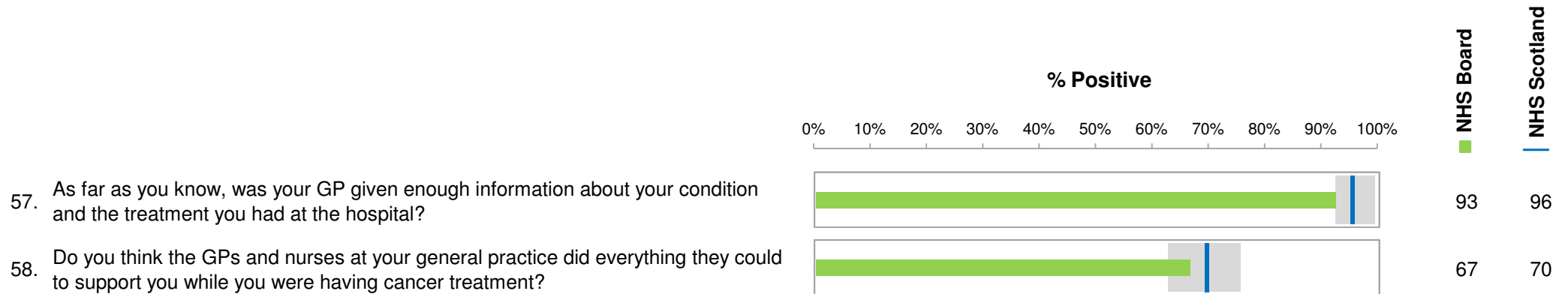
2.13 Home care and support

Note: Questions 55 and 56 relate to community-based care. As such, results for these questions are based on responses from patients who were **resident within this NHS Board** at the time of their treatment. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**.

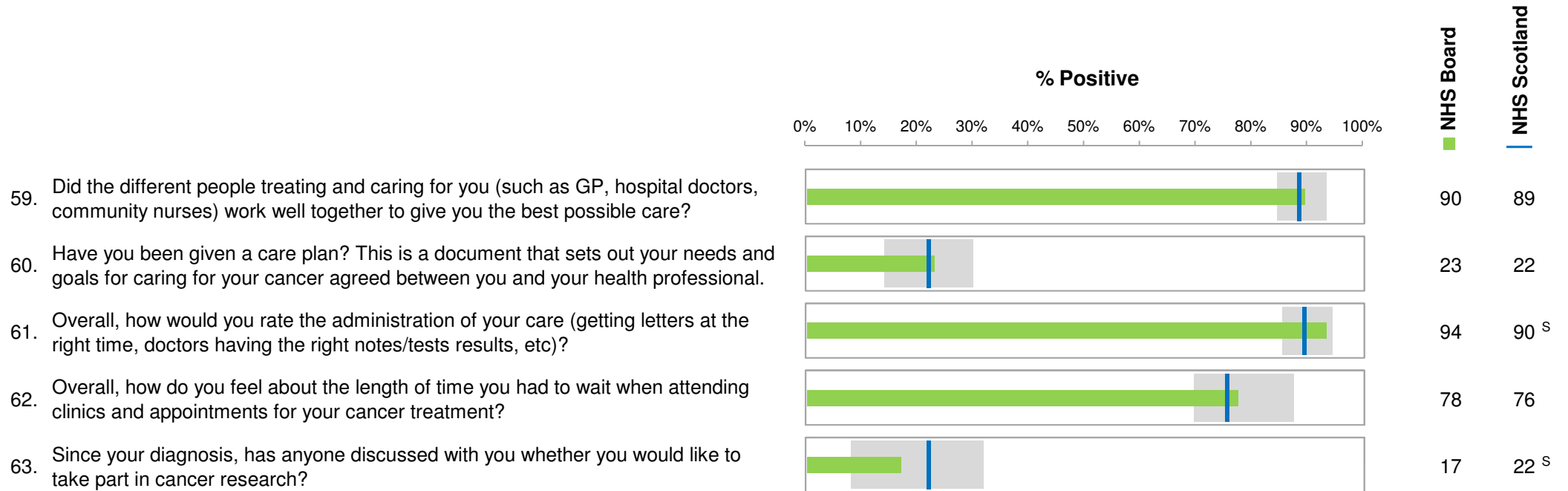


2.14 Care from your General Practice

Note: Question 58 relates to GP care. As such, results for this question are based on responses from patients who were **resident within this NHS Board** at the time of their treatment. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**.



2.15 Your overall NHS Care



Chapter 3. Results by Tumour Group for NHS Ayrshire & Arran

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 | |
|-------------------------------------|------------------|--------------|
| | NHS Board | NHS Scotland |
| Breast | 32 | 25 |
| Colorectal / Lower Gastrointestinal | 18 | 15 |
| Lung | 6 | 6 |
| Prostate | 5 | 12 |
| Brain / Central Nervous System | 0 | 1 |
| Gynaecological | 4 | 7 |
| Haematological | 13 | 8 |
| Head & Neck | 3 | 5 |
| Sarcoma | 0 | 1 |
| Skin | 2 | 3 |
| Upper Gastrointestinal | 2 | 4 |
| Urological | 9 | 6 |
| Other | 0 | 0 |
| Tumour group unknown | 6 | 7 |

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

Notes on Interpretation

NHS Board - the percent positive result for this NHS Board; the total percentage of patients treated within this NHS Board 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 Board | NHS Scotland |
|-------------------------------------|-----------|--------------|
| Breast | 98 | 94 |
| Colorectal / Lower Gastrointestinal | 98 | 94 |
| Lung | -- | 94 |
| Prostate | -- | 94 |
| Brain / Central Nervous System | -- | 89 |
| Gynaecological | -- | 95 |
| Haematological | 100 | 97 |
| Head & Neck | -- | 93 |
| Sarcoma | -- | 90 |
| Skin | -- | 97 |
| Upper Gastrointestinal | -- | 91 |
| Urological | 100 | 93 |
| Other | -- | -- |
| Tumour group unknown | -- | 89 |
| All Tumour Groups | 97 | 94 |

3.2 Seeing your GP

Note: Question 2 relates to GP care. As such, the results for this question are based on responses from patients who were **resident within this NHS Board** at the time of their cancer diagnosis. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**. Responses from patients who were diagnosed at non-NHS Scotland facilities have been excluded.

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 | NHS Board | NHS Scotland |
|-------------------------------------|------------------|---------------------|
| Breast | 88 | 84 |
| Colorectal / Lower Gastrointestinal | 80 | 84 |
| Lung | 81 | 85 |
| Prostate | 83 | 83 |
| Brain / Central Nervous System | -- | 76 |
| Gynaecological | 81 | 79 |
| Haematological | 87 | 79 |
| Head & Neck | 87 | 84 |
| Sarcoma | -- | 56 |
| Skin | -- | 83 |
| Upper Gastrointestinal | -- | 77 |
| Urological | 77 | 76 |
| Other | -- | -- |
| Tumour group unknown | -- | 85 |
| All Tumour Groups | 83 | 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 | |
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 94 | 93 | 87 | 89 | 90 | 84 |
| Colorectal / Lower Gastrointestinal | 89 | 96 | 84 | 86 | 82 | 84 |
| Lung | -- | 92 | -- | 87 | -- | 83 |
| Prostate | -- | 92 | -- | 83 | -- | 80 |
| Brain / Central Nervous System | -- | 91 | -- | 91 | -- | 77 |
| Gynaecological | -- | 86 | -- | 77 | -- | 78 |
| Haematological | 96 | 91 | 100 | 86 | 83 | 81 |
| Head & Neck | -- | 88 | -- | 87 | -- | 77 |
| Sarcoma | -- | 82 | -- | 79 | -- | 76 |
| Skin | -- | 85 | -- | 89 | -- | 76 |
| Upper Gastrointestinal | -- | 90 | -- | 78 | -- | 77 |
| Urological | 95 | 90 | 90 | 80 | 82 | 73 |
| Other | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 91 | -- | 84 | -- | 76 |
| All Tumour Groups | 94 | 92 | 88 | 85 | 85 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| | Breast | 79 | 75 | 95 | 89 | 76 | 77 | 76 |
| Colorectal / Lower Gastrointestinal | 86 | 80 | 86 | 86 | 82 | 82 | 69 | 59 |
| Lung | -- | 75 | -- | 87 | -- | 78 | -- | 54 |
| Prostate | -- | 77 | -- | 87 | -- | 80 | -- | 78 |
| Brain / Central Nervous System | -- | 90 | -- | 79 | -- | 77 | -- | 47 |
| Gynaecological | -- | 57 | -- | 85 | -- | 74 | -- | 54 |
| Haematological | 93 | 72 | 89 | 85 | 56 | 60 | 86 | 70 |
| Head & Neck | -- | 66 | -- | 88 | -- | 75 | -- | 51 |
| Sarcoma | -- | 59 | -- | 82 | -- | 62 | -- | 36 |
| Skin | -- | 55 | -- | 89 | -- | 74 | -- | 74 |
| Upper Gastrointestinal | -- | 72 | -- | 80 | -- | 72 | -- | 45 |
| Urological | 80 | 63 | 87 | 79 | 83 | 75 | -- | 51 |
| Other | -- | -- | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 73 | -- | 85 | -- | 70 | -- | 53 |
| All Tumour Groups | 82 | 72 | 90 | 86 | 75 | 75 | 76 | 60 |

3.5 Deciding the best treatment for you

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?

| Tumour Group | % Positive | | % Positive | | % Positive | | % Positive | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 94 | 85 | 71 | 66 | 69 | 64 | 45 | 46 |
| Colorectal / Lower Gastrointestinal | 98 | 89 | 80 | 74 | 73 | 68 | 64 | 57 |
| Lung | -- | 87 | -- | 76 | -- | 68 | -- | 59 |
| Prostate | -- | 86 | -- | 73 | -- | 64 | -- | 62 |
| Brain / Central Nervous System | -- | 87 | -- | 69 | -- | 49 | -- | 49 |
| Gynaecological | -- | 85 | -- | 72 | -- | 63 | -- | 52 |
| Haematological | 90 | 89 | 74 | 73 | 69 | 70 | 56 | 58 |
| Head & Neck | -- | 89 | -- | 69 | -- | 63 | -- | 51 |
| Sarcoma | -- | 78 | -- | 60 | -- | 59 | -- | 63 |
| Skin | -- | 86 | -- | 74 | -- | 69 | -- | 62 |
| Upper Gastrointestinal | -- | 87 | -- | 70 | -- | 67 | -- | 52 |
| Urological | -- | 82 | 77 | 72 | 55 | 55 | -- | 50 |
| Other | -- | -- | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 84 | -- | 67 | -- | 58 | -- | 49 |
| All Tumour Groups | 93 | 86 | 76 | 71 | 72 | 64 | 59 | 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 | NHS Board | NHS Scotland |
|-------------------------------------|------------------|---------------------|
| Breast | 79 | 76 |
| Colorectal / Lower Gastrointestinal | 85 | 82 |
| Lung | -- | 83 |
| Prostate | -- | 80 |
| Brain / Central Nervous System | -- | 74 |
| Gynaecological | -- | 76 |
| Haematological | 82 | 80 |
| Head & Neck | -- | 77 |
| Sarcoma | -- | 71 |
| Skin | -- | 87 |
| Upper Gastrointestinal | -- | 77 |
| Urological | 73 | 74 |
| Other | -- | -- |
| Tumour group unknown | -- | 70 |
| All Tumour Groups | 81 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 98 | 95 | 90 | 88 | 89 | 86 |
| Colorectal / Lower Gastrointestinal | 100 | 90 | 95 | 92 | 98 | 94 |
| Lung | -- | 87 | -- | 90 | -- | 91 |
| Prostate | -- | 81 | -- | 90 | -- | 91 |
| Brain / Central Nervous System | -- | 84 | -- | 82 | -- | 89 |
| Gynaecological | -- | 83 | -- | 88 | -- | 90 |
| Haematological | 75 | 70 | 85 | 94 | -- | 94 |
| Head & Neck | -- | 80 | -- | 93 | -- | 93 |
| Sarcoma | -- | 85 | -- | 96 | -- | 100 |
| Skin | -- | 78 | -- | 94 | -- | 92 |
| Upper Gastrointestinal | -- | 81 | -- | 90 | -- | 86 |
| Urological | 82 | 58 | -- | 91 | -- | 88 |
| Other | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 78 | -- | 90 | -- | 84 |
| All Tumour Groups | 93 | 84 | 91 | 90 | 91 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 87 | 83 | 77 | 76 | 62 | 47 |
| Colorectal / Lower Gastrointestinal | 85 | 78 | 85 | 80 | 75 | 54 |
| Lung | -- | 77 | -- | 76 | -- | 61 |
| Prostate | -- | 85 | -- | 84 | -- | 38 |
| Brain / Central Nervous System | -- | 77 | -- | 77 | -- | 69 |
| Gynaecological | -- | 75 | -- | 75 | -- | 58 |
| Haematological | 77 | 84 | 75 | 80 | 70 | 62 |
| Head & Neck | -- | 78 | -- | 78 | -- | 58 |
| Sarcoma | -- | 75 | -- | -- | -- | 60 |
| Skin | -- | 88 | -- | 86 | -- | 50 |
| Upper Gastrointestinal | -- | 76 | -- | 76 | -- | 66 |
| Urological | -- | 63 | -- | 60 | -- | 32 |
| Other | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 72 | -- | 67 | -- | 45 |
| All Tumour Groups | 85 | 79 | 80 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 97 | 93 | 89 | 78 |
| Colorectal / Lower Gastrointestinal | 91 | 95 | 86 | 85 |
| Lung | -- | 92 | -- | 84 |
| Prostate | -- | 94 | -- | 83 |
| Brain / Central Nervous System | -- | 90 | -- | 75 |
| Gynaecological | -- | 93 | -- | 81 |
| Haematological | -- | 89 | -- | 73 |
| Head & Neck | -- | 91 | -- | 77 |
| Sarcoma | -- | 93 | -- | 71 |
| Skin | -- | 90 | -- | 76 |
| Upper Gastrointestinal | -- | 93 | -- | 81 |
| Urological | 95 | 90 | 86 | 78 |
| Other | -- | -- | -- | -- |
| Tumour group unknown | -- | 90 | -- | 76 |
| All Tumour Groups | 95 | 93 | 86 | 80 |

3.9 Hospital care as an inpatient

| Tumour Group | 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? | |
|-------------------------------------|------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------|--------------|
| | % Positive | | % Positive | | % Positive | | % Positive | |
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 92 | 87 | 90 | 86 | 79 | 74 | 82 | 79 |
| Colorectal / Lower Gastrointestinal | 83 | 75 | 90 | 85 | 78 | 75 | 77 | 74 |
| Lung | -- | 78 | -- | 85 | -- | 79 | -- | 83 |
| Prostate | -- | 81 | -- | 86 | -- | 75 | -- | 79 |
| Brain / Central Nervous System | -- | 77 | -- | 83 | -- | 57 | -- | 51 |
| Gynaecological | -- | 86 | -- | 87 | -- | 74 | -- | 76 |
| Haematological | 72 | 82 | 88 | 88 | 75 | 83 | 88 | 81 |
| Head & Neck | -- | 79 | -- | 89 | -- | 77 | -- | 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 | 82 | 81 | 89 | 86 | 78 | 75 | 83 | 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 | |
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 79 | 74 | 48 | 55 | 77 | 82 | 45 | 49 |
| Colorectal / Lower Gastrointestinal | 90 | 69 | 82 | 70 | 82 | 79 | 57 | 52 |
| Lung | -- | 81 | -- | 80 | -- | 87 | -- | 55 |
| Prostate | -- | 75 | -- | 67 | -- | 86 | -- | 51 |
| Brain / Central Nervous System | -- | 63 | -- | 61 | -- | 80 | -- | 40 |
| Gynaecological | -- | 72 | -- | 62 | -- | 80 | -- | 43 |
| Haematological | 80 | 72 | 72 | 69 | 88 | 86 | -- | 57 |
| Head & Neck | -- | 74 | -- | 69 | -- | 84 | -- | 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 | 80 | 72 | 67 | 65 | 83 | 82 | 55 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 88 | 88 | 89 | 87 | 95 | 86 | 97 | 95 |
| Colorectal / Lower Gastrointestinal | 95 | 88 | 95 | 87 | 86 | 79 | 97 | 92 |
| Lung | -- | 87 | -- | 90 | -- | 80 | -- | 88 |
| Prostate | -- | 88 | -- | 89 | -- | 86 | -- | 92 |
| Brain / Central Nervous System | -- | 74 | -- | 69 | -- | 67 | -- | 89 |
| Gynaecological | -- | 86 | -- | 87 | -- | 84 | -- | 88 |
| Haematological | 95 | 89 | 96 | 94 | 95 | 79 | 91 | 93 |
| Head & Neck | -- | 85 | -- | 85 | -- | 81 | -- | 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 | 90 | 87 | 92 | 87 | 89 | 82 | 94 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 72 | 64 | 98 | 97 |
| Colorectal / Lower Gastrointestinal | 84 | 75 | 100 | 96 |
| Lung | -- | 71 | -- | 97 |
| Prostate | -- | 74 | -- | 99 |
| Brain / Central Nervous System | -- | 64 | -- | 94 |
| Gynaecological | -- | 68 | -- | 98 |
| Haematological | 70 | 72 | 100 | 98 |
| Head & Neck | -- | 71 | -- | 99 |
| Sarcoma | -- | 67 | -- | 96 |
| Skin | -- | 73 | -- | 97 |
| Upper Gastrointestinal | -- | 76 | -- | 99 |
| Urological | -- | 60 | -- | 96 |
| Other | -- | -- | -- | -- |
| Tumour group unknown | -- | 58 | -- | 98 |
| All Tumour Groups | 73 | 69 | 99 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | -- | 81 | -- | 48 |
| Colorectal / Lower Gastrointestinal | -- | 80 | -- | 56 |
| Lung | -- | 85 | -- | 61 |
| Prostate | -- | 85 | -- | 62 |
| Brain / Central Nervous System | -- | 88 | -- | 74 |
| Gynaecological | -- | 82 | -- | 51 |
| Haematological | -- | 77 | -- | 62 |
| Head & Neck | -- | 76 | -- | 55 |
| Sarcoma | -- | -- | -- | -- |
| Skin | -- | -- | -- | -- |
| Upper Gastrointestinal | -- | 79 | -- | 50 |
| Urological | -- | 77 | -- | 60 |
| Other | -- | -- | -- | -- |
| Tumour group unknown | -- | 83 | -- | 56 |
| All Tumour Groups | -- | 81 | -- | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 71 | 75 | 57 | 53 |
| Colorectal / Lower Gastrointestinal | -- | 77 | -- | 63 |
| Lung | -- | 82 | -- | 68 |
| Prostate | -- | 71 | -- | 57 |
| Brain / Central Nervous System | -- | 82 | -- | -- |
| Gynaecological | -- | 72 | -- | 61 |
| Haematological | 79 | 82 | 71 | 75 |
| Head & Neck | -- | 71 | -- | 55 |
| Sarcoma | -- | -- | -- | -- |
| Skin | -- | -- | -- | -- |
| Upper Gastrointestinal | -- | 80 | -- | 58 |
| Urological | -- | 80 | -- | 76 |
| Other | -- | -- | -- | -- |
| Tumour group unknown | -- | 73 | -- | 64 |
| All Tumour Groups | 79 | 77 | 68 | 62 |

3.13 Home care and support

Note: Questions 55 and 56 relate to community-based care. As such, results for these questions are based on responses from patients who were **resident within this NHS Board** at the time of their treatment. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**.

| Tumour Group | 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)? | |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| | % Positive | | % Positive | | % Positive | |
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 57 | 50 | 67 | 50 | 51 | 37 |
| Colorectal / Lower Gastrointestinal | 78 | 60 | 58 | 64 | 56 | 55 |
| Lung | -- | 59 | -- | 52 | -- | 44 |
| Prostate | -- | 54 | -- | 54 | -- | 45 |
| Brain / Central Nervous System | -- | 51 | -- | 45 | -- | -- |
| Gynaecological | -- | 57 | 48 | 41 | 50 | 36 |
| Haematological | 81 | 65 | -- | 57 | -- | 48 |
| Head & Neck | -- | 64 | -- | 64 | -- | 55 |
| Sarcoma | -- | 44 | -- | 61 | -- | -- |
| Skin | -- | 67 | -- | 55 | -- | 58 |
| Upper Gastrointestinal | -- | 65 | -- | 63 | -- | 55 |
| Urological | 62 | 57 | -- | 54 | -- | 48 |
| Other | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 53 | -- | 42 | -- | 33 |
| All Tumour Groups | 67 | 57 | 61 | 54 | 53 | 45 |

3.14 Care from your General Practice

Note: Question 58 relates to GP care. As such, results for this question are based on responses from patients who were **resident within this NHS Board** at the time of their treatment. This differs from most other results in this report, which are based on responses from patients who **received their hospital treatment in this NHS Board**.

| Tumour Group | 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? | |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| | % Positive | | % Positive | |
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 92 | 96 | 68 | 70 |
| Colorectal / Lower Gastrointestinal | 92 | 97 | 55 | 72 |
| Lung | -- | 93 | 62 | 71 |
| Prostate | -- | 97 | 65 | 72 |
| Brain / Central Nervous System | -- | 89 | -- | 73 |
| Gynaecological | -- | 95 | 71 | 64 |
| Haematological | 96 | 96 | 63 | 66 |
| Head & Neck | -- | 94 | -- | 69 |
| Sarcoma | -- | 96 | -- | 71 |
| Skin | -- | 95 | -- | 74 |
| Upper Gastrointestinal | -- | 97 | -- | 74 |
| Urological | -- | 95 | -- | 72 |
| Other | -- | -- | -- | -- |
| Tumour group unknown | -- | 92 | -- | 67 |
| All Tumour Groups | 93 | 96 | 67 | 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 | |
|-------------------------------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland | NHS Board | NHS Scotland |
| Breast | 93 | 90 | 18 | 21 | 94 | 91 | 66 | 73 |
| Colorectal / Lower Gastrointestinal | 94 | 90 | 26 | 22 | 96 | 89 | 88 | 80 |
| Lung | -- | 89 | -- | 24 | -- | 92 | -- | 80 |
| Prostate | -- | 89 | -- | 23 | -- | 88 | -- | 76 |
| Brain / Central Nervous System | -- | 79 | -- | 18 | -- | 74 | -- | 64 |
| Gynaecological | -- | 88 | -- | 17 | -- | 88 | -- | 81 |
| Haematological | 91 | 91 | 24 | 26 | 100 | 94 | 89 | 77 |
| Head & Neck | -- | 90 | -- | 28 | -- | 90 | -- | 77 |
| Sarcoma | -- | 90 | -- | 20 | -- | 88 | -- | 65 |
| Skin | -- | 90 | -- | 18 | -- | 94 | -- | 82 |
| Upper Gastrointestinal | -- | 90 | -- | 20 | -- | 91 | -- | 72 |
| Urological | 82 | 87 | 24 | 17 | 95 | 85 | 67 | 71 |
| Other | -- | -- | -- | -- | -- | -- | -- | -- |
| Tumour group unknown | -- | 87 | -- | 24 | -- | 85 | -- | 72 |
| All Tumour Groups | 90 | 89 | 23 | 22 | 94 | 90 | 78 | 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 | NHS Board | NHS Scotland |
|-------------------------------------|-----------|--------------|
| Breast | 21 | 27 |
| Colorectal / Lower Gastrointestinal | 18 | 30 |
| Lung | -- | 24 |
| Prostate | -- | 20 |
| Brain / Central Nervous System | -- | 25 |
| Gynaecological | -- | 13 |
| Haematological | 18 | 23 |
| Head & Neck | -- | 16 |
| Sarcoma | -- | 26 |
| Skin | -- | 12 |
| Upper Gastrointestinal | -- | 25 |
| Urological | 9 | 18 |
| Other | -- | -- |
| Tumour group unknown | -- | 14 |
| All Tumour Groups | 17 | 22 |

Chapter 4. Condition / Demographic Questions for NHS Ayrshire & Arran

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

Notes on Interpretation

(%) **NHS Board** - Percentage of respondents treated within this NHS Board who selected a 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

| 65. How long is it since you were first treated for this cancer? | (%) NHS Board | (%) NHS Scotland |
|------------------------------------------------------------------|---------------|------------------|
| Less than 1 year | 4 | 6 |
| 1 to 5 years | 93 | 93 |
| More than 5 years | 2 | 1 |

(Number of responses within this NHS Board = 258).

| 66. Had your cancer spread to other organs or parts of your body at the time you were first told you had cancer? | (%) NHS Board | (%) NHS Scotland |
|------------------------------------------------------------------------------------------------------------------|---------------|------------------|
| Yes | 13 | 14 |
| No ¹ | 87 | 85 |
| Does not apply to my type of cancer | 1 | 1 |

(Number of responses within this NHS Board = 252).

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

4.1 Your condition (cont.)

| 67. Which of the following applies? | (%) NHS Board | (%) NHS Scotland |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|
| My cancer has been taken out / treated without any sign of further problem | 80 | 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 | 14 | 14 |

(Number of responses within this NHS Board = 205).

4.2 About you

| 68. What was your age on your last birthday? | (%) NHS Board | (%) NHS Scotland |
|----------------------------------------------|---------------|------------------|
| 16 - 25 | 0 | 0 |
| 26 - 35 | 1 | 2 |
| 36 - 50 | 9 | 10 |
| 51 - 65 | 32 | 34 |
| 66 - 75 | 37 | 35 |
| 76+ | 21 | 19 |

(Number of responses within this NHS Board = 258).

| 69. Are you male or female? | (%) NHS Board | (%) NHS Scotland |
|-----------------------------|---------------|------------------|
| Male | 40 | 43 |
| Female | 60 | 57 |

(Number of responses within this NHS Board = 258).

4.2 About you (cont.)

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

(Number of responses within this NHS Board = 253).

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

(Number of responses within this NHS Board = 259).

| 72. What is your main employment status? | (%) NHS Board | (%) NHS Scotland |
|------------------------------------------|---------------|------------------|
| Work full time | 10 | 17 |
| Work part time | 12 | 10 |
| In full time education or training | 0 | 0 |
| Retired | 66 | 62 |
| Unemployed / looking for work | 1 | 1 |
| Don't work due to illness or disability | 8 | 8 |
| Other | 3 | 2 |

(Number of responses within this NHS Board = 264).

4.2 About you (cont.)

| 73. Do you have any of the following? ¹ | (%) NHS Board | (%) NHS Scotland |
|----------------------------------------------------|---------------|------------------|
| Deafness or severe hearing impairment | 20 | 15 |
| Blindness or severe vision impairment | 3 | 3 |
| A physical disability | 15 | 13 |
| A learning disability | 1 | 1 |
| A mental health condition | 3 | 4 |
| Chronic pain lasting at least 3 months | 15 | 14 |
| Another long - term condition | 26 | 25 |
| None of the above | 47 | 51 |

(Number of responses within this NHS Board = 247).

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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