

## Cancer Patient Experience Survey questions for 2015 (in comparison to 2014 Questionnaire)

### QUESTIONS THAT HAVE STAYED THE SAME

	SURVEY YEAR	QUESTION WORDING	NO. IN SURVEY
1	2015	How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?	Q2
	2014	How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?	Q2
2	2015	In the last 12 months, have you had a diagnostic test(s) for cancer such as an endoscopy, biopsy, mammogram, or scan at one of the hospitals named in the covering letter?	Q4
	2014	In the last 12 months, have you had a diagnostic test(s) for cancer such as an endoscopy, biopsy, mammogram, or scan at one of the hospitals named in the covering letter?	Q5
3	2015	When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	Q8
	2014	When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	Q11
4	2015	How do you feel about the way you were told you had cancer?	Q9
	2014	How do you feel about the way you were told you had cancer?	Q12
5	2015	When you were told you had cancer, were you given written information about the type of cancer you had?	Q11
	2014	When you were told you had cancer, were you given written information about the type of cancer you had?	Q14
6	2015	Did hospital staff give you information about support or self-help groups for people with cancer?	Q20
	2014	Did hospital staff give you information about support or self-help groups for people with cancer?	Q25
7	2015	Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	Q22
	2014	Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	Q27
8	2015	Did hospital staff tell you that you could get free prescriptions?	Q23
	2014	Did hospital staff tell you that you could get free prescriptions?	Q28
9	2015	During the last 12 months, have you had an operation (such as removal of a tumour or lump) at one of the hospitals named in the covering letter?	Q24
	2014	During the last 12 months, have you had an operation (such as removal of a tumour or lump) at one of the hospitals named in the covering letter?	Q32
10	2015	After the operation, did a member of staff explain how it had gone in a way you could understand?	Q26
	2014	After the operation, did a member of staff explain how it had gone in a way you could understand?	Q35
11	2015	During the last 12 months, have you had an operation or stayed overnight for cancer care at one of the hospitals named in the covering letter?	Q27
	2014	During the last 12 months, have you had an operation or stayed overnight for cancer care at one of the hospitals named in the covering letter?	Q36
12	2015	In your opinion, were there enough nurses on duty to care for you in hospital?	Q32
	2014	In your opinion, were there enough nurses on duty to care for you in hospital?	Q44
13	2015	While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?	Q33
	2014	While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?	Q47
14	2015	Were you given enough privacy when discussing your condition or treatment?	Q34
	2014	Were you given enough privacy when discussing your condition or treatment?	Q48
15	2015	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Q39
	2014	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Q54
16	2015	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	Q52
	2014	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	Q63
17	2015	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	Q53

18	2014	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	Q64
	2015	How long is it since you were first treated for this cancer?	Q60
	2014	How long is it since you were first treated for this cancer?	Q76
19	2015	What year were you born?	Q63
	2014	What year were you born?	Q71
20	2015	Are you male or female?	Q64
	2014	Are you male or female?	Q72
21	2015	Could we send you a survey in the future to ask about your health and healthcare?	Q67
	2014	Could we send you a survey in the future to ask about your health and healthcare?	Q79
22	2015	What is your ethnic group?	Q69
	2014	What is your ethnic group?	Q80

### QUESTIONS THAT WORDING HAVE BEEN AMENDED SLIGHTLY

SURVEY YEAR	QUESTION WORDING	NO. IN SURVEY	ANSWER OPTIONS CHANGED
1	2015	Q1	None - I went straight to hospital None - I went to hospital following a cancer screening appointment Don't know / can't remember
	2014	Q1	None - I did not see my GP before going to hospital Don't know / can't say
2	2015	Q3	
	2014	Q3	
3	2015	Q7	
	2014	Q9	
4	2015	Q10	Don't know
	2014	Q13	
5	2015	Q13	Don't know
	2014	Q17	Not sure
6	2015	Q15	Don't know
	2014	Q19	Not sure
7	2015	Q16	Don't know
	2014	Q20	Not sure
8	2015	Q17	
	2014	Q21	
9	2015	Q18	Very easy Quite easy Neither easy nor difficult Quite difficult Very difficult I have not tried to contact my Clinical Nurse Specialist
	2014	Q22	Easy Sometimes easy, sometimes difficult difficult I have not tried to contact him/her
10	2015	Q19	

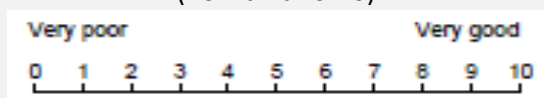
	2014	When you have important questions to ask your Clinical Nurse Specialist, how often do you get answers you can understand?	Q24	
11	2015	Did hospital staff discuss with you or give you information about the impact cancer could have on your day to day activities (for example, your work life or education)?	Q21	
	2014	Did hospital staff discuss with you or give you information about the impact cancer could have on your work life or education?	Q26	
12	2015	Did groups of doctors and nurses talk in front of you as if you weren't there?	Q28	
	2014	Did doctors talk in front of you as if you weren't there?	Q39	
13	2015	Did you have confidence and trust in the doctors treating you?	Q29	No, in none of them
	2014	Did you have confidence and trust in the doctors treating you?	Q38	No
14	2015	If your family or someone else close to you wanted to talk to a doctor, were they able to?	Q30	Yes, definitely Yes, to some extent No No family or friends were involved My family did not want to talk to a doctor I did not want my family or friends to talk to a doctor
	2014	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	Q40	Yes, definitely Yes, to some extent No No family or friends were involved My family did not want or need information I did not want my family or friends to talk to a doctor
15	2015	Did you have confidence and trust in the ward nurses treating you?	Q31	Yes, in all of them Yes, in some of them Yes, in none of them
	2014	Did you have confidence and trust in the ward nurses treating you?	Q42	In all of them In some of them In none of them
16	2015	Do you think the hospital staff did everything they could to help control your pain?	Q36	Yes, definitely Yes, to some extent No
	2014	Do you think the hospital staff did every-thing they could to help control your pain?	Q51	All of the time Some of the time Not at all
17	2015	Were you given clear written information about what you should or should not do after leaving hospital?	Q38	Don't know
	2014	Were you given clear written information about what you should or should not do after leaving hospital?	Q53	
18	2015	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?	Q42	
	2014	The last time you had an appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?	Q62	
19	2015	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?	Q49	To be involved
	2014	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?	Q55	To be given information
20	2015	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?	Q54	can't remember
	2014	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?	Q65	

21	2015	Have you been given a care plan?	Q55	
	2014	Have you been offered a written assessment and care plan?	Q68	
22	2015	Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	Q58	Yes No No, but I would have liked them to Don't know/can't remember
	2014	Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	Q30	Don't know/can't remember
23	2015	Which of the following options best describes how you think of yourself?	Q65	
	2014	Which of the following best describes your sexual orientation?	Q73	
24	2015	Do you have any of the following long-standing conditions?	Q66	No, I do not have a longstanding condition
	2014	Do you have any of the following long-standing conditions?	Q75	

### QUESTIONS THAT HAVE BEEN INTRODUCED FOR 2015 CPES

	SURVEY YEAR	QUESTION WORDING	NO. IN SURVEY	ANSWER OPTIONS CHANGED
1	2015	Beforehand, did you have all the information you needed about your test? (Tick ALL that apply)	Q5	Yes No, I would have liked more written information No, I would have liked more verbal information I did not need / want any information Don't know / can't remember
2	2015	Overall, how did you feel about the length of time you had to wait for your test to be done?	Q6	It was about right It was a little too long It was much too long Don't know / can't remember
3	2015	Before your cancer treatment started, were your treatment options explained to you?	Q12	Yes, completely Yes, to some extent No There was only one type of treatment that was suitable for me Don't know / can't remember
4	2015	Were you offered practical advice and support in dealing with the side effects of your treatment(s)?	Q14	Yes, definitely Yes, to some extent No, I was not offered any practical advice or support Don't know / can't remember
5	2015	Beforehand, did you have all the information you needed about your operation? (Tick ALL that apply)	Q25	Yes No, I would have liked more written information No, I would have liked more verbal information I did not need / want information Don't know / can't remember
6	2015	During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	Q35	Yes, definitely Yes, to some extent No I had no worries or fears
7	2015	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	Q37	Yes No Don't know / can't remember
8	2015	During the last 12 months, have you been treated as an outpatient or day case for cancer care at one of the hospitals named in the covering letter?	Q40	Yes No

9	2015	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?	Q41	Yes, definitely Yes, to some extent No I had no worries or fears
10	2015	During the last 12 months, have you had radiotherapy at any of the hospitals named in the covering letter?	Q43	Yes No
11	2015	Beforehand, did you have all of the information you needed about your radiotherapy treatment?	Q44	Yes, completely Yes, to some extent No I did not need any information
12	2015	Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	Q45	Yes, completely Yes, to some extent No It is too early to know if my radiotherapy is working I did not need any information
13	2015	During the last 12 months, have you had chemotherapy at any of the hospitals named in the covering letter?	Q46	Yes No
14	2015	Beforehand, did you have all of the information you needed about your chemotherapy treatment?	Q47	Yes, completely Yes, to some extent No I did not need any information
15	2015	Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?	Q48	Yes, completely Yes, to some extent No It is too early to know if my chemotherapy is working I did not need any information
16	2015	During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	Q50	Yes, definitely Yes, to some extent No I did not need help from health or social services Don't know / can't remember
17	2015	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)?	Q51	Yes, definitely Yes, to some extent No I did not need help from health or social services I am still having treatment Don't know / can't remember
18	2015	Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes/tests results, etc.)?	Q56	Very good Good Neither good nor bad Quite bad Very bad Don't know / can't remember
19	2015	Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?	Q57	It was much too long It was a little too long It was about right Don't know / can't remember

20	2015	Overall, how would you rate your care?	Q59	Answer options changed completely from 2014 (now a Bar 0-10) 
21	2015	Had your cancer spread to other organs or parts of your body at the time you were first told you had cancer?	Q61	Yes No Don't know Does not apply to my type of cancer
22	2015	Which of the following applies?	Q62	My cancer has been taken out / treated, without any sign of further problem My cancer was taken out / treated without any sign of further problem, but has since come back / spread to other parts of my body None of the above options apply to my type of cancer I would prefer not to say I don't know
23	2015	Is English your first language?	Q68	Yes No

### QUESTIONS THAT HAVE BEEN TAKEN OUT (FROM 2014 CPES FOR 2015)

	SURVEY YEAR	QUESTION WORDING	NO. IN SURVEY
1	2014	Did your health get worse, get better or stay about the same while you were waiting for your first appointment with a hospital doctor?	Q4
2	2014	Beforehand, did a member of staff explain the purpose of the test(s)?	Q6
3	2014	Beforehand, did a member of staff explain what would be done during the test procedure(s)?	Q7
4	2014	Beforehand, were you given written information about your test(s)?	Q8
5	2014	Who first told you that you had cancer?	Q10
6	2014	Before your cancer treatment started, were you given a choice of different types of treatment?	Q15
7	2014	Do you think your views were taken into account when the team of doctors and nurses caring for you were discussing which treatment you should have?	Q16
8	2014	The last time you spoke to your Clinical Nurse Specialist, did she/he listen carefully to you?	Q23
9	2014	Have you seen information (such as leaflets, posters, information screens etc.) about cancer research in your hospital?	Q29
10	2014	If yes, did you then go on to take part in cancer research?	Q31
11	2014	Before you had your operation, did a member of staff explain what would be done during the operation?	Q33
12	2014	Beforehand, were you given written information about your operation?	Q34
13	2014	When you had important questions to ask a doctor, how often did you get answers that you could understand?	Q37
14	2014	When you had important questions to ask a ward nurse, how often did you get answers you could understand?	Q41
15	2014	Did ward nurses talk in front of you as if you weren't there?	Q43
16	2014	While you were in hospital did you ever think that the doctors or nurses were deliberately not telling you certain things that you wanted to know?	Q45
17	2014	While you were in hospital, did it ever happen that one doctor or nurse said one thing about your condition or treatment, and another said something different?	Q46
18	2014	Were you given enough privacy when being examined or treated?	Q49
19	2014	Were you able to discuss any worries or fears with staff during your hospital visit?	Q50
20	2014	Were you treated with respect and dignity by the doctors and nurses and other hospital staff?	Q52
21	2014	After leaving hospital, were you given enough care and help from health or social services (for example, district nurses, home helps or physiotherapists)?	Q56

22	2014	Did hospital staff do everything possible to control the side effects of radiotherapy?	Q57
23	2014	Did hospital staff do everything possible to control the side effects of chemotherapy?	Q58
24	2014	While you were being treated as an outpatient or day case, did hospital staff do everything they could to help control your pain?	Q59
25	2014	While you were being treated as an outpatient or day case, were you given enough emotional support from hospital staff?	Q60
26	2014	In the last 12 months, have you had an outpatients appointment with a cancer doctor at one of the hospitals named in the covering letter?	Q61
27	2014	Have you had treatment from any of the following for your cancer?	Q66
28	2014	How much information were you given about your condition and treatment?	Q67
29	2014	Sometimes people with cancer feel they are treated as "a set of cancer symptoms", rather than a whole person. In your NHS care over the last year did you feel like that?	Q69
30	2014	Overall, how would you rate your care?	Q70
31	2014	What is your main employment status?	Q74
32	2014	Is this the first time you have been treated for cancer?	Q77
33	2014	How has your current cancer responded to treatment?	Q78