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Table 3S Results of modified National Cancer Patient Experience Survey for patients diagnosed following emergency admission (n=43); * indicates where the 95% CI of one or more of the percent responses from patients diagnosed following emergency admission did not encompass the local or national 2012–13 results

Question	Response	Diagnosed following EA (n=43)		Lung (NUH) (n=145)	Lung (national) (n=5,018)
		n (%)	95% CI	%	%
Seeing your GP					
1. How many times did you see your GP (family doctor) about the health problem that ultimately led to your urgent admission to hospital?	None - I did not see my GP before going to hospital	11 (26)	[13–39]		18
	*I saw my GP once or twice	12 (28)	[15–41]	70	68
	I saw my GP 3 or 4 times	7 (16)	[5–27]		21
	*I saw my GP 5 or more times	13 (30)	[16–44]		11
2. How long was it from the time you first thought something might be wrong until you were urgently admitted to hospital?	Less than 3 months	28 (72)	[59–85]	97 (<12months)	81
	3–6 months	6 (15)	[4–26]		11
	6–12 months	3 (8)	[0–16]		4
	More than 12 months	2 (5)	[0–12]		3

Diagnostic tests

3. Since your admission, have you had diagnostic test(s) for cancer such as a scan or a bronchoscopy (camera looking into the airways)? ^a	Yes	41 (95)	[88–100]	n/a	n/a
	No	2 (5)	[0–12]		
4. Beforehand, did a member of staff explain the purpose of the test(s)?	*Yes, completely	23 (62)	[46–78]	90	84
	Yes, to some extent	7 (19)	[6–32]		13
	*No, but I would have liked an explanation	7 (19)	[6–32]		1
5. Beforehand, did a member of staff explain what would be done during the test procedure(s)?	*Yes completely	27 (69)	[54–84]	92	88
	Yes, to some extent	7 (18)	[6–30]		11
	*No, but I would have liked an explanation	5 (13)	[2–24]		1
6. Beforehand, were you given written information about your test(s)?	*Yes, and it was easy to understand	11 (44)	[25–63]	94	87
	Yes, but it was difficult to understand	3 (12)	[0–25]		4
	*No, but I would have liked written information about the test(s)/cancer type	11 (44)	[25–63]		9

7. Were the results of the test(s) explained in a way you could understand?	Yes, completely	29 (74)	[60–88]	81	78
	Yes, to some extent	6 (15)	[4–26]		19
	No, but I would have liked an explanation	4 (10)	[1–19]		2

Finding out what was wrong with you

8. Who first told you that you had cancer?	A hospital doctor	40 (93)	[85–100]	100 (doctor/ nurse/GP)	84
	A hospital nurse	1 (2)	[0–6]		3
	A GP (family doctor)	0			11
	Another health professional	0			2
	A friend or relative	1 (2)	[0–6]		<1
	Nobody – I worked it out for myself	1 (2)	[0–6]		1

9. When you were first told that you had cancer, had you been told you could have a family member or friend with you?	Yes	27 (79)	[65–93]	83	76
	No	7 (21)	[7–35]		24

10. How do you feel about the way you were told you had cancer?	It was done sensitively	37 (88)	[78–98]	80	82
	*It should have been done a bit more sensitively	1 (2)	[0–6]		11
	It should have been done a lot more sensitively	4 (10)	[1–19]		6
11. Did you understand the explanation of what was wrong with you?	Yes, I completely understood it	32 (74)	[61–87]	80	75
	Yes, I understood some of it	9 (21)	[8–33]		23
	No, I did not understand it	2 (5)	[0–12]		2
12. When you were told you had cancer, were you given written information about the type of cancer you had?	*Yes, and it was easy to understand	16 (44)	[28–60]	68	65
	Yes, but it was difficult to understand	1 (3)	[0–9]		8
	*No, but I would have liked written information about the test(s)/cancer type	19 (53)	[37–69]		27
Deciding the best treatment for you					
13. Since your admission, has a treatment plan for your cancer been discussed with you? ^a	Yes	31 (72)	[59– 85]	n/a	n/a
	No	12 (28)	[15– 41]		

14. 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?	Yes, definitely	22 (73)	[57–89]	74	72
	Yes, to some extent	8 (33)	[16–50]		23
	No, my views were not taken into account	0			5
15. Were the possible side effects of treatment(s) explained in a way you could understand?	Yes, definitely	24 (80)	[66–94]	78	76
	Yes, to some extent	1 (3)	[0–9]		20
	No, side effects were not explained	5 (17)	[4–30]		4
16. Before starting your treatment, have you been given written information about the side effects of treatment(s)?	Yes, and it was easy to understand	15 (71)	[52–90]	79	83
	Yes, but it was difficult to understand	1 (5)	[0–14]		5
	No, I was not given written information about side effects	5 (24)	[6–42]		13
17. Were you involved as much as you wanted to be in decisions about your care and treatment?	Yes, definitely	25 (83)	[70–96]	73	73
	Yes, to some extent	5 (17)	[3–30]		22
	No, but I would like to have been more involved	0			5

Clinical nurse specialist

18. Were you given the name of a Lung Clinical Nurse Specialist who would be in charge of your care?	*Yes	25 (66)	[51–81]	85	91
	*No	13 (34)	[19–49]	15	9
19. Since your admission have you seen a Lung Clinical Nurse Specialist? ^a	Yes	18 (44)	[29–59]	n/a	n/a
	No	23 (56)	[41–71]		
20. How easy is it for you to contact your Clinical Nurse Specialist?	*Easy	13 (93)	[80–100]	77	75
	*Sometimes easy, sometimes difficult	1 (7)	[0–20]		22
	Difficult	0			3
21. The last time you spoke to your Clinical Nurse Specialist, did she/he listen carefully to you?	Yes, to some extent	17 (100)	–	90	93
	No	0			7
22. When you have important questions to ask your Clinical Nurse Specialist, how often do you get answers you can understand?	All or most of the time	12 (92)	[77–100]	87	90
	Some of the time	1 (8)	[0–23]		9
	Rarely or never	0			1

Support for people with cancer

23. Did hospital staff give you information about support or self-help groups for people with cancer?	Yes	21 (75)	[59–91]	84	85
	No, but I would have liked information	7 (25)	[9–41]		15
24. Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	Yes	20 (63)	[46–79]	56	70
	No, but I would have liked information	12 (38)	[21–55]		30
25. Did hospital staff tell you that you could get free prescriptions?	Yes	17 (77)	[59–94]	75	82
	No, but I would have liked information	5 (23)	[5–41]		18

Hospital doctors

26. When you had important questions to ask a doctor, how often did you get answers that you could understand?	All or most of the time	25 (68)	[53–83]	78	78
	Some of the time	8 (22)	[8–35]		20
	Rarely or never	3 (8)	[1–17]		2
27. Do you have confidence and trust in the doctors treating you?	In all of them	31 (72)	[59–85]	85	81
	In some of them	12 (28)	[15–41]		19
	In none of them	0	-		0

28. Do doctors talk in front of you as if you weren't there?	Yes, often	2 (5)	[0–12]		5
	Yes, sometimes	4 (9)	[0–18]		16
	No	37 (86)	[76–96]	78	79
29. If your family or someone else close to you wanted to talk to a doctor, do they have enough opportunity to do so?	Yes, definitely	23 (58)	[43–73]	66	65
	Yes, to some extent	11 (28)	[14–42]		28
	No	6 (15)	[4–26]		7
Ward nurses					
30. When you had important questions to ask a ward nurse, how often do you get answers you could understand?	All or most of the time	29 (81)	[68–94]	71	73
	Some of the time	6 (17)	[4–29]		23
	Rarely or never	1 (3)	[0–9]		4
31. Do you have confidence and trust in the ward nurses treating you?	In all of them	30 (71)	[57–85]	76	68
	In some of them	12 (29)	[15–43]		31
	In none of them	0	0		1

32. Do ward nurses talk in front of you as if you weren't there?	Yes, often	1 (2)	[0–6]		4
	Yes, sometimes	4 (10)	[1–19]		14
	No	37 (88)	[78–98]	84	82
33. In your opinion, are there enough nurses on duty to care for you in hospital?	*There were always or nearly always enough on duty	20 (48)	[33–63]	71	63
	There were sometimes enough on duty	11 (26)	[13–39]		26
	*There were rarely or never enough on duty	11 (26)	[13–39]		11
Hospital care and treatment					
34. While in hospital, do you ever think that the doctors or nurses were deliberately not telling you certain things that you wanted to know?	Often	2 (5)	[0–12]		2
	Sometimes	5 (12)	[2–22]		12
	Only once	0			2
	Never	35 (83)	[71–94]	85	84
35. While in hospital, did it ever happen that one doctor or nurse said one thing about your condition or treatment, and another said something different?	Often	1 (2)	[0–6]		3
	Sometimes	6 (14)	[3–24]		13
	Only once	7 (17)	[6–28]		7
	Never	28 (67)	[53–81]	77	78

36. Since your admission to hospital, did the doctors and nurses ask you what name you prefer to be called by?	Yes, all of them did	30 (71)	[57–85]	79	64
	Only some of them did	5 (12)	[2–22]		21
	None of the did	7 (17)	[6–28]		15
37. Are you given enough privacy when discussing your condition or treatment?	Yes, always	31 (74)	[61–87]	87	83
	Yes, sometimes	5 (12)	[2–22]		13
	No	6 (14)	[4–24]		4
38. Are you given enough privacy when being examined or treated?	Yes, always	41 (98)	[93–100]	97	94
	Yes, sometimes	1 (2)	[0–6]		5
	No	0	0		1
39. Are you able to discuss any worries or fears with staff during your hospital visit?	As much as I want to	22 (59)	[43–75]	64	64
	Most of the time	10 (27)	[13–41]		22
	Some of the time	3 (8)	[0–17]		11
	Not at all, but would like to	2 (5)	[0–12]		4

40. Do you think the hospital staff are doing everything they can do to help control your pain?	All of the time	21 (72)	[56–88]	85	84
	Some of the time	6 (21)	[6–36]		14
	Not at all	1 (3)	[0–9]		2
41. Are you treated with respect and dignity by the doctors and nurses and other hospital staff?	Always	37 (86)	[76–96]	80	83
	Most of the time	4 (9)	[0–18]		14
	Some of the time	2 (5)	[0–12]		3
	Never	0	0		<1
Information given to you before you left hospital					
42. Were you given clear written information about what you should or should not do after leaving hospital?	*Yes	10 (43)	[25–61]	77	81
	*No	13 (57)	[39–75]		19
43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	*Yes	16 (62)	[44–80]	88	91
	*No	10 (38)	[20–56]		9

44. 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?	*Yes, definitely	8 (31)	[13–49]	60	61
	Yes, to some extent	3 (12)	[0–24]		24
	*No	15 (58)	[39–77]		4

Arranging home support

45. After leaving hospital, were you given enough care and help from health or social services (For example, district nurses, home helps or physiotherapists)?	*Yes, definitely	5 (31)	[8–54]	51	57
	Yes, to some extent	1 (6)	[0–18]		24
	*No	10 (63)	[39–87]		19

Care from your general practice

46. As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	Yes	18 (82)	[66–98]	96	95
	No	4 (18)	[2–34]		5

47. Do you think the GPs and nurses at your general practice have done everything they could to support you since you have been diagnosed with cancer?	Yes, definitely	14 (64)	[44–84]	64	52
	Yes, to some extent	4 (18)	[2–34]		16
	No, they could have done more	4 (18)	[2–34]		8
	My general practice has not been involved	0 (0)	–		25

Your overall NHS care

48. Have the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) worked well together to give you the best possible care?	Yes, always	23 (56)	[41–71]	67	66
	Yes, most of the time	17 (41)	[26–56]		25
	Yes, some of the time	1 (2)	[0–6]		7
	No, never	0 (0)	–		1
49. How much information were you given about your condition and treatment?	Not enough	8 (19)	[7–31]		11
	*The right amount	29 (69)	[55–83]	93	88
	*Too much	5 (12)	[2–22]		1
50. Have you been offered a written assessment and care plan?	Yes	5 (15)	[3–27]	17	22
	No	28 (85)	[73–97]		78
51. Sometimes people with cancer feel they are treated as “a set of cancer symptoms”, rather than a whole person. Since your admission to hospital, have you felt like that?	Yes, often	2 (5)	[0–12]		4
	Yes, sometimes	6 (14)	[4–24]		18
	No	34 (81)	[69–93]	75	78

52. Overall, how would you rate your care?	Excellent or very good	38 (88)	[78–98]	82	88
	Good	4 (9)	[0–18]		9
	Fair	1 (2)	[0–6]		2
	Poor	0 (0)	–		<1

a. Modified questions with no direct comparator.

CI = confidence interval

EA = emergency admission

NUH = Nottingham University Hospitals NHS Trust