



Improving lung cancer outcomes project:

Patient Experience Questionnaire

What is this survey about?

This questionnaire asks about your experience of lung cancer treatment and care at the hospital.

It was developed in 2010 in collaboration with the Roy Castle Lung Cancer Foundation, Macmillan Cancer Support and the National Lung Cancer Forum for Nurses. It has been used by Lung Cancer Nurse Specialists in 30 hospitals across participating in the “Improving Lung Cancer Outcomes Project” led by the Royal College of Physicians.

The project aims to improve the quality of services and care for people affected by lung cancer.

Why should I complete the survey?

We need to know your opinion of the current services and care to help improve these for people affected by lung cancer.

Your participation in this survey is voluntary and your answers will be treated in confidence.

If you choose not to take part in this survey it will not affect the care you receive from the NHS in any way.

Please do not write your name and address anywhere on the questionnaire as this information is not required. No information you give in this questionnaire will be shared in a way that allows you to be identified.

How to complete the survey and how long it will take.

The questionnaire is short and will take 5-10 minutes to complete. Please try to answer every question. Please return your questionnaire even if you have not answered every question. If English is not your first language, or if you have difficulty understanding the questions, then please ask a relative or carer to help you complete the questionnaire.

Questions or help?

If you have any questions please contact your local lung clinical nurse specialist team.

Please select one answer to each question by placing a in the appropriate box. There is space at the end of the survey for you to write any comments.

Communication

Q1 Did the hospital doctors or nurses explain to you the purpose of any tests that were performed to diagnose or treat your lung cancer?

- 1 Yes, and I completely understood what was said
- 2 Yes, and I understood some of what was said
- 3 Yes, but I did not understand what was said
- 4 No, the tests were not explained
- 5 I was not given any tests
- 6 Can't remember

Q2 Did you understand the explanation of your lung cancer diagnosis?

- 1 Yes, I completely understood what was said
- 2 Yes, I understood some of what was said
- 3 No, I did not understand what was said
- 4 Can't remember

Q3 Did you find that the person who told you about your lung cancer diagnosis did so with sufficient sensitivity and care?

- 1 Yes
- 2 No
- 3 Can't remember

Q4 If you asked any questions, were they answered in a way that you could understand?

- 1 My questions were answered in a way that I could understand
- 2 My questions were answered, but not in a way that I could understand
- 3 My questions were not answered
- 4 I did not want to ask any questions
- 5 I did not get a chance to ask any questions
- 6 Can't remember

Q5 When you were told about your treatment options did someone offer to write them down for you or send you a copy of the doctor's letter?

- 1 Yes
- 2 No
- 3 Can't remember

Privacy

Q6 When discussing your lung cancer diagnosis or treatment with doctors or nurses did you have enough privacy during your discussions?

- 1 Every time
- 2 Some of the time
- 3 Never
- 4 I did not have any discussions

Q7 Did you have enough privacy while the doctors were examining you?

- 1 Every time
- 2 Some of the time

Respect and dignity

Q8 Were you treated with respect and dignity by the doctors and nurses and other hospital staff during your diagnosis and treatment?

- 1 Always
- 2 Most of the time
- 3 Some of the time
- 4 Never

Emotional support

Q9 Did you feel that you were given enough emotional support from the hospital team during your diagnosis and treatment?

- 1 Yes, always
- 2 Yes, most of the time
- 3 Yes, some of the time
- 4 No, never
- 5 Don't know
- 6 I did not need support

Q10 Were you given a telephone number of someone who you could call if you had any worries or further questions about your illness or treatment? This person may have been called a key worker, a clinical nurse specialist or a macmillan nurse.

- 1 Yes
- 2 No
- 3 Can't remember

3 Never

Physical support

Q11 Have you ever been in any pain or discomfort as a result of your condition?

1 Yes GO TO Q12

2 No GO TO Q13

Q12 Do you think that the hospital staff did everything they could to help with this pain or discomfort?

1 All of the time

2 Some of the time

3 Not at all

Information

Q13 Were you offered information about your lung cancer? Examples of information include leaflets and DVDs.

1 Yes

2 No

3 Can't remember

Q14 Overall, how would you rate the *quality* of the information provided to you about your condition and treatment?

1 Excellent

2 Very good

3 Good

4 Fair

5 Poor

6 Very poor

7 I was not given any information about my condition or treatment

Q15 Overall, how would you rate the *quantity* of the information provided to you about your condition and treatment?

1 Too much

2 About right

3 Not enough

4 I was not given any information about my condition or treatment

Other comments

Please tell us:

Q16 Was there anything particularly good about the care you have received?

Q17 Was there anything that could have been improved?

Q18 Any other comments?