

**Appendix 1. Crude and adjusted odds ratios (95% CIs) of negative experience compared to Two-Week-Wait referral group (bolded values represent 95% CI above/below parity)**

| Question Number | Question (synoptic form)                          | N    | Crude odds ratios (95% CIs)        |                                    |                                    | Adjusted odds ratios (95% CIs)     |                                    |                                    |                                    |
|-----------------|---|------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
|                 |   |      | Emergency presentation             | Elective referral                  | Two-Week-Wait referral (reference) | Screening detection                | Emergency presentation             | Elective referral                  | Two-Week-Wait referral (reference) |
| 15              | Written info on cancer Dx                         | 5610 | <b>2.77</b><br><b>(2.34, 3.28)</b> | <b>1.28</b><br><b>(1.11, 1.47)</b> |                                    | <b>0.52</b><br><b>(0.41, 0.65)</b> | <b>2.85</b><br><b>(2.40, 3.39)</b> | <b>1.29</b><br><b>(1.12, 1.49)</b> | <b>0.56</b><br><b>(0.44, 0.72)</b> |
| 30              | Staff explained operation-before                  | 4944 | <b>2.32</b><br><b>(1.89, 2.85)</b> | 1.03<br>(0.86, 1.24)               |                                    | <b>0.50</b><br><b>(0.37, 0.67)</b> | <b>2.44</b><br><b>(1.98, 3.02)</b> | 1.04<br>(0.87, 1.26)               | <b>0.53</b><br><b>(0.39, 0.71)</b> |
| 20              | Given name of specialist nurse                    | 6348 | <b>3.00</b><br><b>(2.42, 3.71)</b> | <b>1.38</b><br><b>(1.13, 1.69)</b> |                                    | 0.73<br>(0.52, 1.01)               | <b>2.96</b><br><b>(2.38, 3.69)</b> | <b>1.38</b><br><b>(1.12, 1.69)</b> | 0.76<br>(0.54, 1.07)               |
| 13              | Told diagnosis sensitively                        | 6689 | <b>1.92</b><br><b>(1.59, 2.31)</b> | <b>1.50</b><br><b>(1.28, 1.76)</b> |                                    | <b>0.73</b><br><b>(0.57, 0.95)</b> | <b>1.93</b><br><b>(1.59, 2.35)</b> | <b>1.50</b><br><b>(1.28, 1.76)</b> | <b>0.70</b><br><b>(0.54, 0.91)</b> |
| 35              | Confidence in hospital Dr                         | 5331 | <b>1.76</b><br><b>(1.42, 2.18)</b> | 1.06<br>(0.88, 1.28)               |                                    | <b>0.62</b><br><b>(0.46, 0.84)</b> | <b>1.69</b><br><b>(1.35, 2.11)</b> | 1.03<br>(0.85, 1.25)               | <b>0.63</b><br><b>(0.46, 0.86)</b> |
| 43              | Thought info withheld                             | 5312 | <b>1.91</b><br><b>(1.53, 2.38)</b> | <b>1.32</b><br><b>(1.09, 1.60)</b> |                                    | 0.94<br>(0.71, 1.24)               | <b>1.91</b><br><b>(1.53, 2.40)</b> | <b>1.30</b><br><b>(1.07, 1.57)</b> | 0.98<br>(0.74, 1.30)               |
| 49              | Written info at discharge                         | 4962 | <b>1.52</b><br><b>(1.25, 1.85)</b> | 1.03<br>(0.88, 1.22)               |                                    | 0.80<br>(0.64, 1.01)               | <b>1.51</b><br><b>(1.24, 1.85)</b> | 1.03<br>(0.87, 1.22)               | 0.83<br>(0.65, 1.05)               |
| 32              | Staff explained operation-after                   | 4988 | <b>1.59</b><br><b>(1.31, 1.92)</b> | 1.06<br>(0.91, 1.25)               |                                    | 0.86<br>(0.69, 1.07)               | <b>1.60</b><br><b>(1.32, 1.95)</b> | 1.05<br>(0.90, 1.24)               | 0.89<br>(0.71, 1.11)               |
| 19              | Shared decision making                            | 4899 | <b>1.35</b><br><b>(1.12, 1.62)</b> | <b>1.20</b><br><b>(1.03, 1.39)</b> | 1                                  | 0.80 (0.64,1.00)                   | <b>1.41</b><br><b>(1.17, 1.72)</b> | <b>1.19</b><br><b>(1.02, 1.38)</b> | 0.85<br>(0.68, 1.07)               |
| 40              | Confidence in ward nurse                          | 5326 | 1.17<br>(0.99, 1.38)               | <b>1.19</b><br><b>(1.05, 1.36)</b> |                                    | <b>0.80</b><br><b>(0.67, 0.96)</b> | 1.18<br>(1.00, 1.41)               | <b>1.19</b><br><b>(1.04, 1.37)</b> | <b>0.79</b><br><b>(0.65, 0.96)</b> |
| 18              | Written info about Tx SE                          | 6080 | <b>1.31</b><br><b>(1.06, 1.62)</b> | <b>1.23</b><br><b>(1.03, 1.46)</b> |                                    | <b>0.67</b><br><b>(0.51, 0.89)</b> | <b>1.38</b><br><b>(1.10, 1.72)</b> | <b>1.26</b><br><b>(1.05, 1.51)</b> | 0.93<br>(0.70, 1.25)               |
| 63              | Information given to GP                           | 5243 | 1.22<br>(0.89, 1.66)               | 0.88<br>(0.67, 1.15)               |                                    | 0.79<br>(0.53, 1.17)               | 1.18<br>(0.86, 1.63)               | 0.84<br>(0.64, 1.10)               | 0.82<br>(0.55, 1.24)               |
| 51              | Self-management info post-discharge family/others | 4631 | <b>1.23</b><br><b>(1.03, 1.46)</b> | 1.05<br>(0.91, 1.20)               |                                    | <b>0.76</b><br><b>(0.63, 0.92)</b> | 1.17<br>(0.97, 1.41)               | 1.03<br>(0.89, 1.19)               | <b>0.81</b><br><b>(0.66, 0.99)</b> |
| 65              | Cancer care Integration                           | 6347 | <b>1.24</b><br><b>(1.07, 1.45)</b> | <b>1.24</b><br><b>(1.10, 1.39)</b> |                                    | <b>0.81</b><br><b>(0.68, 0.95)</b> | <b>1.20</b><br><b>(1.03, 1.41)</b> | <b>1.21</b><br><b>(1.07, 1.37)</b> | 0.85<br>(0.71, 1.01)               |
| 64              | General practice staff support                    | 4587 | <b>1.25</b><br><b>(1.03, 1.51)</b> | <b>1.37</b><br><b>(1.18, 1.59)</b> |                                    | 1.20<br>(0.96, 1.50)               | <b>1.22</b><br><b>(1.00, 1.48)</b> | <b>1.34</b><br><b>(1.15, 1.56)</b> | <b>1.28</b><br><b>(1.02, 1.62)</b> |
| 60              | Waiting time as O-P                               | 5983 | <b>1.19</b><br><b>(1.01, 1.40)</b> | <b>1.15</b><br><b>(1.01, 1.31)</b> |                                    | 0.90<br>(0.75, 1.09)               | 1.17<br>(0.99, 1.39)               | <b>1.15</b><br><b>(1.01, 1.31)</b> | 0.87<br>(0.72, 1.06)               |
| 21              | Ease of contacting specialist nurse               | 5160 | 0.91<br>(0.73, 1.12)               | 1.07<br>(0.91, 1.25)               |                                    | 0.91<br>(0.74, 1.13)               | 0.88<br>(0.70, 1.09)               | 1.05<br>(0.90, 1.23)               | 0.89<br>(0.71, 1.11)               |
| 58              | Emotional support as O-P                          | 4529 | 1.12<br>(0.93, 1.36)               | 1.11<br>(0.95, 1.30)               |                                    | 0.89<br>(0.71, 1.12)               | 1.07<br>(0.88, 1.31)               | 1.08<br>(0.92, 1.26)               | 0.97<br>(0.77, 1.23)               |

**Appendix 2. Crude and adjusted % of negative experience.**

| Question Number | Question synoptic form                            | N    | Emergency presentation | Elective referral | Two-Week-Wait referral | Screening detection | Emergency presentation | Elective referral | Two-Week-Wait referral | Screening detection |
|-----------------|---|------|------------------------|-------------------|------------------------|---------------------|------------------------|-------------------|------------------------|---------------------|
| 15              | Written info on cancer Dx                         | 5610 | 45.3                   | 27.6              | 23.0                   | 13.4                | 45.4                   | 27.4              | 22.7                   | 14.2                |
| 30              | Staff explained operation-before                  | 4944 | 29.2                   | 15.5              | 15.1                   | 8.1                 | 29.8                   | 15.4              | 14.9                   | 8.4                 |
| 20              | Given name of specialist nurse                    | 6348 | 20.1                   | 10.4              | 7.7                    | 5.8                 | 19.8                   | 10.3              | 7.7                    | 6.0                 |
| 13              | Told diagnosis sensitively                        | 6689 | 21.6                   | 17.8              | 12.6                   | 9.6                 | 21.8                   | 17.8              | 12.7                   | 9.3                 |
| 35              | Confidence in hospital Dr                         | 5331 | 20.3                   | 13.3              | 12.6                   | 8.2                 | 19.7                   | 13.1              | 12.8                   | 8.5                 |
| 43              | Thought info withheld                             | 5312 | 19.4                   | 14.2              | 11.2                   | 10.6                | 19.4                   | 14.0              | 11.2                   | 11.0                |
| 49              | Written info at discharge                         | 4962 | 27.9                   | 20.8              | 20.3                   | 16.9                | 27.6                   | 20.7              | 20.3                   | 17.5                |
| 32              | Staff explained operation-after                   | 4988 | 30.2                   | 22.5              | 21.4                   | 19.0                | 30.3                   | 22.3              | 21.4                   | 19.5                |
| 19              | Shared decision making                            | 4899 | 30.6                   | 28.1              | 24.6                   | 20.7                | 31.2                   | 27.6              | 24.4                   | 21.6                |
| 40              | Confidence in ward nurse                          | 5326 | 39.5                   | 40.0              | 35.9                   | 31.0                | 39.8                   | 40.0              | 35.9                   | 30.9                |
| 18              | Written info about Tx SE                          | 6080 | 15.5                   | 14.6              | 12.3                   | 8.6                 | 15.3                   | 14.               | 11.8                   | 11.1                |
| 63              | Information given to GP                           | 5243 | 7.7                    | 5.7               | 6.5                    | 5.2                 | 7.6                    | 5.6               | 6.5                    | 5.5                 |
| 51              | Self-management info post-discharge family/others | 4631 | 46.7                   | 42.8              | 41.6                   | 35.1                | 45.5                   | 42.4              | 41.8                   | 36.9                |
| 65              | Cancer care Integration                           | 6347 | 41.0                   | 40.8              | 35.8                   | 31.0                | 40.2                   | 40.4              | 36.0                   | 32.3                |
| 64              | General practice staff support                    | 4587 | 30.4                   | 32.3              | 25.9                   | 29.5                | 29.9                   | 31.9              | 26.0                   | 31.0                |
| 60              | Waiting time as O-P                               | 5983 | 31.6                   | 31.0              | 28.1                   | 26.0                | 31.5                   | 31.1              | 28.2                   | 25.6                |
| 21              | Ease of contacting specialist nurse               | 5160 | 20.1                   | 22.9              | 21.8                   | 20.3                | 19.8                   | 22.8              | 22.0                   | 20.1                |
| 58              | Emotional support as O-P                          | 4529 | 27.5                   | 27.2              | 25.2                   | 23.1                | 26.7                   | 26.7              | 25.3                   | 24.8                |

