

Supplementary information

Supplementary Table 1. Measures used to assess the effects of audiotape provision — experimental and control participants.

Measure	Question asked of participants	How assessed
Control over condition	'How much do you feel that you can look after your own health by the things you do in your everyday life? Would you say you can look after your health a lot, or a fair bit, or a little, or not at all?'	4-point scale
Understanding of consultation	'At the time you were leaving the health centre, how much of the consultation you had just had with the GP did you feel you understood? Can you rate this out of 4, where 4 means you understood the consultation perfectly, and 0 means you understood almost none of it?'	5-point scale
Satisfaction with consultation	'At the time you were leaving the health centre, how satisfied did you feel with the consultation? Can you rate this out of 4, where 4 means completely satisfied and 0 means not at all satisfied?'	5-point scale
Adherence with GP's advice	'Since that consultation, how much do you think you have been following the advice that the doctor gave you? Can you rate this out of 4, where 4 means you've followed advice completely and 0 means not at all?'	5-point scale
Anxiety about condition	'At the moment, how concerned or worried do you feel about the condition that you were asking the GP's advice about that day? Can you rate your level of worry out of 4, where 4 means very worried and 0 means not worried at all?'	5-point scale

Supplementary Table 2. Measures used to assess the effects of audiotape provision — experimental participants only.

Group	Item	Question asked of participants	How assessed
All experimental	1.	'Did you listen to the tape?'	Yes/No
Non-listeners	1.	'Was there any particular reason you did not listen?'	Reasons =
Listeners	1.	'How many times did you listen?'	n =
	2.	'Did anyone else listen to the tape?'	Yes/No
	3.	'After you had listened to the tape, how well did you feel you understood the consultation? Can you rate this out of 4, where 4 means you understood a lot more of the consultation, and 0 means it made no difference?'	5-point scale
	4.	'Did you notice anything on the tape that you had not heard during the consultation?'	Yes/No
	5.	'Overall, how useful or otherwise did you find the tape, where 4 means it was very useful and 0 means it was no use to you at all?'	5-point scale
Those who listened with others	1.	'Who else listened to the tape?'	Sharers =
	2.	'How helpful was it sharing the tape? Can you rate this out of 4, where 4 means it was very helpful to share it, 3 means it was quite helpful, 2 means it made no difference to you, 1 means it was somewhat unhelpful, and 0 means it was very unhelpful?'	5-point scale