

Appendix 1. Items used to measure satisfaction with current visit

Perception of patient-centred communication

Please check the appropriate response (not at all, a little, mostly, completely) to the following questions about your perceptions of the care you received today.

- (a) To what extent was your main problem(s) discussed today?
- (b) How satisfied were you with the discussion of your problem?
- (c) To what extent did the doctor listen to what you had to say?
- (d) To what extent did the doctor explain this problem to you?
- (e) To what extent did you and the doctor discuss the role each of you would take in your care?
- (f) To what extent did the doctor explain the treatment?
- (g) To what extent did the doctor explore how manageable this (treatment) would be for you?
- (h) How well do you think your doctor understood you today?

Doctor's attitude

Regarding your care today, indicate if you strongly disagree, disagree, are neutral, agree or strongly agree with the following statements.

- (a) I thought the doctor was reluctant to see me.
- (b) I think the doctor could have examined me a little more carefully.
- (c) I thought the doctor made me feel guilty about contacting him/her.
- (d) The doctor made me feel I was wasting his/her time.

(e) I think the doctor was a little rushed.

Delay in the waiting room

Regarding your care today, indicate if you strongly disagree, disagree, are neutral, agree or strongly agree with the following statements.

(f) I did not know how long I was going to have to wait in the office.

(g) Once arriving at the office, I would have preferred to see the doctor sooner.

(h) I was worried because the doctor took a long time to see me once I arrived at the office.