

## Supplementary File 3: Facilitators and Barriers to using the Five Choosing Wisely Questions

---

### Facilitators and barriers

---

#### Facilitators

##### **A good relationship with the doctor**

A doctor who can explain things

Doctors who are patient friendly

Doctors who have empathy

##### **Availability in different languages**

Five Choosing Wisely questions need to be available in different languages

##### **Advertise the questions**

Advertise the five Choosing Wisely questions (TV, Social Media, Presentations)

Make information available on the clinic/health service website – Do you know your rights? Do you know that you can ask questions?

##### **Educate patients that they are allowed to ask questions**

Assist patients to know about the five Choosing Wisely questions

Make the questions available in the GP clinic and reception area ‘These are your rights’/‘Did you know that you can ask these questions’

- Posters

- Questions available on the table in the waiting room

- GP to hand patient a card/pamphlet containing the questions and explain the questions

##### **Format and title of the questions**

Title of the questions ‘Being better informed, questions to help your care’

Ensure an official logo is on the questions to show that they are endorsed by doctors

Questions need to be in bold so that people can read them

#### Barriers

##### **Doctors who are not approachable**

Limited GP time

- Doctors are in a rush

- Doctors are encouraged to have very short consultations with their patients

Doctors who are intimidating or not approachable

---

**Fear and embarrassment**

Fear of asking the questions

Fear of the answer to the questions

Fear of asking the questions the wrong way (CALD patients)

Embarrassing to ask questions because don't know how to ask (CALD patients)

Some people may not be comfortable with the word 'risk'

Fear of offending the doctor, appearing to question the doctor's knowledge

**Too unwell to ask questions**

Too unwell or overwhelmed with the medical problem to ask questions

People experiencing pain

**Lack of awareness of the need for questions**

Lack of awareness of the need to ask questions

The patient thought they knew the answers already (by using the internet, previous experience of a CT scan)

**Patients who do not speak English**

People who do not speak or read English will not be able to use the questions

---