

Appendix I. Patient satisfaction.

This questionnaire evaluated three dimensions of analysis: (a) referral process (time elapsed between referral from primary care to initial secondary care appointment); (b) initial appointment; and (c) overall experience three months after recruitment.

(a): Patient experience questionnaire associated with the referral process to either Neurology (n=99) or Radiology (n=79).

		Not sure		Yes		No		p-value
		N	%	N	%	N	%	
Did you receive your appointment within a timeframe acceptable to you?	Neurology (n=99)	8	8.1%	66	67%	25	25%	0.193
	Radiology (n=79)	3	3.8%	62	79%	14	18%	

		Very satisfied		Satisfied		Neutral		Dissatisfied		Very dissatisfied		p-value
		N	%	N	%	N	%	N	%	N	%	
How satisfied were with the information you received beforehand?	Neurology (n=98)	25	26%	48	49%	22	22%	3	3.1%	0	0%	0.005
	Radiology (n=79)	38	50%	24	32%	10	13%	2	2.6%	2	2.6%	

(b): Patient experience questionnaire associated with either the Neurology (n=99) or the Radiology (n=50) appointment.

		Very satisfied		Satisfied		Neutral		Dissatisfied		Very dissatisfied		p-value
		N	%	N	%	N	%	N	%	N	%	
How you found the process overall?	Neurology (n=98)	55	56%	36	36%	5	5.1%	3	3.0%	0	0%	0.366
	Radiology (n=50)	27	54%	22	44%	0	0.0%	1	2.0%	0	0%	

		A better experience		About the same as expected		A worse experience		p-value
		N	%	N	%	N	%	
How did you find the experience in comparison to what you had expected?	Neurology (n=95)	57	60%	35	37%	3	3.2%	0.002
	Radiology (n=45)	13	29%	31	69%	1	2.2%	

(c): Overall patient experience questionnaire at 3 months post-recruitment with either the Neurology (n=56) or the Radiology (n=14) appointment.

		Very satisfied		Satisfied		Neutral		Dissatisfied		Very dissatisfied		p-value
		N	%	N	%	N	%	N	%	N	%	
Amount of time spent with clinical staff	Neurology (n=56)	20	36%	30	54%	6	11%	0	0%	0	0%	0.001
	Radiology (n=14)	3	21%	3	21%	5	36%	1	7.1%	2	14%	
Consistency of care	Neurology (n=29)	16	55%	0	0%	12	41%	1	3.4%	0	0%	0.028
	Radiology (n=14)	2	14%	3	21%	6	43%	2	14.3%	1	7.1%	
Frequency of appointments	Neurology (n=55)	9	16%	19	35%	22	40%	4	7.3%	1	1.8%	0.166
	Radiology (n=14)	2	14%	1	7.1%	7	50%	3	21%	1	7.1%	
How informed you felt about your condition	Neurology (n=54)	15	28%	24	44%	9	17%	5	9.3%	1	1.9%	0.010
	Radiology (n=13)	2	15%	2	15%	5	39%	1	7.7%	3	23%	
How informed you felt about your treatment	Neurology (n=55)	15	27%	18	33%	17	31%	4	7.3%	1	1.8%	0.004
	Radiology (n=14)	1	7.1%	1	7.1%	5	36%	5	36%	2	14%	
Your overall experience	Neurology (n=55)	13	24%	32	58%	7	13%	3	5.5%	0	0%	<0.001
	Radiology (n=14)	2	14%	1	7.1%	9	64%	1	7.1%	1	7.1%	