

## Appendix 2

The results from the qualitative content analysis of the patients' free-text comments from the PFCP questionnaire

Clinical examination skills	Request for additional information	Positive affirmation, with concrete example	Targeting the patient's agenda
<i>She was verbal, communicative throughout the encounter and had an easy touch while examining.</i>	<i>Please, tell me why you listen to my heart and maybe what you are searching for.</i>	<i>Very good questions, asked in a calm pace.</i>	<i>Received answers regarding my cause of concern.</i>
<i>Listened to my lungs so gently.</i>	<i>You could explain why I should perform certain movements with my arms. What is it you are looking for?</i>	<i>Good and attentive listener. Took time to hear me out.</i>	<i>Satisfied with the encounter and what it resulted in.</i>
<i>The clinical examination was conducted with knowledge and compassion, e.g., warmed the hands before the examination.</i>		<i>Superb encounter! The feeling of been taken completely seriously.</i>	<i>Went through my problem with thoroughness.</i>
		<i>Good demeanour during the encounter, explained carefully.</i>	