

Supplementary Appendix 1 continued ... The CQI-2.

5. Please rate the following statements about today's consultation.
Please tick one box for each statement and answer every statement.

<i>How was the doctor at ...</i>	Poor	Fair	Very Good	Good	Excellent	Does Not Apply
1. Making you feel at ease ... <i>(being friendly and warm towards you, treating you with respect; not cold or abrupt)</i>	<input type="checkbox"/>					
2. Letting you tell your 'story' ... <i>(giving you time to fully describe your illness in your own words; not interrupting or diverting you)</i>	<input type="checkbox"/>					
3. Really listening ... <i>(paying close attention to what you were saying; not looking at the notes or computer as you were talking)</i>	<input type="checkbox"/>					
4. Being interested in you as a whole person ... <i>(asking/knowing relevant details about your life, your situation; not treating you as 'just a number')</i>	<input type="checkbox"/>					
5. Fully understanding your concerns ... <i>(communicating that he/she had accurately understood your concerns; not overlooking or dismissing anything)</i>	<input type="checkbox"/>					
6. Showing care and compassion ... <i>(seeming genuinely concerned, connecting with you on a human level; not being indifferent or 'detached')</i>	<input type="checkbox"/>					
7. Being positive ... <i>(having a positive approach and a positive attitude; being honest but not negative about your problems)</i>	<input type="checkbox"/>					
8. Explaining things clearly ... <i>(fully answering your questions, explaining clearly, giving you adequate information; not being vague)</i>	<input type="checkbox"/>					
9. Helping you to take control ... <i>(exploring with you what you can do to improve your health yourself; encouraging rather than 'lecturing' you)</i>	<input type="checkbox"/>					
10. Making a plan of action with you ... <i>(discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)</i>	<input type="checkbox"/>					
6) Please tick here if someone helped you to complete this questionnaire:						<input type="checkbox"/>