Supplementary Appendix 1. The CQI-2.

PLEASE COMPLETE THE QUESTIONS BELOW AFTER YOU HAVE SEEN THE DOCTOR.

1) As a result of your visit to the doctor today, do you feel you are ... (please tick one box in each row):

	MUCH BETTER	BETTER	SAME OR LESS	NOT APPLICABLE
Able to cope with life				
Able to understand your illness				
Able to cope with your illness				
Able to keep yourself healthy				
	MUCH MORE	SAME MORE	NOT OR LESS	APPLICABLE
Confident about your health				
Able to help yourself				

2) What language(s) - other than English - do you routinely speak at home?

3) If your consultation with the doctor used a language other than English, please write down the language you used:

4) How well do you know the doctor you saw today? (please place a circle round one of the numbers below):

(don't know doctor at all)		1	2	3	4	5	(know doctor very well)
	FOR DOCTOR'S USE O	ONLY:					
	GP ID: DATE:						
	START TIME;			EN	ID TIM	E;	
APPENDIX 2 CO	NTINUED						

British Journal of General Practice, April 2006 262-276

©British Journal of General Practice

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.*

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