

Online Supplementary Material

Hodgson P, Dowrick C, Smith P, Brown T. Stories from frequent attenders: a qualitative study in primary care. *Ann Fam Med*. 2005;3:318-323.

<http://www.annfammed.org/cgi/content/full/3/4/318/DC1>

Supplemental Appendix. Interview Schedule for Expectations of Frequent Attenders

Frequency of visits

So, how often would you say that you come to your doctors— in the past month, 6 months, past year?
Has there been a particular reason for you visiting the doctor —specific complaint, multiple pathology?
Has this changed over time, were you visiting the doctor at the same rate 5 years ago?
How many times do you think other people come to their doctor's, say in a month or a year?
Were there any particular reasons why you go to your doctor's so often?

Disruption in visiting

Is it difficult for you to come and visit your doctor?
Do you try and go on certain days and at certain times (AM/PM)?
What about calling the doctor at night, when the surgery is closed, would you phone up for a home visit, or advice?

Definition of health and illness

What would you go and see your doctor about?
Do you have a clear idea of what counts as ill, and other things which you can cope with by yourself?
Could you give me some examples?
What would you not see your doctor about? Could you give me some examples?

Support systems

When you feel ill, do you talk to somebody else before you make an appointment, such as your family or a friend?
If yes, who are they?
Do you find that useful? Why?

Networks of Information

What about other types of information —do you use books, the Internet, magazines, TV, anything like that to find out more about your symptoms?
If yes, how important are these to you in making a decision to go to your doctors?

Epistemic discipline

Do you have a good idea about what is wrong with you when you go to the doctors (chest infection, etc)?
Or, do you go with a whole load of different things, and you're unsure of what could be wrong?
If you do have a good idea about what's wrong, a specific problem, do you tell your doctor?
Do you think that only your doctor can deal with these problems?
What about medication/drugs— are there any that you know you need, examples?
Were these given to you for something else, or the same problem?

Pathways to other sites

Have you been referred elsewhere, such as the hospital, for any problems you have had?
Did you ask for this, or did your doctor suggest it?
When you went to your doctor's, did you think that you should be referred on to somebody else, such as a hospital doctor/consultant, or were you happy to be treated by your doctor only?
When you look back to going to your doctor's, was there a moment when you thought that this doctor really helped you?

Perceptions of doctor

What do you think a doctor's job is? Is it to prescribe drugs, listen to what you are saying, help you with benefits agencies, etc?

Do you think your doctor fits in with your ideas about what they should be doing?

If so, how?

Relationship with doctor

What kind of relationship do you think you have with your doctor?

Is this like any other relationship you have with anybody else?

In what way?

Is there anything you would change about this relationship?

If so, what would it be?

Patient's role

When you go to your doctor's, do you know what you want to tell them? Can you give me some examples?

Do you have a good idea about what you want to get out of going to see them? Can you give me some examples?

When you're in with your doctor, do you manage to tell them everything about your health problems?

Or, do you just give them a few details and hope they can work it out?

Other members of the primary health care team

What about other people at the surgery, such as receptionists and nursing staff, what kind of relationship do you have with them?

Do you find them helpful, such as the receptionist being able to fit you in?

Future

At the moment you have quite regular contact with your doctor, if you could think about the future, can you see this changing?

How do you think this will change during the next 6 months, or a year?