

Appendix 1: Response to Closed Interview Questions

1. In readiness for telephone survey have you received blank versions of both the Head & Neck-Patient Concerns Inventory and the Patient Concerns Checklist?	Yes: 89% (59)	No: 3% (2)	Not sure: 8% (5)		
2. Were you able to find time to complete both the blank Patient Concerns Inventory and Patient Concerns Checklist before this interview?	Yes: 67% (44)	No: 32% (21)	Not sure: 2% (1)		
3. How many times did you complete the Patient Concerns Inventory as part of the clinic review?	Once: 21% (14)	Twice: 27% (18)	Three or more: 39% (26)	Can't remember: 12% (8)	
4. Did you complete the Patient Concerns Inventory either on computer, on paper, or both?	Computer: 18% (12)	Paper: 39% (26)	Both: 35% (23)	Can't remember: 8% (5)	
5. Overall how easy was it for you to complete the Patient Concerns Inventory?	Very easy: 44% (29)	Easy: 44% (29)	Neither easy nor difficult: 6% (4)	Difficult: 5% (3)	Very difficult: 2% (1)
6. Were there any specific items on the Patients Concerns Inventory that gave you problems when completing it?	Yes: 11% (7)	No: 85% (56)	Not sure: 5% (3)		
7. Did the Patient Concerns Inventory cause a problem in the running of your appointment?	Not at all: 94% (61)	A little: 5% (3)	Somewhat: 0% (0)	A great deal: 0% (0)	Not sure: 2% (1)
8. Do you feel that the Patient Concerns Inventory items you ticked were talked about and included in your consultations?	All: 30% (19)	Most: 38% (24)	Some: 9% (6) Few: 3% (2)	None: 14% (9)	Not sure: 6% (4)
9. How much of a difference do you think the Patient Concerns Inventory made to your clinic appointment?	Much better: 9% (6)	Better: 38% (25)	No difference: 43% (28)	Worse/Much worse: 0% (0)	Not sure: 9% (6)
10. Were there some issues that you wanted to tick or did tick but the clinic appointment was not the right time or place to talk about the issue(s)?	Definitely yes: 5% (3)	Maybe yes: 6% (4)	Not sure: 22% (14)	Maybe not: 12% (8)	Definitely not: 55% (36)
11. At your Patient Concerns Inventory consultation which doctor did you tend to see? (note multiple answers possible)	Consultant oncologist: 20% (13)	Consultant surgeon: 79% (52)	Other doctor: 11% (7)	Not sure: 3% (2)	
12. Do you feel that the Patient Concerns Inventory was something the doctor found useful?	Definitely yes: 25% (16)	Maybe yes: 25% (16)	Not sure: 46% (30)	Maybe not: 2% (1)	Definitely not: 3% (2)
13. Do you feel that the Patient Concerns Inventory helped you communicate with the doctor?	Definitely yes: 45% (29)	Maybe yes: 22% (14)	Not sure: 23% (15)	Maybe not: 3% (2)	Definitely not: 8% (5)
14. Do you feel that the Patient Concerns Inventory items triggered any additional support that you otherwise would not have got?	Definitely yes: 20% (13)	Maybe yes: 8% (5)	Not sure: 26% (17)	Maybe not: 14% (9)	Definitely not: 33% (22)

15. Would you have liked to have been seen by or have been referred on to any other people?	Definitely yes: 22% (14)	Maybe yes: 3% (2)	Not sure: 15% (10)	Maybe not: 6% (4)	Definitely not: 54% (35)
16. Would this be in addition to your surgeon, oncologist, other doctor? (N=16 denominator of those responding 'definitely yes' or 'maybe yes' to question 15)	Definitely yes: 9/16	Maybe yes: 1/16	Not sure: 2/16	Maybe not: 0/16 Definitely not: 0/16	No answer given: 4/16
17. Do you feel that using the Patient Concerns Inventory raised your expectations around what to expect from the clinic and consultation?	Definitely yes: 25% (16)	Maybe yes: 22% (14)	Not sure: 22% (14)	Maybe not: 8% (5)	Definitely not: 25% (16)
18. Do you feel that using the Patient Concerns Inventory raised your expectations and then led to disappointment if these were not met adequately?	Definitely yes: 8% (5)	Maybe yes: 5% (3)	Not sure: 9% (6)	Maybe not: 8% (5)	Definitely not: 71% (47)
19. Would you like to continue using the Patient Concerns Inventory type approach in clinic consultations?	Definitely yes: 58% (38)	Maybe yes: 17% (11)	Not sure: 17% (11)	Maybe not: 3% (2)	Definitely not: 5% (3)
20. Would you find it useful to fill in the Patient Concerns Inventory at home via the internet?	Definitely yes: 28% (18)	Maybe yes: 9% (6)	Not sure: 9% (6)	Maybe not: 8% (5)	Definitely not: 46% (30)
21. Do you feel that the Patient Concerns Inventory web-based type of approach could reduce the number and frequency of clinic appointments?	Definitely yes: 9% (6)	Maybe yes: 14% (9)	Not sure: 33% (22)	Maybe not: 12% (8)	Definitely not: 32% (21)
22. If the frequency of clinics was reduced by using something like the Patient Concerns Inventory for you would that be a helpful or unhelpful for you?	Definitely helpful: 15% (10)	Maybe Helpful: 14% (9)	Not sure: 21% (14)	Maybe Unhelpful: 20% (13)	Definitely Unhelpful: 30% (20)
23. If the Patient Concerns Inventory type approach leads to fewer visits to the hospital and more support locally how much of a difference would this make to you in terms of the financial cost to you during cancer follow-up?	A great deal: 18% (12)	Somewhat: 9% (6)	A little: 25% (16)	None at all: 37% (24)	Not sure: 11% (7)
24. How does the Patient Concerns Inventory (PCI) compare to the Patient Concerns Checklist (PCC)?	PCI much better: 16% (10)	PCI better: 13% (8)	Little difference: 21% (13) Not sure: 27% (17)	PCC better: 16% (10)	PCC Much better: 8% (5)
Q24 responses for those where Q1=Yes, i.e 59 patients sure they had received blank versions of both PCI and PCC in readiness for the interview	PCI much better: 16% (9)	PCI better: 14% (8)	Little difference: 23% (13) Not sure: 23% (13)	PCC better: 18% (10)	PCC Much better: 7% (4)
Q24 responses for those where Q2= Yes, i.e 44 patients who had found time to complete both the PCI and PCC before the interview	PCI much better: 17% (7)	PCI better: 17% (7)	Little difference: 19% (8) Not sure: 24% (10)	PCC better: 17% (7)	PCC Much better: 7% (3)
25. On a more general note are there any ways that the clinic experience could have been made any better for you?	Yes: 17% (11)	No: 83% (55)			