

Supplementary Table 3. Examples of participants' open-ended responses regarding 'words or feelings' (question 1) across labels (top 10 codes only)

Subacromial impingement syndrome	Rotator cuff tear	Bursitis	Rotator-cuff-related shoulder pain	Shoulder sprain	Episode of shoulder pain
<b>Pain experience</b>					
"Unbearable pain." <i>[P130, Female, age 40]</i>	"Very uncomfortable to have." <i>[P329, Female, age 65]</i>	"Pain in the shoulder area." <i>[P520, Male, age 79]</i>	"Pain & discomfort." <i>[P797, Male, age 69]</i>	"Tingling, hot sensation, pain on lifting arm up." <i>[P1044, Female, age 58]</i>	"Aching pain throbbing." <i>[P1120, Male, age 34]</i>
"I think that it is pain and very uncomfortable." <i>[P121, Male, age 45]</i>	"Painful, agony." <i>[P331, Male, age 49]</i>	"Pain, swelling, redness." <i>[P559, Female, age 49]</i>	"Pain that incurs when moved." <i>[P682, Female, age 38]</i>	"Pain in shoulder hurting bad." <i>[P869, Male, age 64]</i>	"Very, very sharp pains." <i>[P1085, Female, age 32]</i>
<b>Tissue damage or dysfunction</b>					
"Bones trapping tendons/muscles." <i>[P188, Female, age 28]</i>	"Shoulder tear that hurts real bad." <i>[P236, Female, age 60]</i>	"Fluid sac that is maybe torn or ruptured." <i>[P577, Female, age 56]</i>	"An injury to muscles." <i>[P821, Female, age 63]</i>	"A muscle sprain or pinched nerve." <i>[P922, Male, age 65]</i>	"I think if things like a trapped nerve or general injury to the area." <i>[P1259, Female, age 41]</i>
"Something pressing in the shoulder. Seizing and/or swelling." <i>[P208, Male, age 38]</i>	"I have tendon damage." <i>[P341, Male, age 48]</i>	"Inflammation in the shoulder." <i>[P533, Male, age 45]</i>	"Sounds like it is in the area of the shoulder joint. Makes me think there is inflammation or perhaps a pinched nerve." <i>[P1080, Female, age 69]</i>	"You didn't break anything you just sprained the ligaments or muscles." <i>[P1080, Female, age 69]</i>	"Tendon, muscle and all this other pain." <i>[P1129, Male, age 26]</i>

			[P837, Male, age 61]		
<b>Activity restriction</b>					
<p>“Pain, being uncomfortable, not being able to do the things you normally do.”</p> <p>[P200, Female, age 63]</p> <p>“Disability, not being able to work or do activities.”</p> <p>[P106, Male, age 21]</p>	<p>“I’m useless on one side.”</p> <p>[P243, Male, age 58]</p> <p>“It’s painful and hard to function day to day.”</p> <p>[P267, Female, age 39]</p>	<p>“Pain and trouble with movement.”</p> <p>[P593, Male, age 42]</p> <p>“Inflammation, pain, decrease range of motion.”</p> <p>[P569, Female, age 30]</p>	<p>“Something painful they may limit the ability to move your arm in the way you are accustomed to doing things.”</p> <p>[P792, Female, age 63]</p> <p>“Annoying restriction to movement.”</p> <p>[P866, Male, age 66]</p>	<p>“Limited movement.”</p> <p>[P960, Female, age 67]</p> <p>“Take more care in the things I do.”</p> <p>[P1054, Male, age 60]</p>	<p>“Affects my everyday actions”</p> <p>[P1189, Male, age 68]</p> <p>“Hard to do normal things”</p> <p>[P1294, Female, age 68]</p>
<b>Psychological distress</b>					
<p>“Pain, stress, anxious.”</p> <p>[P25, Male, age 64]</p> <p>“Pinched nerve, sounds scary.”</p> <p>[P145, Female, age 45]</p>	<p>“Bad feeling, is very not cool.”</p> <p>[P238, Male, age 38]</p> <p>“The term rotator cuff tear sounds scary.”</p> <p>[P256, Female, age 29]</p>	<p>“A little scared, because if you don't get it fixed right away, it'll cause stiff shoulder disease.”</p> <p>[P564, Male, age 34]</p> <p>“It sounds quite scary.”</p>	<p>“Scared - what if I lose use of my shoulder?”</p> <p>[P741, Female, age 37]</p> <p>“Makes me worried.”</p> <p>[P701, Male, age 38]</p>	<p>“That I am getting weaker. To sprain my shoulder whilst doing a simple task worries me a little.”</p> <p>[P1050, Female, age 62]</p> <p>“Scarred, worried, confused.”</p> <p>[P985, Male, age 19]</p>	<p>“That my body might possibly be deteriorating, perhaps seriously. I would be quite concerned. Anxious, worried.”</p> <p>[P1218, Male, age 47]</p> <p>“Anxious, teary, worried, troubled”</p>

		<i>[P445, Female, age 46]</i>			<i>[P1088, Female, age 62]</i>
<b>Good prognosis</b>					
<p>“Pain which will subside with time. Healing over time if care taken.”</p> <p><i>[P134, Male, age 69]</i></p> <p>“Temporary pain in the shoulder blade.”</p> <p><i>[P166, Female, age 28]</i></p>	<p>“It just needs time to repair itself.”</p> <p><i>[P407, Female, age 64]</i></p> <p>“It sounds threatening, but I am sure this can be recovered during reasonable period of time.”</p> <p><i>[P395, Male, age 45]</i></p>	<p>“Inflammation. Pain eventual recovery.”</p> <p><i>[P532, Female, age 57]</i></p> <p>“Temporary shoulder pain that will just go away.”</p> <p><i>[P602, Male, age 47]</i></p>	<p>“Great now but with the time it cures and no need of doing anything let time show magic.”</p> <p><i>[P730, Male, age 33]</i></p> <p>“Not serious, will heal itself, relax.”</p> <p><i>[P745, Female, age 65]</i></p>	<p>“Strain which eventually will heal itself.”</p> <p><i>[P1040, Male, age 79]</i></p> <p>“Temporary pain from something strenuous I tried to do.”</p> <p><i>[P1067, Female, age 69]</i></p>	<p>“Temporary. Not very serious. Annoying.”</p> <p><i>[P1271, Female, age 36]</i></p> <p>“Short term pain”</p> <p><i>[P1273, Male, age 47]</i></p>
<b>Uncertainty</b>					
<p>“What the hell is that? Can't they speak in simple terms?”</p> <p><i>[P129, Male, age 61]</i></p> <p>“Complicated, serious, nervous.”</p> <p><i>[P114, Female, age 32]</i></p>	<p>“I am not sure actually about this except that fact that it is related to shoulder.”</p> <p><i>[P272, Female, age 34]</i></p> <p>“Pain, uncertainty.”</p> <p><i>[P378, Male, age 68]</i></p>	<p>“No idea, something common.”</p> <p><i>[P565, Male, age 47]</i></p> <p>“Do not know what it is.”</p> <p><i>[P627, Female, age 40]</i></p>	<p>“It sounds complicated.”</p> <p><i>[P858, Female, age 71]</i></p> <p>“Not sure what to do at all very sorry but I will go to the therapy.”</p> <p><i>[P662, Male, age 49]</i></p>	<p>“Scarred, worried, confused.”</p> <p><i>[P985, Male, age 19]</i></p> <p>“Honestly it first time I see this world and really I can't guess what it is but it still doesn't mean a serious issue.”</p> <p><i>[P955, Female, age 41]</i></p>	<p>“Episode of shoulder pain is too vague of a term. When I hear it, I want more definitive answers and diagnostic.”</p> <p><i>[P1144, Male, age 25]</i></p> <p>“Does not give a good cause, not a very good name.”</p>

					<i>[P1210, Female, age 36]</i>
<b>Minor issue</b>					
<p>“The injury is probably just due to overextending my arm, it is not too serious and should get better.”</p> <p><i>[P180, Female, age 38]</i></p> <p>“Not sure maybe a slight disorder.”</p> <p><i>[P113, Female, age 20]</i></p>	<p>“Shoulder pain in the short-term mild discomfort.”</p> <p><i>[P405, Male, age 51]</i></p> <p>“This is not a serious medical condition. I will recover reasonably soon.”</p> <p><i>[P399, Female, age, 41]</i></p>	<p>“Words and feelings that come to mind is not to worry.”</p> <p><i>[P640, Female, age 24]</i></p> <p>“Not as bad as it could have been.”</p> <p><i>[P498, Male, age 44]</i></p>	<p>“Simple pain, no injury.”</p> <p><i>[P775, Male, age 21]</i></p> <p>“Painful but not serious.”</p> <p><i>[P820, Female, age 36]</i></p>	<p>“That it is nothing too serious, just needs rest and gentle exercise.”</p> <p><i>[P1073, Male, age 75]</i></p> <p>“Temporary, not serious, will improve with time.”</p> <p><i>[P1051, Female, age 67]</i></p>	<p>“A minor injury with some discomfort</p> <p><i>[P1231, Male, age 61]</i></p> <p>“Will not stay long. Will cures by itself and no need for medicine”</p> <p><i>[P1249, Female, age, 47]</i></p>
<b>Treatment/investigation</b>					
<p>“It is pretty serious I may need surgery.”</p> <p><i>[P129, Male, age 61]</i></p> <p>“It sounds like a serious condition and I thought that surgery is require to fix it.”</p> <p><i>[P51, Female, age 31]</i></p>	<p>“Pain, off work, surgery.”</p> <p><i>[P420, Male, age 36]</i></p> <p>“Shoulder, muscle, surgery, orthopaedics, throwing.”</p> <p><i>[P308, Female, age 23]</i></p>	<p>“Infection or inflammation that can be treated.”</p> <p><i>[P635, Female, age 62]</i></p> <p>“A little scared, because if you don't get it fixed right away, it'll cause stiff shoulder disease.”</p> <p><i>[P564, Male, age 34]</i></p>	<p>“Need to attend very quickly.”</p> <p><i>[P774, Male, age 38]</i></p> <p>“Long term discomfort, need for exercise regime.”</p> <p><i>[P790, Female, age 76]</i></p>	<p>“Pain, doctors, sling, X-rays, medication.”</p> <p><i>[P910, Female, age 44]</i></p> <p>“Damn, now I have to go through physical therapy.”</p> <p><i>[P890, Male, age 21]</i></p>	<p>“If it persisted for some time, I would visit a doctor and go from there.”</p> <p><i>[P1296, Male, age 66]</i></p> <p>“It makes me realise that my health professional should point me in the right direction to enable me to help myself.”</p> <p><i>[P1209, Female, age 71]</i></p>

<b>Unhappy/frustration</b>					
"Fear, anxious, angry, tired." <i>[P30, Male, age 35]</i>	"Disgusting pain, unhappy, sad, mad." <i>[P300, Male, age 23]</i>	"Fear, hurt, angry." <i>[P446, Male, age 23]</i>	"Frustrated, annoyed, anxious, nervous." <i>[P663, Male, age 20]</i>	"Frustrated, tired." <i>[P966, Female, 47]</i>	"Painful, tiredness, unhappy" <i>[P1305, Female, age 56]</i>
"Sad, living in pain isn't fun." <i>[P87, Female, age 47]</i>	"Causing me to be unhappy when I cannot reach. Causing me to be unhappy when I cannot carry items." <i>[P351, Female, age 71]</i>	"Pain, stress, anger." <i>[P452, Female, 42]</i>	"Muscular, hurts more when I try and sleep, frustrating, can't do my normal activities." <i>[P796, Female, age 53]</i>	"Limitations, pain, frustration." <i>[P899, Male, age 23]</i>	"Pissed off anxious and angry" <i>[P1133, Male, age 33]</i>
<b>Serious issue</b>					
"It sounds scary and serious." <i>[P95, Female, age 54]</i>	"Serious condition." <i>[P301, Female, age 65]</i>	"Serious condition, something has burst, worried." <i>[P620, Female, age 33]</i>	"Serious, long term injury." <i>[P826, Female, age 38]</i>	"It's really bad because the stress is here, you think like you got something anywhere else that's more serious." <i>[P875, Male, age 25]</i>	"That my body might possibly be deteriorating, perhaps seriously." <i>[P1218, Male, age 47]</i>
"Sounds like very serious injury." <i>[P58, Male, age 39]</i>	"It sounds very serious." <i>[P268, Male, age 25]</i>	"Inflamed area within the body that could harm the human body." <i>[P506, Male, age 49]</i>	"Sounds bad and sounds like it would hurt a lot and might need surgery to fix." <i>[P695, Male, age 45]</i>	"It could be cancer." <i>[P1066, Female, age 46]</i>	"Hurt, shoulder, arm, cancer" <i>[P1213, Prefer not to say gender, age 26]</i>

P: participant.