

Appendix

Table 1: Eight item NORPEQ questionnaire
To what extent...

	Not at all	To a small extent	To some extent	To a large extent	To a very large extent
Did the doctors talk to you in a way you could understand?					
Do you have confidence in the doctors' medical competence?					
Do you have confidence in the nursing staff's medical competence?					
Did you experience the nursing staff showed concern for you?					
Did you experience that the doctors and nursing staff were interested in your description of your own situation?					
Were you given the information you thought were necessary about how tests and examinations would be conducted?					
Overall, was the treatment and care you received at the hospital satisfactory?					
Do you believe you were in any way given the wrong treatment (as far as you are able to judge)?					