

## Additional file 1: Survey

### Survey on quality of the GP office

Thank you for your participation! We will analyse your replies anonymously.

Date: \_\_\_\_\_ Year of birth: \_\_\_\_\_ Sex: female ☐ male ☐

Tick the box of your GP assignment: ☐ Dr. Tièche junior  
☐ Dr. Tièche senior

Duration of assignment: ☐ < 2 months  
☐ < 1 year  
☐ 1-5 years  
☐ >5 years

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**Please rate the items below using these marks:**

1 = unacceptable    2 = highly insufficient    3 = insufficient  
4 = satisfactory    5 = good    6 = very good

#### Appearance of the office

##### 1. Appearance of the facility

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6

##### 2. Diagnostic equipment

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6

##### 3. Level of hygiene

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6

##### 4. Punctuality and dependability

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6

##### 5. Prompt response to patient needs

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6

### **Qualities of the medical assistant**

6. Dress and grooming of the medical assistants

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

7. Friendliness and courtesy of the medical assistants

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

### **Qualities of the general practitioner (GP)**

8. GP is attentive and responsive to patient's needs

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

9. GP's level of expertise

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

10. GP's level of empathy

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

### **General satisfaction**

11. Medical performance of the office

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

12. Overall satisfaction with the office

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6

### **General remarks**

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We thank you for your participation

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