

APPENDIX 3: Semi-structured focus group guide

We would like to talk about your physician's **ability to understand your illness experience, their ability to communicate that understanding to you, AND their ability to act on that understanding when providing care** [*type this into Zoom chat in case participants wish to reference it*]. We encourage you to use personal experiences and examples wherever you feel comfortable, and elaborate on the thoughts behind your answers as much as you like.

1. Can you describe a time when your physician* acted this way towards you?
 - a. What did that look like? What did they say or do, for example?
 - b. How did that make you feel?
 - c. Do you think that this affected the care that they provided you?
2. Can you describe a time when your physician has NOT acted this way towards you?
 - a. What did that look like? What did they say or do, for example?
 - b. How did that make you feel?
 - c. Do you think that this affected the care that they provided you?
3. How have those experiences (both positive and negative) impacted your life or overall wellbeing?
4. How important to you is it that your physician is able to...
 - a. Understand your illness experience?
 - b. Communicate that understanding to you?
 - c. Act on their understanding of your experience to provide you care?
5. In general, do you think physicians should improve with respect to these skills – and if so, how?
 - a. For example, do you think these skills should be a part of a physician's training? What could that look like?

*Patients may talk about experiences with different physicians for different examples, including both specialists and primary care physicians