

Supplementary File 2. Example items from the nine domain model of the PC PMOS tool

Domain	Item
Patient-related factors	1. I was always treated with dignity and respect
Task performance	2b. The doctor did not have the skills, experience or knowledge to correctly manage my health condition
Communication	4. I got answers to all the questions I had regarding my care
Access to care	5. I was able to make an appointment with a health professional of my choice
Information flow	7. Information about me that my health care team needed was always available e.g. discharge summary, referral letters, test results
External policy context	9. The cost of medications prevented me from filling a script when I needed medication
Referrals	13. If I was referred, important information about my care was passed on / made available
Physical environment	14. Equipment needed for my care was always working properly
Organisation and care planning	21. Where necessary my doctor, nurse or other health professional regularly monitors/reviews my health condition