

### Supplementary material 1: Elicitation interview

#### Part 1:

- 1/ Why did you choose this consultation?
- 2/ What went well?
- 3/ What could have gone better?

#### Part 2:

⇒ describe thought processes and feelings at key points

#### Before the video:

- 1/ Why did this patient come to you?
- 2/ What was his/her question?

During the video: stop at key points by the interviewer or the participant, (reflection on communication, thought process, etc.) max. a few minutes

- 1/ What are you doing at this point? Why (do you do/say what you do/say)?
- 2/ What are you feeling/thinking at this point? Why?

#### After the video:

- 1/ Did you meet the patients expectations? Why(not)? What did you feel/think?
- 2/ Why did you choose this action plan/treatment and when/why was your decision made during the consultation?
- 3/ What was your reasoning behind your treatment decision made during the consultation and what factors were taken into account?

#### Part 3:

⇒ Views and experiences of the consultation

- 1/ What did you find to be beneficial/challenging in the consultation ?
- 2/ What would you do differently? Why?
- 3/ Would this consultation be any different in your own practice (not out-of-hours)? Would your decision making be different?