**Extended data**

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| **Table 1.** Modified questionnaires | | |
| **Modified Patient-Professional Interaction Questionnaire (PPIQ)**27 | | |
| **Statement** | | **Rating scale** |
| **1** | They provided me with clear information | 5-point scale: 1 = ‘not at all’ to 5 = ‘very much’ |
| **2** | They were interested in what I think about my current health | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **3** | They had a calm and quiet tone | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **4** | They understood my emotions | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **5** | They were interested in what I know about my condition | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **6** | They respected me as a person | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **7** | They were interested in what I want from care | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **8** | They were able to listen | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **9** | They paid attention to what I was saying | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **10** | They were able to put themselves in “my shoes” | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **11** | They gave me time to ask and to talk about my condition | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **12** | They allowed me to be confident | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **13** | They asked questions that allowed me to express my view | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **14** | They were interested in what I expect from care | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **15** | They gave me encouragement and were positive | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **16** | They offered me the opportunity to discuss and decide together the “things to do” | 5-point Likert: 1 = ‘not at all’ to 5 = ‘very much’ |
| **Modified Brief Illness Perception Questionnaire (BIPQ)**31 | | |
| **1** | For how long do you think you have an increased chance of breaking a bone? | 10-point Likert: 0 = ‘A very short time’ to 10 = ‘Forever’ |
| **2** | How much could breaking a bone affect your life? | 10-point Likert: 0 = ‘None’ to 10 = ‘A great amount’ |
| **3** | How much control do you think you have over lowering your chance of breaking a bone? | 10-point Likert: 0 = ‘None’ to 10 = ‘A great amount’ |
| **4** | How much do you think treatment can help lower your chance of breaking a bone? | 10-point Likert: 0 = ‘None’ to 10 = ‘A great amount’ |
| **5** | How much does your chance of breaking a bone affect you emotionally? (e.g. does it make you angry, scared, upset or depressed?) | 10-point Likert: 0 = ‘None’ to 10 = ‘A great amount’ |
| **6** | How well do you feel you understand your bone health? | 10-point Likert: 0 = ‘Not at all’ to 10 = ‘Very much’ |
| **7** | How much is bone health a mystery to you? | 10-point Likert: 0 = ‘Not at all’ to 10 = ‘Very much’ |
| **8** | How concerned are you about your bone health? | 10-point Likert: 0 = ‘Not at all’ to 10 = ‘Very much’ |
| **9** | How much do you think losing bone strength is an inevitable part of getting older? | 10-point Likert: 0 = ‘Not at all’ to 10 = ‘Very much’ |