Box 1: General quality aspects of healthcare that patients consider most important

Box 1: General quality aspects of healthcare that patients consider most important [7]:

1. Involvement in decisions and respect for preferences
2. Clear, comprehensible information and support for self-care
3. Emotional support, empathy and respect
4. Fast access to reliable health advice
5. Effective treatment
6. Attention to physical and environmental needs
7. Involvement of, and support for, family and carers
8. Continuity of care and smooth transitions