

**Additional file 2: Step-by-step results of multilevel regression analyses**

'Severe' complaints (scale 0-10)	Model-0			Model-1			Model-2		
	B	LB	UB	B	LB	UB	B	LB	UB
<b>Intercept</b>	7.56‡	7.40	7.72	7.46‡	7.30	7.62	7.49	7.32	7.65
<b>Need factor</b>									
General health									
-very good (ref)									
-good				0.07‡	0.05	0.10	0.02	-0.004	0.05
-fair				0.15‡	0.12	0.17	0.04‡	0.01	0.07
-poor				0.23‡	0.20	0.27	0.10‡	0.06	0.14
<b>Predisposing factors</b>									
Age/10*							0.07‡	0.06	0.07
Sex									
- female							0.05‡	0.03	0.07
Ethnicity									
- native(ref)									
-second generation							0.01	-0.04	0.05
-first generation							0.05‡	0.01	0.08
Educational attainment									
-low (ref)									
-middle							0.02	-0.004	0.04
-high							-0.01	-0.03	0.02
<b>Enabling factors</b>									
Household income									
Below average (ref)									
Around average									
Above average									
Urbanization									
Big city (ref)									
Suburbs, Town									
Urban-rural, Rural									
Access-scale (0-10)*									
Communication-scale (0-10)*									
Continuity-scale (0-10)*									
<b>Health system</b>									
GDP (ppp) per capita/1000*									
Health care system									
SHI (ref)									
NHS									
Transitional									
<b>Variance Country (SE)</b>	0.221	(0.054)		0.222	(0.054)		0.224	(0.054)	
<b>Variance Practice (SE)</b>	0.226	(0.006)		0.226	(0.006)		0.225	(0.006)	
<b>Variance Patient (SE)</b>	0.991	(0.006)		0.987	(0.006)		0.969	(0.006)	
<b>ICC country level</b>		0.15			0.15			0.16	
<b>ICC practice level</b>		0.16			0.16			0.16	
<b>N (country)</b>		34			34			34	
<b>N (practice)</b>		7006			7006			7005	
<b>N (patient)</b>		60853			60517			58729	

\* Variables are centered around grand mean, † P<0.05 ‡p<0.001

B=beta coefficient, LB= lower limit, UB=upper limit, ICC=intraclass correlation, ref=reference category

'Severe' complaints (scale 0-10)	Model-3			Model-4 (final)		
	B	LB	UB	B	LB	UB
<b>Intercept</b>	7.50‡	7.34	7.67	7.69‡	7.35	8.03
<b>Need factor</b>						
General health						
-very good (ref)						
-good	0.01	-0.01	0.04	0.01	-0.01	0.04
-fair	0.03	-0.001	0.06	0.03	-0.001	0.06
-poor	0.10‡	0.07	0.14	0.10‡	0.06	0.14
<b>Predisposing factors</b>						
Age/10*	0.06‡	0.05	0.07	0.06‡	0.05	0.07
Sex						
- female	0.05‡	0.03	0.06	0.05‡	0.03	0.06
Ethnicity						
- native(ref)						
-second generation	0.003	-0.04	0.05	0.004	-0.04	0.05
-first generation	0.07‡	0.03	0.10	0.07‡	0.03	0.10
Educational attainment						
-low (ref)						
-middle	0.01	-0.02	0.03	0.01	-0.02	0.03
-high	-0.03	-0.05	0.001	-0.03	-0.05	0.001
<b>Enabling factors</b>						
Household income						
Below average (ref)						
Around average	0.02	-0.003	0.03	0.02	-0.003	0.04
Above average	0.03	-0.002	0.06	0.03	-0.002	0.06
Urbanization						
Big city (ref)						
Suburbs, Town	-0.005	-0.04	0.03	-0.005	-0.04	0.03
Urban-rural, Rural	0.02	-0.05	0.02	-0.02	-0.05	0.02
Access-scale (0-10)*	0.14‡	0.11	0.17	0.14‡	0.11	0.17
Communication-scale (0-10)*	0.11‡	0.06	0.16	0.11‡	0.06	0.16
Continuity-scale (0-10)*	0.37‡	0.32	0.41	0.37‡	0.32	0.41
<b>Health system</b>						
GDP (ppp) per capita/1000*				-0.02‡	-0.03	-0.01
Health care system						
SHI (ref)						
NHS				-0.03	-0.40	0.35
Transitional				-0.50†	-0.98	-0.01
<b>Variance Country (SE)</b>	0.224	(0.055)		0.161	(0.040)	
<b>Variance Practice (SE)</b>	0.221	(0.006)		0.221	(0.006)	
<b>Variance Patient (SE)</b>	0.956	(0.006)		0.956	(0.006)	
<b>Variance country (ICC)</b>		0.16			0.12	
<b>Variance practice (ICC)</b>		0.16			0.17	
<b>N (country)</b>		34			34	
<b>N( practice)</b>		6784			6784	
<b>N (patient)</b>		55937			55937	

\* Variables are centered around grand mean, † P<0.05 ‡p<0.001

B=beta coefficient, LB= lower limit, UB=upper limit, ICC=intraclass correlation, ref=reference category

'Minor' complaints (scale 0-10)	Model-0			Model-1			Model-2		
	B	LB	UB	B	LB	UB	B	LB	UB
<b>Intercept</b>	8.19‡	7.90	8.48	8.02‡	7.73	8.31	7.99‡	7.69	8.28
<b>Need factor</b>									
General health									
-very good (ref)									
-good				0.15‡	0.11	0.20	0.13‡	0.08	0.17
-fair				0.24‡	0.19	0.29	0.18‡	0.13	0.23
-poor				0.26‡	0.19	0.32	0.19‡	0.12	0.26
<b>Predisposing factors</b>									
Age/10*							0.02‡	0.01	0.03
Sex									
- female							0.16‡	0.13	0.19
Ethnicity									
- native(ref)									
-second generation							-0.08†	-0.16	-0.01
-first generation							-0.01	-0.08	0.05
Educational attainment									
-low (ref)									
-middle							-0.003	-0.04	0.04
-high							-0.07‡	-0.11	-0.02
<b>Enabling factors</b>									
Household income									
Below average (ref)									
Around average									
Above average									
Urbanization									
Big city (ref)									
Suburbs, Town									
Urban-rural, Rural									
Access-scale (0-10)*									
Communication-scale (0-10)*									
Continuity-scale (0-10)*									
<b>Health system</b>									
GDP (ppp) per capita/1000*									
Health care system									
SHI (ref)									
NHS									
Transitional									
<b>Variance Country (SE)</b>	0.735	0.180		0.734	(0.180)		0.745	(0.183)	
<b>Variance Practice (SE)</b>	0.839	0.021		0.836	(0.021)		0.839	(0.021)	
<b>Variance Patient (SE)</b>	3.322	0.020		3.311	(0.020)		3.274	(0.020)	
<b>Variance country (ICC)</b>		0.15			0.15			0.15	
<b>Variance practice (ICC)</b>		0.17			0.17			0.17	
<b>N (country)</b>		34			34			34	
<b>N( practice)</b>		7005			7005			7005	
<b>N (patient)</b>		60236			59903			58156	

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B=beta coefficient, LB= lower limit, UB=upper limit, ICC=intraclass correlation, ref=reference category

'Minor' complaints (scale 0-10)	Model-3			Model-4 (final)		
	B	LB	UB	B	LB	UB
<b>Intercept</b>	8.01‡	7.72	8.31	8.33‡	7.66	9.00
<b>Need factor</b>						
General health						
-very good (ref)						
-good	0.10‡	0.05	0.15	0.10‡	0.05	0.15
-fair	0.15‡	0.10	0.21	0.15‡	0.10	0.21
-poor	0.19‡	0.11	0.26	0.19‡	0.11	0.26
<b>Predisposing factors</b>						
Age/10*	0.01	-0.005	0.02	0.01	-0.004	0.02
Sex						
- female	0.14‡	0.11	0.17	0.14‡	0.11	0.17
Ethnicity						
- native(ref)						
-second generation	-0.06	-0.14	0.02	-0.06	-0.14	0.02
-first generation	0.04	-0.02	0.10	0.04	-0.02	0.10
Educational attainment						
-low (ref)						
-middle	-0.02	-0.07	0.02	-0.02	-0.07	0.02
-high	-0.09‡	-0.14	-0.04	-0.09‡	-0.14	0.04
<b>Enabling factors</b>						
Household income						
Below average (ref)						
Around average	0.04	-0.002	0.07	0.04	-0.002	0.07
Above average	-0.06‡	-0.12	-0.001	-0.06‡	-0.12	0.001
Urbanization						
Big city (ref)						
Suburbs, Town	-0.02	-0.08	0.05	-0.01	-0.08	0.05
Urban-rural, Rural	0.03	-0.04	0.10	0.03	-0.04	0.10
Access-scale (0-10)*	0.35‡	0.30	0.41	0.35‡	0.30	0.41
Communication-scale (0-10)*	0.45‡	0.35	0.55	0.45‡	0.35	0.55
Continuity-scale (0-10)*	0.65‡	0.56	0.73	0.65‡	0.56	0.73
<b>Health system</b>						
GDP (ppp) per capita/1000*				-0.02	-0.05	0.003
Health care system						
SHI (ref)						
NHS				-0.47	-1.20	0.27
Transitional				-0.24	-1.19	0.71
<b>Variance Country (SE)</b>		0.733	(0.180)	0.617	(0.152)	
<b>Variance Practice (SE)</b>		0.822	(0.021)	0.822	(0.021)	
<b>Variance Patient (SE)</b>		3.199	(0.021)	3.199	(0.021)	
<b>Variance country (ICC)</b>		0.15		0.13		
<b>Variance practice (ICC)</b>		0.17		0.18		
<b>N (country)</b>		34		34		
<b>N( practice)</b>		6785		6785		
<b>N (patient)</b>		55417		55417		

\* Variables are centered around grand mean, † P<0.05 ‡p<0.001

B=beta coefficient, LB= lower limit, UB=upper limit, ICC=intraclass correlation, ref=reference category