Responsiveness	Responses Categorized	Minimum	Cut-off	% cut-off	Responses	Cut-off	% cut-off for	Responses	Maximum	Maximum %
Doman (no. of	Fail	% score (No. of	scores	Fail	Categorized	scores for	Good	Categorized	Score	score
questions)		questions	for fail	(B*100%/D)	Good	$Good\left(C ight)$	(C*100%/D)	Very Good	(D)	(D*100%/D)
		*100/D)	(B)							
Autonomy (6)	Extremely disagree,	14.4	24	57.1	Agree,	36	75.0	Extremely	42	100.0
	strongly disagree,				strongly			agree		
	disagree, neutral				agree					
Attention (7)	Very long, long	20.0	21	60.0	Usually	28	80.0	Always	35	100.0
Communication	Very bad, bad, neutral	20.0	21	60.0	Good	28	80.0	Very Good	35	100.0
(7)										
Amenities (11)	Very bad, bad, neutral	20.0	33	60.0	Good	44	80.0	Very Good	55	100.0
Choice (3)	Never, only sometimes	25.0	6	50.0	Usually	9	75.0	Always	12	100.0
Confidentiality	Never, only sometimes	25.0	6	50.0	Usually	9	75.0	Always	12	100.0
(3)										
Respect (7)	Never, only sometimes	25.0	14	50.0	Usually	21	75.0	Always	28	100.0
Total	Extremely disagree,	20.1	129	58.9	Agree,	175	79.9	extremely	219	100.0
Responsiveness	strongly disagree,				strongly			agree,		
(44)	disagree, neutral, very				agree,			always,		
	long, long, very bad,				usually, good			very good		
	bad, never, only									
	sometimes									

Additional file 1 Categorization of Participant Responses to Responsiveness Performances

	Responsiveness Domain (No. of questi ions)							
Computations	Autonomy (6)	Attention (7)	Communication (7)	Amenities (11)	Choice (3)	Confidentiality (3)	Respect (7)	Total Responsiveness (44)
Responses Categorized 'Fail'	Extremely disagree, strongly disagree, disagree, neutral	Very long, long	Very bad, bad, neutral	Very bad, bad, neutral	Never, only sometimes	Never, only sometimes	Never, only sometimes	Extremely disagree, strongly disagree, disagree, neutral, very long, long, very bad, bad, never, only sometimes
Minimum % score (No. of questions *100/D)	14.4	20.0	20.0	20.0	25.0	25.0	25.0	20.1
Cut-off scores for 'Fail' (B)	24	21	21	33	6	6	14	129
% cut-off 'Fail' (B*100%/D)	57.1	60.0	60.0	60.0	50.0	50.0	50.0	58.9
Responses Categorized 'Good'	Agree, strongly agree	Usually	Good	Good	Usually	Usually	Usually	Agree, strongly agree, usually, good
Cut-off scores for 'Good' (C)	36	28	28	44	9	9	21	175
% cut-off for 'Good' (C*100%/D)	75.0	80.0	80.0	80.0	75.0	75.0	75.0	79.9
Responses Categorized 'Very Good'	Extremely agree	Always	Very Good	Very Good	Always	Always	Always	Extremely agree, always, very good
Maximum Score (D)	42	35	35	55	12	12	28	219
Maximum % score (D*100%/D)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0