**Appendix 2:**

Responses to open questions on patient and carer survey.

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| Question | Positive comments | Negative comments |
| Before video version 1: how confident do you feel about attending the memory clinic? | Pt 1 Patient said he was not worried  Pt 3 No problems about attending. mild memory problems need investigation | Pt 2 Very anxious, awake all night, since 2.00am needed reassurance from husband, cup of tea.  Pt 4 Felt embarrassed about coming , unable to read or write , worried about written tests |
| After video version 1: how confident do you feel about attending the memory clinic? | Pt 5 Opportunity to discuss scan is very helpful; seeing other people who have been to clinic very helpful  Pt 4 After meeting people in clinic, and seeing the film of other people who had been to clinic, I felt better. I still feel embarrassed, but I met nice people, doctors and nurses, people in the waiting room who helped me.  Pt 3 Still feel confident about attending, no concerns  Pt 6 Based on more understanding based on fact.  Pt 2 Helpful to see video – the more help the better |  |
| Before video version 1: How well do you feel you understand what a memory clinic assessment involves? | Pt 3 Had got a leaflet and appointment letter and completed BADLS  Pt 6 A little detail on the paperwork and further information from a phone call with junior doctor yesterday. | Pt 2 I didn’t have much idea of what would be involved |
| After video version 1: How well do you feel you understand what a memory clinic assessment involves? | Pt 4 Better understanding of what will happen , reassured by other pts and carer comments  Pt 2 Difficult to say, but seeing other people who have been to clinic particularly the headmaster (*a patient filmed for the video*)) and hearing their stories was helpful  Pt 6 I feel I can relate to the film. | Pt 3 Video did not particularly add information, or information was not needed.  Sound needs improving **(5 comments on this)** |

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| Question | Positive comments | Negative comments |
| *Before video (version 2) how confident do you feel about attending the memory clinic?* | *Pt 7 Very confident*  *Pt 9 Not worried at all*  *Pt 13 Not anxious at all* | *Pt 8 Doctors’ appointments always make me nervous*  *Pt 12 Did not want to attend* |
| *After video (version 2) how confident do you feel about attending the memory clinic?* | *Pt 7 Still confident*  *Pt 14 More interested in coming to the clinic now*  *Pt 9 Perfectly confident about what we do* | *Pt 8 Can’t remember it* |
| *Before video version 2: How well do you feel you understand what a memory clinic assessment involves?* | *Pt 10 reasonably well* | *Pt 13 Nothing has been explained except what the GP said*  *Pt 9 Thought would be kept in hospital*  *Pt 14 didn’t know what to expect* |
| *After video (version 2): How well do you feel you understand what a memory clinic assessment involves?* | *Pt 16 Clearer now*  *Pt 10 More informed about the process*  *Pt 11 A bit of a better idea*  *Pt 15 Understand better the things that are going to happen, it seems a personal service*  *Pt 7 Very pleased this video is being made and to have been consulted* | *Pt 15 Sound too low* |