

Supplementary file 5 Patient Feedback Summary

First impressions

Positive comments	Negative comments
<p>Was very visually appealing, and presenting in a straight forward, yet informational manner. The information was detailed without being too lengthy, and was understandable for all levels of understanding in regards to knowledge on knee pain/trauma. The leaflet was extremely helpful and well presented.</p> <p>Looks good giving possible causes</p> <p>It's very clear, and easy to read due to the simplicity of the lay out.</p> <p>Ok. Quite brief. Good, professional graphics.</p> <p>The leaflet was very informative about how to treat injuries and helped me understand how to change my daily/weekly training to help get my knee back to health and also how to keep my knee healthy once it was back to 100%. The leaflet is helpful and insures that Max Health (clinic) will do their best and give their best effort in analyzing an injuries gained from daily activities, an accident or sports.</p> <p>Good clear explanations and diagrams.</p> <p>Interesting. Very informative. Easy to read.</p> <p>Useful diagrams and description of the causes and consequences of patellofemoral pain</p> <p>Easy to read, good descriptions</p> <p>It is quite concise with a good balance of text and images.</p>	<p>Didn't give me much clarity about how patellofemoral pain is caused, didn't give any memorable practical exercises</p>

Further positive statements

I think the leaflet was very well presented, as mentioned above, and provided a great amount of information on - Patellofemoral Pain. The information was presented in an easy-to-understand way, without being too lengthy, and I believe that there are no changes that I would think necessary to make to the leaflet.

Simple to read, good layout

Clear diagrams/figures to illustrate and reinforce the causes/treatments for the pain.

Graphics and presentation. The diagrams are very good.

The leaflet had different section that answered any questions I had about the clinic and what it had to offer. There were many ways of recovery for different injuries such as chiropractic therapy, physiotherapy, partial massage and had equipment that was sufficient to be considered a good facility.

I think the diagrams and photos really help to understand why it is important to do exercises. And also why strapping or orthotics could be used.

I felt like it was made for me. It captured what I am going through and provided helpful information on what I could do to get better and who I should contact for help.

Diagrams are good - and explanation of contributing biomechanical and activity factors

It gives logical information which is easy to understand

It provides simple descriptions/explanations and helpful infographics. It also systematically runs through causes and treatment options for knee pain.

Other suggested resources

Resource	Associated quotes
A dedicated website	Perhaps a website with exercises shown could be useful? Links to other websites with more information?
Exercise guidance	Especially little videos and diagrams so you know which muscles are being used / stretched /strengthened. Links to exercise diagrams / instructions
A list of expert therapists to help	A list of therapists who have a special interest in this area Maybe some suggested therapists?
Further information on diagnosis, causation and management somewhere	maybe a checklist of symptoms to work through to help narrow down possible causes of pain warnings on things to avoid, timeframes, pain management strategies

Important questions not answered by the leaflet (to be addressed in dedicated website)

Possible changes	Associated quotes
Add things to avoid	What not to do. I have received so much conflicting advice over the years
Add prognosis expectations	It could perhaps outline how long recovery will take/if it will be an ongoing issue that will need to be continuously managed I have been surprised how long it has taken to sort out my knee - is this usual or common? Time-frame for recovery, alternative is treatment isn't successful (may not be relevant to this leaflet though). Maybe a timeline of the stages if recovery and the likely timelines.
Add example exercises	Give some exercises Yes a place where you note your exercises and progress with your physio. I find it helpful to have each exercise written down, especially as the exercises change over time, some you have to hold. I also like to know which muscles each exercise is working
More information about causation	Is it overuse or poor patella tracking - can it be overuse but the patella is tracking largely ok or has the patella got to be out of line for it to be PFP? Very niche but for me I am worried my foot surgery has a part to play in my PFP. Can PFP emerge if I have the opposite of pronation? It says which muscles are weak, but not what causes that. I guess it's hard to be specific about it, because it may be different from person to person.

	Not too difficult to understand but explaining what patellofemoral means (rather than just pain in and around knee cap) might be useful.
Information about crepitus	Crepitus and the types of crepitus are not mentioned. My chief concern is that the crepitus is here to stay at the levels that seemed to appear on arrival of PFP. Can the pain go but may I be left with the crepitus at the end of treatment?
More information and treatment options for pain management	<p>I think that acupuncture has also helped my pain. My physio has used that too and if your therapist doesn't then you could go to an acupuncturist too.</p> <p>Discussion of other pain management options</p> <p>Perhaps mention the benefits of gait re-education/running cues as one form of treatment.</p>