**Table 4.** Patient reported quality, and expectations of follow-up care at T2: Cohort A, B1, and B2.

|  |  |  |  |
| --- | --- | --- | --- |
|   |   | **Quality of care** | **Expectations about care** |
| Cohort | Excellent | Very good | Good | Fair | Poor | Total | Exceeded | Met | Fell short | Total |
|   |   | *n* | *%* | *n* | *%* | *n* | *%* | *n* | *%* | *n* | *%* |  | *n* | *%* | *n* | *%* | *n* | *%* |   |
| Aa | OPFU | 16 | 35.6 | 15 | 33.3 | 9 | 20 | 4 | 8.9 | 1 | 2.2 | 45 | 9 | 21.4 | 31 | 73.8 | 2 | 4.8 | 42 |
| B1b | OPFU | 6 | 17.1 | 16 | 45.7 | 7 | 20 | 5 | 14.3 | 1 | 2.9 | 35 | 4 | 12.1 | 25 | 75.8 | 4 | 12.1 | 33 |
| B2c | PTFU | 10 | 29.4 | 16 | 47.1 | 6 | 17.6 | 2 | 5.9 | 0 | 0 | 34 | 5 | 16.1 | 26 | 77.4 | 0 | 0 | 31 |
| Mann Whitney U test | A and B1 (OPFU) *vs.* B2 (PFTU) at T2 | p = 0.371 | p = 0.542 |
| B1 (OPFU) vs. B2 (PTFU) at T2 | p = 0.110 | p = 0.165 |

a Pre-service change outpatient follow-up

b Post-service change outpatient follow-up

c Post-service change patient triggered follow-up