

The authors would like to publish revised Table 3 and Figure 1 to the published article upon discovery of a small error in the weighting scores. Please note that the order and weights of the event codes is slightly different in Table 3 to that originally published. This has affected only in very marginal terms the previously published trend of integrative intensity (Figure 1) however for consistency and reliability of the methodology the weights to be used are in the revised Table 3.

Table 3: Average weighted ordinal scale with utterance examples

Utterance example	Level	Valence	Focus	Av Weight
I think we should be trying to reduce hospital admissions	System	Solution	Abstract	2.00
I had the impression the Trust will roll it over to the next financial year	System	Information	Abstract	1.82
This would probably help our communication with them a lot	Collective	Solution	Abstract	1.82
It'd help if the MDG meetings were held on a monthly basis	System	Solution	Concrete	1.76
The GPs write better quality letters than one would expect	Collective	Information	Abstract	1.65
Have you considered whether Metformin would be more appropriate?	Individual	Solution	Abstract	1.65
It's probably because the hospital needs the income	System	Problem	Abstract	1.65
Last year, the hospital was £3million in debt	System	Information	Concrete	1.58
We should send the letters direct to the Diabetologists	Collective	Solution	Concrete	1.58
We've often wondered whether it's because they communicate poorly	Collective	Problem	Abstract	1.47
The patient's HbA1c of 7 is surprising, really	Individual	Information	Abstract	1.47
The hospital is screwing things up terribly!	System	Problem	Concrete	1.41
The referral letters are written by the GPs	Collective	Information	Concrete	1.41
In this case, Metformin would be a better choice of drug	Individual	Solution	Concrete	1.41
I'm really not sure whether we are treating this patient appropriately	Individual	Problem	Abstract	1.30
Diabetologists in general fail to impress	Collective	Problem	Concrete	1.23
This patient is 95 years old and has diabetes	Individual	Information	Concrete	1.23
Your treatment of the patient was appalling!	Individual	Problem	Concrete	1.06

Figure 1. Standardised weighted mean integrative intensity scores at each decile during the Case Discussion

