

Appendix 1

Appendix 1. Health concepts identified with description of each concept, number of codes and illustrative quotes.

Health concept	Description	Number of codes N (total) = 1111	Expectation categorization N (Expected) = 278 N (Unexpected) = 536 N (Neutral) = 297	Number of unexpected codes N (Positive) = 220 N (Negative) = 304 N (Neutral) = 12	Example quotes
Appearance		439	N (Expected) = 157 N (Unexpected) = 208 N (Neutral) = 74	N (Positive) = 81 N (Negative) = 121 N (Neutral) = 6	
Change	Comments about how appearance changed in general	37	N (Expected) = 11 N (Unexpected) = 23 N (Neutral) = 3	N (Positive) = 17 N (Negative) = 4 N (Neutral) = 2	“Definitely more of a change. I did not think that my body was going to transform this much. I thought it was just going to be simple, cut, you know, and uplift a little bit of fat but not a lot.” (Female, age 23, cosmetic – unexpected / positive)
Clothing	Comments about choice and style of clothes as well as how the body fits into clothes	49	N (Expected) = 12 N (Unexpected) = 24 N (Neutral) = 13	N (Positive) = 10 N (Negative) = 13 N (Neutral) = 1	“I knew it would look better. I trusted the doctor and I did not have this expectation that I was going to be a Playboy bunny. I just wanted to be able to wear clothes and, you know, look okay.” (Female, age 60, bariatric surgery – expected)
Overall	Comments about overall outcome in terms of different stages in the weight loss journey	87	N (Expected) = 44 N (Unexpected) = 24 N (Neutral) = 19	N (Positive) = 17 N (Negative) = 6 N (Neutral) = 1	“I wasn’t expecting this shapely, fantastic body after the surgery and I was more than happy with what the outcome was. I really didn’t have ... I had no expectation ... I was just thinking that I was going to get rid of this excess [skin] here.” (Female, age 53, cosmetic – unexpected / positive)
Scars	Comments about scar appearance and length	73	N (Expected) = 29 N (Unexpected) = 33 N (Neutral) = 11	N (Positive) = 6 N (Negative) = 27 N (Neutral) = 0	“I probably, in my subconscious, must have thought it [scar] would have been shorter, because when I did look, I was surprised to know that it was from here to here. But I was told that it was going to be [that long], but for some reason, I just maybe didn't want to really accept it.” (Female, age unknown, cosmetic – unexpected / negative)
Contour	Comments about body shape and size	92	N (Expected) = 21 N (Unexpected) = 58 N (Neutral) = 13	N (Positive) = 25 N (Negative) = 32 N (Neutral) = 1	“When I first looked in the mirror I thought I looked like a Barbie doll. Not quite that drastic, but I wasn’t quite expecting that. I was expecting more that I would just have the excess taken away.” (Female, age 53, cosmetic – unexpected / positive)

Skin	Comments about how skin looked and felt through the weight loss journey as well as the need for body contouring surgery	101	N (Expected) = 40 N (Unexpected) = 46 N (Neutral) = 15	N (Positive) = 6 N (Negative) = 39 N (Neutral) = 1	“You set a goal of what you want to lose, say weight-wise, healthy-wise, or whatever ... say a hundred pounds, maybe fifty pounds, maybe twenty pounds. And you’ve reached that goal, and then suddenly you realize your body is not in better shape but in worse shape, because now it’s looser, where before the fat filled it out. So, you know, it was fat. But it wasn’t sagging and loose. And so you went from one embarrassment to another.” <i>(Female, age 59, bariatric surgery – unexpected / negative)</i>
HR-QOL (Physical health)		302	N (Expected) = 58 N (Unexpected) = 187 N (Neutral) = 57	N (Positive) = 51 N (Negative) = 136 N (Neutral) = 0	
Physical function	Comments about activity, mobility and energy level	67	N (Expected) = 12 N (Unexpected) = 39 N (Neutral) = 16	N (Positive) = 28 N (Negative) = 11 N (Neutral) = 0	“... in a few months and down the road I’m going to feel much better, have my energy level back, and exercise. You know, that just makes me feel better.” <i>(Female, age unknown, cosmetic – neutral)</i>
Weight loss related issues	Comments about physical health conditions, symptoms and weight loss	77	N (Expected) = 18 N (Unexpected) = 35 N (Neutral) = 24	N (Positive) = 14 N (Negative) = 21 N (Neutral) = 0	“I never expected to lose that amount. I thought, you know, I would lose less. It took a whole year. It took dieting. I mean, it wasn’t just ... at the beginning you just lose because you eat so little. But afterwards you ... the last 30 pounds I had to ... I did Weight Watchers.” <i>(Female, age 60, bariatric surgery – unexpected / positive)</i>
Recovery	Comments about recovery, complications and consequences following surgery	158	N (Expected) = 28 N (Unexpected) = 113 N (Neutral) = 17	N (Positive) = 9 N (Negative) = 104 N (Neutral) = 0	“They send you home, like right after a day or two with these drains, and I was, like totally taken back. I’m like, I don’t know what ... they tell you what to do and everything, but it was kind of fast. I was very surprised about that, to be sent home so quickly with drains and things.” <i>(Female, age unknown, cosmetic – unexpected / negative)</i>
HR-QOL (Psychological health)		150	N (Expected) = 37 N (Unexpected) = 63 N (Neutral) = 50	N (Positive) = 51 N (Negative) = 8 N (Neutral) = 4	
Body image	Comments about body image	17	N (Expected) = 5 N (Unexpected) = 7 N (Neutral) = 5	N (Positive) = 4 N (Negative) = 2 N (Neutral) = 1	“My expectations are not just physical. My expectations are how I feel in my skin. So what I have to do ... not what I have to do, what I choose to do ... with contouring, with lifts, or whatever, is more so for the way I’m feeling internally. I don’t expect to look in the mirror and see a 20-year old Barbie doll, but I’m getting more comfortable with the image looking back at me.” <i>(Female, age 59, bariatric surgery – neutral)</i>

Self-confidence and self esteem	Comments about changes in self-confidence and self-esteem	30	N (Expected) = 1 N (Unexpected) = 19 N (Neutral) = 10	N (Positive) = 19 N (Negative) = 0 N (Neutral) = 0	“You know, I mean, I’ve done some interesting things in my life, you know, I didn’t realize that who, who I was doing that. Does that sound right? May not be as logical, but, um, I didn’t realize that I had that capacity.” <i>(Male, age 63, bariatric surgery – unexpected / positive)</i>
Overall psychological wellbeing	Comments about how participants feel overall and how it has changed	82	N (Expected) = 25 N (Unexpected) = 28 N (Neutral) = 29	N (Positive) = 23 N (Negative) = 4 N (Neutral) = 1	“I don’t know what I was expecting. It was probably better than I expected ... Yeah, probably better ... And I think the way I felt was better than I expected ... I definitely had a bigger lift from it than I anticipated.” <i>(Female, age 62, cosmetic – unexpected / positive)</i>
Quality of Life	Comments about changes in quality of life and perception of life	21	N (Expected) = 6 N (Unexpected) = 9 N (Neutral) = 6	N (Positive) = 5 N (Negative) = 2 N (Neutral) = 2	“Most people expect that when you lose weight, you have the surgery, plastic surgery, your life changes. It doesn’t. Unless your life is, you know, you’re a model. Your life depends on your looks. My life - it doesn’t depend on my looks.” <i>(Female, age 60, bariatric surgery – neutral)</i>
HR-QOL (Social health)		121	N (Expected) = 8 N (Unexpected) = 54 N (Neutral) = 59	N (Positive) = 33 N (Negative) = 19 N (Neutral) = 2	
Overall social wellbeing	Comments about general social wellbeing (i.e. when going out, in meetings or eating in public)	21	N (Expected) = 1 N (Unexpected) = 12 N (Neutral) = 8	N (Positive) = 9 N (Negative) = 3 N (Neutral) = 0	“You just want to lead a normal life and don’t want people to take advantage of you or, you know, because that’s what I felt like before, people were taking advantage of me all the time.” <i>(Female, age 53, bariatric surgery - neutral)</i>
Relationships with friends and family	Comments about interactions with friends, family and colleagues, and how they act different and show more respect	50	N (Expected) = 3 N (Unexpected) = 24 N (Neutral) = 23	N (Positive) = 18 N (Negative) = 5 N (Neutral) = 1	“I’m surprised how pretentious some people can be with their comments. But I guess it’s flattering.” <i>(Female, age 44, bariatric surgery – unexpected / positive)</i>
Intimate relationships	Comments about dating, relationship with partner and sexual interactions	50	N (Expected) = 4 N (Unexpected) = 18 N (Neutral) = 28	N (Positive) = 6 N (Negative) = 11 N (Neutral) = 1	“I think it will change the way that guys look at me because now I probably would say I would appear to be more fit. So you would attract guys that maybe are a lot more into health and fitness at the same time as just the good looking guys you know.” <i>(Female, age 23, cosmetic - neutral)</i>
Patient Experience of Care		99	N (Expected) = 18 N (Unexpected) = 24 N (Neutral) = 57	N (Positive) = 4 N (Negative) = 20 N (Neutral) = 0	

Information	Comments about information according to the overall journey, procedure, recovery, outcomes and cost	89	N (Expected) = 16 N (Unexpected) = 18 N (Neutral) = 55	N (Positive) = 3 N (Negative) = 15 N (Neutral) = 0	“They give you this paper that explains the surgery and kind of what to expect with the skin sensation and all of that.... but they don’t verbally tell you this. I think when you have somebody verbally telling you what to expect, [it] is different than if you read it on a piece of paper. I think [it would be good] having someone verbally tell you what to expect, or before you go into the surgery to maybe talk to somebody who’s had it done.” <i>(Female, 53 years, cosmetic - neutral)</i>
Healthcare provider	Comments about relationship and time spent with surgeon	10	N (Expected) = 2 N (Unexpected) = 6 N (Neutral) = 2	N (Positive) = 1 N (Negative) = 5 N (Neutral) = 0	“Especially in the beginning he really helped to calm nerves, especially my parents, because, like I said, my dad was really nervous. He was around a lot, which was surprising. I thought I’d always be seeing an assistant or something. Then after the surgery, he talked to me [and] went up and talked to my parents, so that was nice. Then my appointments afterwards, I was expecting to see him and I didn’t, because he was always performing surgery.” <i>(Female, age 23, bariatric surgery – unexpected / negative)</i>