**Supplementary file 1.** Impact of NEMP on Availability of Medications at Community Health Facilities From Service Users’ Perspective

| Themes                              | Sub-themes     | Quotations                                                                                                                                 |
|-------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Impact on medications in primary care | Unavailability | 1. The number of medications available is too small and there are no good drugs. I came here for 3 medications and all 3 were unavailable. The cheaper the medication, the less likely it is available. (Group1, patients, P3)  
2. I have osteoporosis and have to take vitamin D. Xianlinggubao capsules (an industrially processed Chinese medicine), calcium tablet and pu li de (a Chinese commercial brand of glucosamine hydrochloride). Community [facilities] just don’t have these. (Group1, patients, P2)  
3. Here they don’t have imported medications for diabetes. I am taking 2 capsules per day. But [I need] one capsule only if it is the imported drug. (Group1, patients, P5)  
4. If I come today, and the medications I need are not available, after a couple of times, I won’t come here again. (Group1, patients, P3) |

Abbreviation: NEMP, national essential medicines policy.