

Appendix 1. Search Methods

The following databases were searched from 1980 to February 2015:

Business Source Premier

CINAHL

Cochrane Library

DARE

EMBASE

HTA

MEDLINE (1980 to present)

NHS Evidence

NHS EED

PsycINFO

SCOPUS

In addition, Google Scholar was also searched along with OpenGrey, UK Economic and Social Research Council registry, National Centre for Primary Care Research and Development, King's Fund, Nuffield Trust, NHS Commissioning Board (NHS England), Primary Care Foundation, College of Emergency Medicine, Agency for Healthcare Research and Quality and NHS Institute for Innovation and Improvement.

Unpublished databases and reports from the NHS Emergency Care Intensive Support Team, some Acute and Primary Care Trusts and commissioned reports were searched for evaluative data. In addition, abstracts and recent (2008-2013) conference proceedings related to Urgent and Emergency Care were also searched.

References from key publications were hand searched and the Urgent Care Clinical Leads from local CCGs were asked for any other key articles or unpublished data/reports.

Broad search terms were used as this has been shown to increase search sensitivity. A combination of free text and Medical Subject Headings (MeSH) terms were used as follows: "Unscheduled care", "non-urgent", "non emergency", "Urgent care", "Primary care", "Family Practice", "Walk in", "Inappropriate attenders", "Minor Illness", "minor problem", and "Ambulatory". These were combined with "Emergency Service/Utilisation", "Emergency Department", "Emergency Room",

"Accident and Emergency", "ED", "ER", "A&E" and "casualty". Additional keywords relating to specific outcomes were used to carry out secondary purposive sampling and searches.

In keeping with the basic theory of realist synthesis, some citations which were not directly relevant during the initial searches were still retrieved if they informed subsequent discussion and theory.

All abstracts were downloaded to the EndNoteWeb® referencing database for review and selection of relevant papers.

Appendix 2. Study Identification

