

Appendices

Appendix 1: Derivation of exposure variables from the General Practice Patient Survey

Access factor	Conditioning Question(s)	Final Outcome Question
Telephone access		Q3 – Generally, how easy is it to get through to someone at your GP surgery on the phone? <ul style="list-style-type: none"> <input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried
Continuity of care	Q8a – Is there a particular GP you usually prefer to see or speak to? <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No ... Go to Q10 <input type="checkbox"/> There is usually only one GP in my GP surgery ... Go to Q10 	Q9 – How often do you see or speak to the GP you prefer? <ul style="list-style-type: none"> <input type="checkbox"/> Always or almost always <input type="checkbox"/> A lot of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never or almost never <input type="checkbox"/> Not tried at this GP surgery
Ability to get an urgent appointment when desired	Q10 – Last time you wanted to see or speak to a GP or nurse from your GP: What did you want to do? (See a GP at the surgery) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> See a GP at the surgery <input type="checkbox"/> See a nurse at the surgery <input type="checkbox"/> Speak to a GP on the phone <input type="checkbox"/> Speak to a nurse on the phone <input type="checkbox"/> Have someone visit me at my home <input type="checkbox"/> I didn't mind/ wasn't sure what I wanted Q11 – And when did you want to see or speak to them? (On the same day, on the next working day) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> On the same day <input checked="" type="checkbox"/> On the next working day <input type="checkbox"/> A few days later <input type="checkbox"/> A week or more later <input type="checkbox"/> I didn't have a specific day in mind <input type="checkbox"/> Can't remember 	Q12 – Were you able to get an appointment to see or speak to someone? <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> Yes, but I had to call back closer to or on the day I wanted the appointment <input type="checkbox"/> No ... Go to Q16 <input type="checkbox"/> Can't remember ... Go to 18
Ability to get a routine appointment when desired	What did you want to do? (See a GP at the surgery) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> See a GP at the surgery <input type="checkbox"/> See a nurse at the surgery <input type="checkbox"/> Speak to a GP on the phone <input type="checkbox"/> Speak to a nurse on the phone <input type="checkbox"/> Have someone visit me at my home <input type="checkbox"/> I didn't mind/ wasn't sure what I wanted Q11 – And when did you want to see or speak to them? (On the same day, on the next working day) <ul style="list-style-type: none"> <input type="checkbox"/> On the same day <input type="checkbox"/> On the next working day 	Q12 – Were you able to get an appointment to see or speak to someone? <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> Yes, but I had to call back closer to or on the day I wanted the appointment <input type="checkbox"/> No ... Go to Q16 <input type="checkbox"/> Can't remember ... Go to Q18

	<ul style="list-style-type: none"><input checked="" type="checkbox"/> A few days later<input checked="" type="checkbox"/> A week or more later<input type="checkbox"/> I didn't have a specific day in mind<input type="checkbox"/> Can't remember	
Convenience of opening hours		<p>Q26: Is your GP surgery currently open at time that are convenient for you?</p> <ul style="list-style-type: none"><input type="checkbox"/> Yes ... Go to Q28<input type="checkbox"/> No → Q27<input type="checkbox"/> Don't know → Q27