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

<table>
<thead>
<tr>
<th>Access factor</th>
<th>Conditioning Question(s)</th>
<th>Final Outcome Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone access</td>
<td>Q3 – Generally, how easy is it to get through to someone at your GP surgery on the phone?</td>
<td>□ Very easy □ Fairly easy □ Not very easy □ Not at all easy □ Haven’t tried</td>
</tr>
</tbody>
</table>
| Continuity of care | Q8a – Is there a particular GP you usually prefer to see or speak to?  
✓ Yes  
□ No … Go to Q10  
□ 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?  
□ Always or almost always  
□ A lot of the time  
□ Some of the time  
□ Never or almost never  
□ 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)  
✓ See a GP at the surgery  
✓ See a nurse at the surgery  
✓ Speak to a GP on the phone  
✓ Speak to a nurse on the phone  
✓ Have someone visit me at my home  
□ 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)  
✓ On the same day  
✓ On the next working day  
□ A few days later  
□ A week or more later  
□ I didn’t have a specific day in mind  
□ Can’t remember | Q12 – Were you able to get an appointment to see or speak to someone?  
□ Yes  
□ Yes, but I had to call back closer to or on the day I wanted the appointment  
□ No … Go to Q16  
□ 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)  
✓ See a GP at the surgery  
✓ See a nurse at the surgery  
✓ Speak to a GP on the phone  
✓ Speak to a nurse on the phone  
✓ Have someone visit me at my home  
□ 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)  
□ On the same day  
□ On the next working day | Q12 – Were you able to get an appointment to see or speak to someone?  
□ Yes  
□ Yes, but I had to call back closer to or on the day I wanted the appointment  
□ No … Go to Q16  
□ Can’t remember … Go to 18 |
<table>
<thead>
<tr>
<th>Convenience of opening hours</th>
<th>Q26: Is your GP surgery currently open at time that are convenient for you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ A few days later</td>
<td>□ Yes … Go to Q28</td>
</tr>
<tr>
<td>✓ A week or more later</td>
<td>□ No → Q27</td>
</tr>
<tr>
<td>□ I didn't have a specific day in mind</td>
<td>□ Don't know → Q27</td>
</tr>
<tr>
<td>□ Can't remember</td>
<td></td>
</tr>
</tbody>
</table>