

Supplementary Table 2. Sensitivity analysis II: duration of the consultation.

Scenario	Treatment arm	Number of calls and duration (minutes)	Total cost (£)	Cost per consultation (£)	Saving per consultation (£)	Saving per consultation assuming zero cost for non-attendance (£)
Lower 95% CI telephone Lower 95% CI surgery	Telephone	101 at 10.39	681.04	6.74	3.99	3.21
	Surgery	68 at 20.74	729.44	10.73		
Lower 95% CI telephone Upper 95% CI surgery	Telephone	101 at 10.39	681.04	6.74	5.07	4.30
	Surgery	68 at 23.00	803.21	11.81		
Upper 95% CI telephone Lower 95% CI surgery	Telephone	101 at 11.99	765.07	7.57	3.16	2.38
	Surgery	68 at 20.74	729.44	10.73		
Upper 95% CI telephone Upper 95% CI surgery	Telephone	101 at 11.99	765.07	7.57	4.24	3.47
	Surgery	68 at 23.00	803.21	11.81		

Scenarios based on the 95% confidence intervals for the duration of consultation in each group as follows: telephone, duration 11.19 minutes (SD 4.79) (95% CI 10.39 to 11.99); surgery, duration 21.87 minutes (SD 6.85) (95% CI 20.74 to 23.00). Total costs calculated as follows: telephone, assuming 101 telephone consultations at £0.48/minute nurse costs and £0.043/minute telephone costs (this is an average cost/min – most calls were local, a few national and some mobiles) + the total cost of abortive calls (£135.36); surgery, assuming 68 surgery consultations at £0.48/minute nurse costs + the total cost of missed consultations (£52.49). Surgery costs exclude the cost of missed consultations (total cost = £52.49). SD = standard deviation.