

Supplementary Table 2. Continuity of care in Advanced Access and control practices.

Continuity of care	Group, n (%)		
	Advanced Access n = 5173	Control n = 4344	Total n = 9517
Always	924 (18)	694 (16)	1618 (17)
Almost always	1884 (36)	1436 (33)	3320 (35)
A lot of the time	820 (16)	787 (18)	1607 (17)
Some of the time	1104 (21)	1026 (24)	2130 (22)
Almost never	380 (7)	347 (8)	727 (8)
Never	61 (1)	54 (1)	115 (1)

In response to question 'In general, how often do you see your usual doctor?'

Supplementary Table 3. Overall satisfaction with appointment system at Advanced Access and control practices.

Satisfaction	Group, n (%)		
	Advanced Access n = 5594	Control n = 4933	Total n = 10527
Completely satisfied	1117 (20)	941 (19)	2058 (20)
Very satisfied	1794 (32)	1638 (33)	3432 (33)
Fairly satisfied	1629 (29)	1415 (29)	3044 (29)
Neutral	474 (9)	489 (10)	963 (9)
Fairly dissatisfied	312 (6)	203 (4)	515 (5)
Very dissatisfied	145 (3)	123 (3)	268 (3)
Completely dissatisfied	123 (2)	124 (3)	247 (2)

In response to question: 'All things considered, how satisfied are you with the appointment system at your practice?'