

## Online Appendix: Tables A1 to A4

**Table A1. Overall satisfaction with care: full results for Model A and non-significant interactions between significant patient characteristics and trial arm (Models H to J)**

	Mean difference in overall satisfaction with care <sup>1</sup> (95% CI)	Global <i>p</i> -value
<b>Model A: N=11 343</b>		
<b>Trial arm</b>		
<i>Reference; usual care</i>		
GP triage	1.18 (-0.69 to 3.06)	<0.001
Nurse triage	3.78 (1.88 to 5.69)	
<b>Patient characteristic</b>		
<i>Age (reference: 25–59 years)</i>		
Under 5 years	0.90 (-0.62 to 2.42)	<0.001
5–11 years	0.60 (-1.21 to 2.41)	
16–24 years	4.35 (2.74 to 5.97)	
60–74 years	-2.70 (-3.81 to -1.60)	
75 years and over	-3.83 (-5.25 to -2.40)	
<i>Ethnic group (reference; white)</i>		
Other ethnic group	5.00 (2.96 to 7.04)	<0.001
<i>Ease of taking time away from work to attend surgery (reference: not relevant<sup>2</sup>)</i>		
Can take time away from work easily	-0.63 (-1.75 to 0.49)	<0.001
Can take time away from work with difficulty	2.46 (1.29 to 3.62)	
Cannot take time away from work	5.41 (3.89 to 6.94)	
<i>Presence of long-standing health condition (reference: none)</i>		
Long-standing health condition present	1.83 (0.98 to 2.67)	<0.001
<b>Practice characteristic</b>		
<i>Location (reference: Devon)</i>		
Bristol	0.73 (-1.46 to 2.92)	0.670
Warwick	-0.11 (-2.33 to 2.11)	
Norwich	-0.65 (-2.81 to 1.51)	
<i>Practice size<sup>3</sup> (reference: large)</i>		
Medium	-0.57 (-2.33 to 1.19)	0.068
Small	-3.43 (-6.32 to -0.53)	
<i>Practice deprivation<sup>4</sup> (reference: non-deprived)</i>		
Deprived	1.68 (-0.17 to 3.54)	0.075

<b>Model H<sup>5</sup>: N=11 343</b>			
<i>GP triage interaction with age</i>			
Under 5 years	-1.74 (-5.19 to 1.71)	0.302	
5–11 years	-0.40 (-4.59 to 3.78)		
16–24 years	0.43 (-3.44 to 4.29)		
60–74 years	-0.29 (-2.58 to 2.00)		
75 years and over	-3.01 (-5.99 to -0.03)		
<i>Nurse triage interaction with age</i>			
Under 5 years	-0.56 (-3.92 to 2.80)		
5–11 years	1.87 (-2.33 to 6.06)		
16–24 years	-2.57 (-6.46 to 1.32)		
60–74 years	-1.15 (-3.51 to 1.21)		
75 years and over	-3.74 (-6.84 to -0.64)		
<b>Model I<sup>6</sup>: N=11 343</b>			
<i>GP triage interaction with ease of taking time away from work to attend surgery</i>			
Can take time away from work easily	-0.14 (-2.56 to 2.28)	0.515	
Can take time away from work with difficulty	1.18 (-1.17 to 3.53)		
Cannot take time away from work	-1.87 (-5.25 to 1.51)		
<i>Nurse triage interaction with ease of taking time away from work to attend surgery</i>			
Can take time away from work easily	1.23 (-1.24 to 3.70)		
Can take time away from work with difficulty	1.53 (-0.88 to 3.93)		
Cannot take time away from work	-1.53 (-4.82 to 1.76)		
<b>Model J<sup>7</sup>: N=11 343</b>			
<i>GP triage interaction with presence of long-standing health condition</i>			
Long-standing health condition present	0.94 (-0.89 to 2.78)		0.563
<i>Nurse triage interaction with presence of long-standing health condition</i>			
Long-standing health condition present	0.77 (-1.10 to 2.63)		

<sup>1</sup>Positive mean difference indicates reduced overall satisfaction with care in comparator group; scale 0–100. <sup>2</sup>Patient does not work, e.g. a child or non-working adult. <sup>3</sup>Small: <3500 patients registered; medium: 3500–8000 patients registered; large: >8000 patients registered. <sup>4</sup>Obtained from Public Health England National General Practice Profiles: <http://www.apho.org.uk/PRACPROF/>; deprived: above average deprivation for England; non-deprived: average/below average deprivation for England. <sup>5</sup>Adjusted as for Model A, with inclusion of interaction between trial arm and age.

<sup>6</sup>Adjusted as for Model A, with inclusion of interaction between trial arm and ease of taking time away from work to attend surgery. <sup>7</sup>Adjusted as for Model A, with inclusion of interaction between trial arm and presence of a long-standing health condition. CI: confidence interval. GP: general practitioner.

**Table A2. Ease of getting medical help or advice: full results for Model C and non-significant interactions between significant patient characteristics and trial arm (Models K to M)**

	Mean difference in ease of getting medical help or advice <sup>1</sup> (95% CI)	Global <i>p</i> -value
<b>Model C: N=10 683</b>		
<b>Trial arm</b>		
<i>Reference; usual care</i>		
GP triage	-0.30 (-2.59; 1.98)	<0.001
Nurse triage	4.81 (2.49; 7.12)	
<b>Patient characteristic</b>		
<i>Age (reference: 25–59 years)</i>		
Under 5 years	1.19 (-0.47; 2.86)	<0.001
5–11 years	1.54 (-0.44; 3.51)	
16–24 years	2.59 (0.83; 4.35)	
60–74 years	-3.22 (-4.44; -1.99)	
75 years and over	-3.36 (-4.96; -1.76)	
<i>Ethnic group (reference; white)</i>		
Other ethnic group	5.86 (3.60; 8.12)	<0.001
<i>Ease of taking time away from work to attend surgery (reference: not relevant<sup>2</sup>)</i>		
Can take time away from work easily	-0.87 (-2.11; 0.38)	<0.001
Can take time away from work with difficulty	3.74 (2.46; 5.03)	
Cannot take time away from work	7.65 (5.97; 9.32)	
<i>Presence of long-standing health condition (reference: no long-standing health condition)</i>		
Long-standing health condition present	2.01 (1.07; 2.94)	<0.001
<b>Practice characteristic</b>		
<i>Location (reference: Devon)</i>		
Bristol	1.14 (-1.52 to 3.81)	0.371
Warwick	1.91 (-0.79 to 4.61)	
Norwich	-0.31 (-2.94 to 2.32)	
<i>Practice size<sup>3</sup> (reference: large)</i>		
Medium	-1.62 (-3.76 to 0.53)	0.002
Small	-6.23 (-9.72 to -2.74)	
<i>Practice deprivation<sup>4</sup> (reference: non-deprived)</i>		
Deprived	3.46 (1.21 to 5.70)	0.003

<b>Model K<sup>5</sup>: N=10 683</b>			
<i>GP triage interaction with age</i>			
Under 5 years	-1.51 (-5.26 to 2.25)	0.873	
5–11 years	-0.79 (-5.36 to 3.79)		
16–24 years	-0.50 (-4.70 to 3.71)		
60–74 years	0.30 (-2.25 to 2.84)		
75 years and over	-0.98 (-4.35 to 2.40)		
<i>Nurse triage interaction with age</i>			
Under 5 years	-2.10 (-5.77 to 1.57)		
5–11 years	-0.06 (-4.64 to 4.52)		
16–24 years	-3.35 (-7.58 to 0.89)		
60–74 years	0.24 (-2.38 to 2.86)		
75 years and over	-2.01 (-5.52 to 1.50)		
<b>Model L<sup>6</sup>: N=10 683</b>			
<i>GP triage interaction with ease of taking time away from work to attend surgery</i>			
Can take time away from work easily	-0.54 (-3.21 to 2.14)	0.720	
Can take time away from work with difficulty	-0.54 (-3.13 to 2.05)		
Cannot take time away from work	-1.84 (-5.56 to 1.89)		
<i>Nurse triage interaction with ease of taking time away from work to attend surgery</i>			
Can take time away from work easily	1.41 (-1.32 to 4.15)		
Can take time away from work with difficulty	-0.75 (-3.40 to 1.90)		
Cannot take time away from work	-0.29 (-3.89 to 3.31)		
<b>Model M<sup>7</sup>: N=10 683</b>			
<i>GP triage interaction with presence of long-standing health condition</i>			
Long-standing health condition present	-0.09 (-2.12 to 1.94)		0.546
<i>Nurse triage interaction with presence of long-standing health condition</i>			
Long-standing health condition present	0.97 (-1.10 to 3.03)		

<sup>1</sup>Positive mean difference indicates reduced ease of getting medical help or advice in comparator group; scale 0–100. <sup>2</sup>Patient does not work, e.g. a child or non-working adult. <sup>3</sup>Small: <3500 patients registered; medium: 3500–8000 patients registered; large: >8000 patients registered. <sup>4</sup>Obtained from Public Health England National General Practice Profiles: <http://www.apho.org.uk/PRACPROF/>; deprived: above average deprivation for England; non-deprived: average/below average deprivation for England. <sup>5</sup>Adjusted as for Model C, with inclusion of interaction between trial arm and age. <sup>6</sup>Adjusted as for Model C, with inclusion of interaction between trial arm and ease of taking time away from work to attend surgery. <sup>7</sup>Adjusted as for Model C, with inclusion of interaction between trial arm and presence of a long-standing health condition. CI: confidence interval. GP: general practitioner.

**Table A3. Convenience of care: socio-demographic interactions with trial arm**

	Mean difference in overall satisfaction with care <sup>1</sup> (95% CI)	Global <i>p</i> -value	Marginal mean value <sup>2</sup> (95% CI)		
<b>Model F<sup>3</sup>: N=11 243</b>					
<i>GP triage interaction with age</i>					
Under 5 years	-3.17 (-6.85 to 0.51)	0.072			
5–11 years	1.46 (-3.01 to 5.93)				
16–24 years	0.68 (-3.46 to 4.82)				
60–74 years	-0.08 (-2.53 to 2.37)				
75 years and over	-2.69 (-5.90 to 0.51)				
<i>Nurse triage interaction with age</i>					
Under 5 years	-1.59 (-5.19 to 2.01)				
5–11 years	6.08 (1.59 to 10.57)				
16–24 years	-1.33 (-5.49 to 2.83)				
60–74 years	0.33 (-2.20 to 2.86)				
75 years and over	-3.09 (-6.42 to 0.25)				
Marginal mean values					
<i>Usual care</i>					
Under 5 years			17.7 (14.8 to 20.5)		
5–11 years			14.8 (11.5 to 18.2)		
16–24 years			17.4 (14.4 to 20.5)		
25–59 years			13.0 (11.0 to 14.9)		
60–74 years			9.6 (7.4 to 11.7)		
75 years and over			12.4 (9.6 to 15.1)		
<i>GP triage</i>					
Under 5 years			16.9 (14.0 to 19.9)		
5–11 years			18.7 (15.3 to 22.2)		
16–24 years			20.6 (17.2 to 23.9)		
25–59 years			15.4 (13.5 to 17.4)		
60–74 years			11.9 (9.8 to 14.1)		
75 years and over			12.1 (9.7 to 14.6)		
<i>Nurse triage</i>					
Under 5 years			21.9 (19.1 to 24.7)		
5–11 years			26.7 (23.3 to 30.2)		
16–24 years			21.9 (18.6 to 25.3)		
25–59 years			18.8 (16.9 to 20.8)		
60–74 years			15.7 (13.6 to 17.9)		
75 years and over			15.1 (12.5 to 17.7)		

**Model G<sup>4</sup>: N=11 243**

<i>GP triage interaction with patient deprivation<sup>5</sup></i>			
Quintile 2	1.87 (-1.26 to 5.01)		
Quintile 3	1.42 (-1.91 to 4.76)		
Quintile 4	-1.09 (-5.05 to 2.86)		
Quintile 5	-0.18 (-5.84 to 5.48)		
<i>Nurse triage interaction with patient deprivation<sup>5</sup></i>			
Quintile 2	-2.90 (-5.92 to 0.13)	0.041	
Quintile 3	-3.87 (-7.01 to -0.73)		
Quintile 4	-3.56 (-7.21 to 0.09)		
Quintile 5	-4.96 (-10.28 to 0.35)		
<b>Marginal mean values</b>			
<i>Usual care</i>			
Quintile 1			12.8 (10.4 to 15.1)
Quintile 2			12.0 (9.9 to 14.1)
Quintile 3			12.7 (10.6 to 14.8)
Quintile 4			14.4 (12.1 to 16.7)
Quintile 5			10.6 (6.9 to 14.2)
<i>GP triage</i>			
Quintile 1			14.0 (11.5 to 16.6)
Quintile 2			15.1 (13.0 to 17.3)
Quintile 3			15.4 (13.3 to 17.5)
Quintile 4			14.5 (11.9 to 17.2)
Quintile 5			11.7 (7.8 to 15.5)
<i>Nurse triage</i>			
Quintile 1			21.3 (19.0 to 23.7)
Quintile 2			17.7 (15.5 to 19.9)
Quintile 3			17.4 (15.2 to 19.6)
Quintile 4			19.4 (17.0 to 21.8)
Quintile 5			14.2 (10.7 to 17.7)

<sup>1</sup>Positive mean difference indicates lower convenience of care in comparator group; scale 0–100.

<sup>2</sup>Higher value indicates lower convenience of care; scale 0–100. <sup>3</sup>Adjusted as for Model E (Table 4), with inclusion of interaction between trial arm and age. <sup>4</sup>Adjusted as for Model E (Table 4), with inclusion of interaction between trial arm and patient deprivation. <sup>5</sup>IMD 2010 score and rank derived from residential postcode data mapped to lower super output area (LSOA); <https://www.gov.uk/government/publications/english-indices-of-deprivation-2010>. CI: confidence interval. GP: general practitioner.

**Table A4. Convenience of care: full results for Model E and non-significant interactions between significant patient characteristics and trial arm (Models O to Q)**

	Mean difference in overall convenience of care <sup>1</sup> (95% CI)	Global <i>p</i> -value
<b>Model E: N=11 243</b>		
<b>Trial arm</b>		
<i>Reference: usual care</i>		
GP triage	1.99 (-0.49; 4.47)	<0.001
Nurse triage	5.69 (3.19; 8.20)	
<b>Patient characteristic</b>		
<i>Age (reference: 25–59 years)</i>		
Under 5 years	3.11 (1.48; 4.74)	<0.001
5–11 years	4.28 (2.35; 6.21)	
16–24 years	4.24 (2.51; 5.97)	
60–74 years	-3.35 (-4.54; -2.17)	
75 years and over	-2.68 (-4.21; -1.15)	
<i>Patient deprivation<sup>2</sup> (reference: Quintile 1; least deprived)</i>		
Quintile 2	-1.27 (-2.54; -0.01)	0.001
Quintile 3	-1.05 (-2.39; -0.28)	
Quintile 4	-0.01 (-1.59; 1.57)	
Quintile 5	-4.05 (-6.35; -1.75)	
<i>Ethnic group (reference: white)</i>		
Other ethnic group	6.36 (4.16; 8.56)	<0.001
<i>Ease of taking time away from work to attend surgery (reference: not relevant<sup>3</sup>)</i>		
Can take time away from work easily	-1.56 (-2.76; -0.36)	<0.001
Can take time away from work with difficulty	4.64 (3.39; 5.89)	
Cannot take time away from work	9.02 (7.39; 10.65)	
<i>Presence of long-standing health condition (reference: no long-standing health condition)</i>		
Long-standing health condition present	1.90 (1.00; 2.81)	<0.001
<b>Practice characteristic</b>		
<i>Location (reference: Devon)</i>		
Bristol	0.42 (-2.49 to 3.33)	0.912
Warwick	0.87 (-2.07 to 3.81)	
Norwich	-0.16 (-3.01 to 2.68)	
<i>Practice size<sup>4</sup> (reference: large)</i>		
Medium	-1.67 (-3.99 to 0.66)	0.040
Small	-4.54 (-8.28 to -0.80)	
<i>Practice deprivation<sup>5</sup> (reference: non-deprived)</i>		
Deprived	3.51 (1.00 to 6.02)	0.006

<b>Model O<sup>6</sup>: N=11 243</b>		
<i>GP triage interaction with ethnicity</i>		
Other ethnic group	-3.14 (-8.44; 2.15)	0.464
<i>Nurse triage interaction with ethnicity</i>		
Other ethnic group	-0.64 (-6.05; 4.76)	
<b>Model P<sup>7</sup>: N=11 243</b>		
<i>GP triage interaction with ease of taking time away from work to attend surgery</i>		
Can take time away from work easily	-0.51 (-3.10 to 2.07)	0.802
Can take time away from work with difficulty	0.53 (-1.98 to 3.05)	
Cannot take time away from work	1.66 (-1.95 to 5.26)	
<i>Nurse triage interaction with ease of taking time away from work to attend surgery</i>		
Can take time away from work easily	1.17 (-1.48 to 3.83)	
Can take time away from work with difficulty	1.16 (-1.41 to 3.73)	
Cannot take time away from work	0.78 (-2.75 to 4.30 )	
<b>Model Q<sup>8</sup>: N=11 243</b>		
<i>GP triage interaction with presence of long-standing health condition</i>		
Long-standing health condition present	0.62 (-1.34 to 2.59)	0.744
<i>Nurse triage interaction with presence of long-standing health condition</i>		
Long-standing health condition present	0.71 (-1.29 to 2.71)	

<sup>1</sup>Positive mean difference indicates lower convenience of care in comparator group; scale 0–100.

<sup>2</sup>IMD 2010 score and rank derived from residential postcode data mapped to lower super output area (LSOA); <https://www.gov.uk/government/publications/english-indices-of-deprivation-2010>.

<sup>3</sup>Patient does not work, e.g. a child or non-working adult. <sup>4</sup>Small: <3500 patients registered; medium: 3500–8000 patients registered; large: >8000 patients registered. <sup>5</sup>Obtained from Public Health England National General Practice Profiles: <http://www.apho.org.uk/PRACPROF/>; deprived: above average deprivation for England; non-deprived: average/below average deprivation for England.

<sup>6</sup>Adjusted as for Model E, with inclusion of interaction between trial arm and ethnicity. <sup>7</sup>Adjusted as for Model E, with inclusion of interaction between trial arm and ease of taking time away from work to attend surgery. <sup>8</sup>Adjusted as for Model E, with inclusion of interaction between trial arm and presence of a long-standing health condition. CI: confidence interval. GP: general practitioner.