Online Appendix: Tables A1 to A4

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

	Mean difference in overall	Global <i>p</i> -value
	satisfaction with care ¹ (95% CI)	
Model A: N=11 343		
Trial arm		
Reference; usual care		
GP triage	1.18 (-0.69 to 3.06)	<0.001
Nurse triage	3.78 (1.88 to 5.69)	
Patient characteristic		
Age (reference: 25–59 years)		
Under 5 years	0.90 (-0.62 to 2.42)	
5–11 years	0.60 (-1.21 to 2.41)	
16–24 years	4.35 (2.74 to 5.97)	<0.001
60–74 years	-2.70 (-3.81 to -1.60)	
75 years and over	-3.83 (-5.25 to -2.40)	
Ethnic group (reference; white)		
Other ethnic group	5.00 (2.96 to 7.04)	<0.001
Ease of taking time away from work to attend		
surgery (reference: not relevant ²)		
Can take time away from work easily	-0.63 (-1.75 to 0.49)	
Can take time away from work with difficulty	2.46 (1.29 to 3.62)	<0.001
Cannot take time away from work	5.41 (3.89 to 6.94)	
Presence of long-standing health condition		
(reference: none)		
Long-standing health condition present	1.83 (0.98 to 2.67)	<0.001
Practice characteristic		
Location (reference: Devon)		
Bristol	0.73 (-1.46 to 2.92)	
Warwick	-0.11 (-2.33 to 2.11)	0.670
Norwich	-0.65 (-2.81 to 1.51)	
Practice size ³ (reference: large)		
Medium	-0.57 (-2.33 to 1.19)	0.068
Small	-3.43 (-6.32 to -0.53)	0.008
Practice deprivation ⁴ (reference: non-		
deprived)		
Deprived	1.68 (-0.17 to 3.54)	0.075

Model H ⁵ : N=11 343		
GP triage interaction with age		
Under 5 years	-1.74 (-5.19 to 1.71)	
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)	
Nurse triage interaction with age		
Under 5 years	-0.56 (-3.92 to 2.80)	0.302
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)	
Model I ⁶ : N=11 343		
GP triage interaction with ease of taking time		
away from work to attend surgery		
Can take time away from work easily	-0.14 (-2.56 to 2.28)	
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)	
Nurse triage interaction with ease of taking		
time away from work to attend surgery		0.515
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)	
Model J ⁷ : N=11 343		
GP triage interaction with presence of long-		
standing health condition		
Long-standing health condition present	0.94 (-0.89 to 2.78)	
Nurse triage interaction with presence of		0.563
long-standing health condition		0.305
Long-standing health condition present	0.77 (-1.10 to 2.63)	
¹ Positive mean difference indicates reduced o	verall satisfaction with care in comp	parator group; scale

0–100. ²Patient does not work, e.g. a child or non-working adult. ³Small: <3500 patients registered; medium: 3500–8000 patients registered; large: >8000 patients registered. ⁴Obtained from Public Health England National General Practice Profiles: <u>http://www.apho.org.uk/PRACPROF/</u>; deprived: above average deprivation for England; non-deprived: average/below average deprivation for England. ⁵Adjusted as for Model A, with inclusion of interaction between trial arm and age. ⁶Adjusted as for Model A, with inclusion of interaction between trial arm and ease of taking time away from work to attend surgery. ⁷Adjusted 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 ¹	Global <i>p</i> -value	
	(95% CI)		
Model C: N=10 683	•		
Trial arm			
Reference; usual care			
GP triage	-0.30 (-2.59; 1.98)	<0.001	
Nurse triage	4.81 (2.49; 7.12)		
Patient characteristic			
Age (reference: 25–59 years)			
Under 5 years	1.19 (-0.47; 2.86)		
5–11 years	1.54 (-0.44; 3.51)		
16–24 years	2.59 (0.83; 4.35)	<0.001	
60–74 years	-3.22 (-4.44; -1.99)		
75 years and over	-3.36 (-4.96; -1.76)		
Ethnic group (reference; white)			
Other ethnic group	5.86 (3.60; 8.12)	<0.001	
Ease of taking time away from work to attend			
surgery (reference: not relevant ²)			
Can take time away from work easily	-0.87 (-2.11; 0.38)		
Can take time away from work with difficulty	3.74 (2.46; 5.03)	<0.001	
Cannot take time away from work	7.65 (5.97; 9.32)		
Presence of long-standing health condition			
(reference: no long-standing health condition)			
Long-standing health condition present	2.01 (1.07; 2.94)	<0.001	
Practice characteristic			
Location (reference: Devon)			
Bristol	1.14 (-1.52 to 3.81)		
Warwick	1.91 (-0.79 to 4.61)	0.371	
Norwich	-0.31 (-2.94 to 2.32)		
Practice size ³ (reference: large)			
Medium	-1.62 (-3.76 to 0.53)	0.002	
Small	-6.23 (-9.72 to -2.74)	0.002	
Practice deprivation ⁴ (reference: non- deprived)			
Deprived	3.46 (1.21 to 5.70)	0.003	

Model K ⁵ : N=10 683		
GP triage interaction with age		
Under 5 years	-1.51 (-5.26 to 2.25)	
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)	
Nurse triage interaction with age		
Under 5 years	-2.10 (-5.77 to 1.57)	0.873
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)	
Model L ⁶ : N=10 683	•	
GP triage interaction with ease of taking time		
away from work to attend surgery		
Can take time away from work easily	-0.54 (-3.21 to 2.14)	
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)	
Nurse triage interaction with ease of taking		
time away from work to attend surgery		0.720
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)	
Model M ⁷ : N=10 683		
GP triage interaction with presence of long-		
standing health condition		
Long-standing health condition present	-0.09 (-2.12 to 1.94)	
Nurse triage interaction with presence of		0.546
long-standing health condition		0.340
Long-standing health condition present	0.97 (-1.10 to 3.03)	
¹ Positive mean difference indicates reduced e	ase of getting medical help or advi	ce in comparator

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

	Mean difference in overall satisfaction with care ¹ (95% CI)	Global <i>p</i> - value	Marginal mean value ² (95% CI)
Model F ³ : N=11 243			
GP triage interaction with age			
Under 5 years	-3.17 (-6.85 to 0.51)		
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)		
Nurse triage interaction with age		0.072	
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			
Usual care			
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)
GP triage			
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)
Nurse triage			
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)

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

Model G ⁴ : N=11 243				
GP triage interaction with patient				
deprivation⁵				
	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)		
Nurse triage interaction with patien	nt			
deprivation⁵			0.041	
	Quintile 2	-2.90 (-5.92 to 0.13)		
	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)		
Marginal mean values				
Usual care				
	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)
GP triage				
	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)
Nurse triage				
	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)

¹Positive mean difference indicates lower convenience of care in comparator group; scale 0–100. ²Higher value indicates lower convenience of care; scale 0–100. ³Adjusted as for Model E (Table 4), with inclusion of interaction between trial arm and age. ⁴Adjusted as for Model E (Table 4), with inclusion of interaction between trial arm and patient deprivation. ⁵IMD 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	Global <i>p</i> -value
	convenience of care ¹ (95% CI)	
Model E: N=11 243		-
Trial arm		
Reference: usual care		
GP triage	1.99 (-0.49; 4.47)	<0.001
Nurse triage	5.69 (3.19; 8.20)	
Patient characteristic		
Age (reference: 25–59 years)		
Under 5 years	3.11 (1.48; 4.74)	
5–11 years	4.28 (2.35; 6.21)	
16–24 years	4.24 (2.51; 5.97)	<0.001
60–74 years	-3.35 (-4.54; -2.17)	
75 years and over	-2.68 (-4.21; -1.15)	
Patient deprivation ² (reference: Quintile 1;		
least deprived)		
Quintile 2	-1.27 (-2.54; <-0.01)	
Quintile 3	-1.05 (-2.39; -0.28)	0.001
Quintile 4	-0.01 (-1.59; 1.57)	
Quintile 5	-4.05 (-6.35; -1.75)	
Ethnic group (reference: white)		
Other ethnic group	6.36 (4.16; 8.56)	<0.001
Ease of taking time away from work to attend		
surgery (reference: not relevant ³)		
Can take time away from work easily	-1.56 (-2.76; -0.36)	
Can take time away from work with difficulty	4.64 (3.39; 5.89)	<0.001
Cannot take time away from work	9.02 (7.39; 10.65)	
Presence of long-standing health condition		
(reference: no long-standing health condition)		
Long-standing health condition present	1.90 (1.00; 2.81)	<0.001
Practice characteristic		
Location (reference: Devon)		
Bristol	0.42 (-2.49 to 3.33)	
Warwick	0.87 (-2.07 to 3.81)	0.912
Norwich	-0.16 (-3.01 to 2.68)	
Practice size ⁴ (reference: large)		
Medium	-1.67 (-3.99 to 0.66)	0.040
Small	-4.54 (-8.28 to -0.80)	0.040
Practice deprivation ⁵ (reference: non- deprived)		
Deprived	3.51 (1.00 to 6.02)	0.006

Other ethnic group -3.14 (-8.44; 2.15) 0.464 Nurse triage interaction with ethnicity -0.64 (-6.05; 4.76) 0.464 Model P ⁷ : N=11 243 -0.51 (-3.10 to 2.07) 0.53 (-1.98 to 3.05) 1.66 (-1.95 to 5.26) Mark time away from work with difficulty -0.51 (-1.98 to 3.05) 1.66 (-1.95 to 5.26) 0.802 Nurse triage interaction with ease of taking time away from work to attend surgery 0.802 1.17 (-1.48 to 3.83) 1.16 (-1.41 to 3.73) 0.802 Can take time away from work with difficulty 0.78 (-2.75 to 4.30) 0.744 0.744 Odel Q ⁸ : N=11 243 0.71 (-1.29 to 2.71) 0.744 0.744 Or triage interaction with presence of long-standing health condition present 0.72 (-1.34 to 2.59) 0.744 Nurse triage interaction with presence of long-standing health condition present 0.71 (-1.29 to 2.71) 0.744 ³ Positive mean difference indicates lower convenience of care in comparator group; scale 0-100 ³ Positive mean difference indicates lower convenience of care in comparator group; scale 0-100 ³ Patient does not work, e.g. a child or non-working adult. ⁴ Small: <3500 patients registered; me 3500-8000 patients registered; large: >8000 patients registered. ⁵ Obtained from Public Health England National General Practice Profiles: http://www.apho.org.uk/PRACPROF/; deprived: ab ave	GP triage interaction with ethnicity		
Other ethnic group -0.64 (-6.05; 4.76) Model P ⁷ : N=11 243 GP triage interaction with ease of taking time away from work to attend surgery -0.51 (-3.10 to 2.07) Can take time away from work easily 0.53 (-1.98 to 3.05) Cannot take time away from work 1.66 (-1.95 to 5.26) Nurse triage interaction with ease of taking time away from work to attend surgery 0.802 Can take time away from work easily 1.17 (-1.48 to 3.83) Can take time away from work with difficulty 0.78 (-2.75 to 4.30) Model Q ⁸ : N=11 243 0.62 (-1.34 to 2.59) GP triage interaction with presence of long- standing health condition Long-standing health condition present 0.71 (-1.29 to 2.71) ¹ Positive mean difference indicates lower convenience of care in comparator group; scale 0–100 ² IMD 2010 score and rank derived from residential postcode data mapped to lower super outpu area (LSOA); https://www.gov.uk/government/publications/english-indices-of-deprivation-2010 ³ Patient does not work, e.g. a child or non-working adult. ⁴ Small: <3500 patients registered; me 3500–8000 patients registered; large: >8000 patients registered. ⁵ Obtained from Public Health England National General Practice Profiles: http://www.apho.org.uk/PRACPROF/ ; deprived: ab average deprivation for England; non-deprived: average/below average deprivation for England ⁶ Adjusted as for Model E, with inclusion of interaction between trial arm and ease of taking time away from	Other ethnic group	-3.14 (-8.44; 2.15)	
Other ethnic group -0.64 (-6.05; 4.76) Model P ⁷ : N=11 243 GP triage interaction with ease of taking time away from work to attend surgery Can take time away from work easily -0.51 (-3.10 to 2.07) Can take time away from work with difficulty 0.53 (-1.98 to 3.05) 0.53 (-1.98 to 3.05) Cannot take time away from work 1.66 (-1.95 to 5.26) 0.802 Nurse triage interaction with ease of taking time away from work to attend surgery Can take time away from work easily 1.17 (-1.48 to 3.83) 0.802 Cannot take time away from work easily Cannot take time away from work with difficulty 0.78 (-2.75 to 4.30) 0.802 Model Q ⁸ : N=11 243 0.71 (-1.29 to 2.71) 0.744 GP triage interaction with presence of long- standing health condition Long-standing health condition present 0.62 (-1.34 to 2.59) 0.744 ¹ Positive mean difference indicates lower convenience of care in comparator group; scale 0–100 1.71 (-1.29 to 2.71) 1.71 (-1.29 to 2.71) ³ Positive mean difference indicates lower convenience of care in comparator group; scale 0–100 2.71 (-1.29 to 2.71) 0.744 ³ Positive mean difference indicates lower convenience of care in comparator group; scale 0–100 3.71 (-1.29 to 2.71) 3.72 (-1.29 to 2.71) ³ Posotive mean difference indicates lower convenience of	Nurse triage interaction with ethnicity		0.464
GP triage interaction with ease of taking time away from work to attend surgery -0.51 (-3.10 to 2.07) 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) Nurse triage interaction with ease of taking time away from work to attend surgery 0.802 Can take time away from work with difficulty 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) Model Q ⁸ : N=11 243 0.62 (-1.34 to 2.59) GP triage interaction with presence of long-standing health condition Long-standing health condition present 0.62 (-1.34 to 2.59) ¹ Positive mean difference indicates lower convenience of care in comparator group; scale 0–100 0.7144 ² 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 ³ Patient does not work, e.g. a child or non-working adult. ⁴ Small: <3500 patients registered; me 3500–8000 patients registered; large: >8000 patients registered. ⁵ Obtained from Public Health England National General Practice Profiles: http://www.apho.org.uk/PRACPROF/ ; deprived: ab average deprivation for England; non-deprived: average/below average deprivation for England ⁶ Adjusted as for Model E, with inclusion of interaction between trial arm and ethnicity. ⁷ Adjust for Model E, with inclusion of interaction betwe		-0.64 (-6.05; 4.76)	
away from work to attend surgery -0.51 (-3.10 to 2.07) 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) Nurse triage interaction with ease of taking 1.17 (-1.48 to 3.83) Can take time away from work with difficulty 0.78 (-2.75 to 4.30) Cantake time away from work work work 0.78 (-2.75 to 4.30) Model Q ⁸ : N=11 243 0.62 (-1.34 to 2.59) GP triage interaction with presence of long-standing health condition 0.62 (-1.34 to 2.59) Nurse triage interaction with presence of long-standing health condition present 0.71 (-1.29 to 2.71) ¹ Positive mean difference indicates lower convenience of care in comparator group; scale 0-100 2 ¹ 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 ³ Patient does not work, e.g. a child or non-working adult. ⁴ Small: <3500 patients registered; me 3500-8000 patients registered; large: >8000 patients registered. ⁵ Obtained from Public Health England National General Practice Profiles: http://www.apho.org.uk/PRACPROF/ ; deprived: ab average deprivation for England; non-deprived: average/below average deprivation for England; for Model E, with inclusion of interaction between trial arm and ethnicity. ⁷ Adjust for Model E, with inclusion of interaction between trial arm and ease of taking time away from	Model P ⁷ : N=11 243		
Can take time away from work easily Can take time away from work with difficulty Cannot take time away from work Nurse triage interaction with ease of taking time away from work to attend surgery Can take time away from work easily Can take time away from work easily Can take time away from work easily Can take time away from work with difficulty Can take time away from work with difficulty Cannot take time away from work (0.78 (-2.75 to 4.30)) Model Q ⁸ : N=11 243 GP triage interaction with presence of long- standing health condition Long-standing health condition present Nurse triage interaction with presence of long-standing health condition present Long-standing health condition present User standing health condition present Long-standing health condition present (LSOA); https://www.gov.uk/government/publications/english-indices-of-deprivation-2010 ³ Patient does not work, e.g. a child or non-working adult. ⁴ Small: <3500 patients registered; me 3500–8000 patients registered; large: >8000 patients registered. ⁵ Obtained from Public Health England National General Practice Profiles: http://www.apho.org.uk/PRACPROF/ ; deprived: ab average deprivation for England; non-deprived: average/below average deprivation for England ⁶ Adjusted as for Model E, with inclusion of interaction between trial arm and ethnicity. ⁷ Adjust for Model E, with inclusion of interaction between trial arm and ease of taking time away from	GP triage interaction with ease of taking time		
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