

Supplementary Table 1. Unit cost sources of health and social care

Resource	Assumptions for costing units of resource¹
GP face to face appointments	Based on £33 per 11.7 minute GP consultation, excluding direct care staff costs and without qualification costs
GP telephone calls	Based on £20 per 7.1 minute GP consultation, , excluding direct care staff costs and without qualification costs
GP complete phone calls (sensitivity analysis)	Based on £2.9 per GP minute and observed 7.6 minutes of duration of audit GP telephone calls, excluding direct care staff costs and without qualification costs
GP failed telephone calls (sensitivity analysis)	Based on £2.9 per GP minute and assumed 1 minute per failed GP contact, excluding direct care staff costs and without qualification costs
Nurse face to face contacts ²	Based of £47 per hour and 15.5 average Nurse contact time, excluding qualification costs
Nurse telephone appointments	Based of £47 per hour and 15.5 average Nurse contact time, excluding qualification costs
Nurse face to face contacts (sensitivity analysis)	Based of £47 per hour, excluding qualification costs, and observed duration of nurse contact time. Given that data was unavailable for the initial e-consult response, we used nurse contact durations in the following 30 days.
Prescriptions	Based on 2 minutes of GP time at £2.9 per minute
Fit notes	Based on 2 minutes of GP time at £2.9 per minute
Routine referral letters	Based on 2 minutes of GP time at £2.9 per minute
2 week wait referral letters	Based on 2 minutes of GP time at £2.9 per minute
GP given advice by email	Cost included in the GP-led triage cost (not costed)
Other GP actions	Cost included in the GP-led triage cost (not costed)
Unknown GP actions	Cost included in the GP-led triage cost (not costed)
GP-led triage cost	Based on £2.9 per GP minute and 4 minutes of PSSRU published average GP-led triage time of a teleconsultation. In sensitivity analyses we used our qualitative findings where GPs reported requiring 5 minutes to triage e-consultations in our study.

1. All unit cost tariffs are published in the 2015 Curtis and Burns unit costs for health and social care, PSSRU

2. Includes treatment room and tests