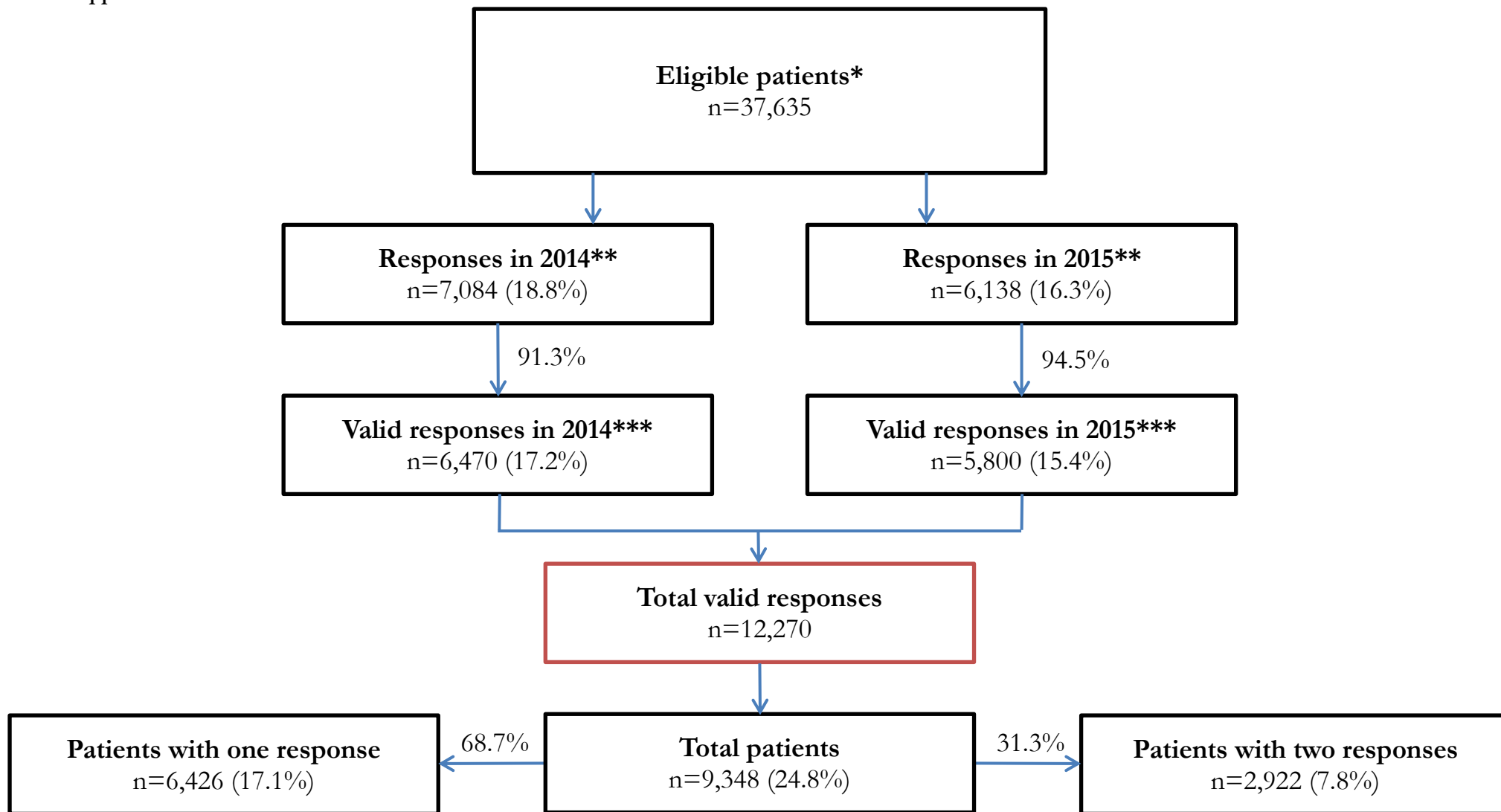


Appendix 4



*Patients were eligible if they had at least one long-term condition, were registered during both periods at any of the 34 general practices in Islington CCG who took part in the PAM pilot study, and had a valid IMD score.

**A response is a questionnaire which was completed and returned by a patient, and then uploaded to their electronic medical record using a pre-specified read code by the patient's practice.

***A valid response is a response with a score that is not 0 or 100.