

Appendix A Topic guides for project “Using qualitative methods to understand the GP/patient conversation”

[Introduce yourself – check for questions based on PIS – check confidentiality understanding – take formal consent (both sign) – check about audio recording]

- *trying to understand how GPs and patients communicate with each other*
- *need to know how the conversations go*
- *also interested in how consultations lead to a referral to a hospital*

We're going to start by talking about how you decided to come and see the GP.

Tell me the story of how you came to see the GP recently (Patient)

So please tell me the story of the consultation, just in your own words (GP)

- *All the experiences and the events which were important for you, up to **now***
- *Start wherever you like*
- *Please take the time you need*
- *I'll listen first, I won't interrupt*
- *I'll just take some notes in case I have any further questions for after you've finished telling me about it all*

Non-specific prompts:

Are there any other things you remember happening?

Does it make you think of anything else that has happened?

Are you thinking about something else that happened?

WITHOUT specifying the content of what the storying should be about, of those 'other things', the 'anything else'.

Specific prompts (i.e. if not mentioned already):

What did you tell the GP/patient?

What did the GP/patient ask you about?

What did you/they advise them/you to do? (GP)

What did you think of that?

What's been happening more recently?

Appendix B Characteristics of the seven general practices in the sample

Practice	List size (n)	Deprivation index	Ethnicity (mixed) (%)	Ethnicity (Asian) (%)	Ethnicity (Black) (%)	Ethnicity (Other non-white) (%)
1*	15093	10	1.1	1.7	0	0
2*	6744	5	6.3	6.8	6.6	2.7
3*	11642	9	2.1	6.7	1.6	1.6
4	7156	3	7.4	5.4	29.6	2.9
5	3220	5	5.5	26.1	21.2	2.4
6	19176	4	8.1	6.0	25.4	1.9
7*	23979	10	1.8	3.0	0	1.1

*Note. Deprivation Index from 1-10 with 1= most deprived decile, 10=least deprived decile; *Training practice.*

Appendix C Overview of individual participants (n=80) including their new or persistent presenting problem(s).

Consultation ID	Age	Sex	Symptom
GPCC7	78	Female	Mole
GPCC9	65	Female	Allergy, vertigo, dizziness, high blood pressure
GPCC47	69	Female	Allergy/severe rash
GPCC39	69	Male	Pain on right side of belly/shoulder pain
GPCC23	54	Female	Persistent fatigue (chronic fatigue/fibromyalgia type of picture)
GPCC32	83	Male	Pain in back
GPPT83	60	Male	Bruised shin/injury
GPPT72	63	Male	Persistent cold symptoms
GPPT69	75	Male	Injury at foot
GPML211	73	Female	Hip & knee pain after fall
GPML219	69	Female	Cough, sore throat
GPML225	83	Female	Lump, breathlessness
GPML227	82	Female	Breathing difficulty, chest pain
GPML241	79	Female	Breaking nails/calcium levels
GPML242	53	Female	Persistent sore throat, depressive symptoms
GPML232	68	Female	Weight loss, stomach problems
GPXM204	54	Male	Difficulty swallowing, heartburn
GPXM228	52	Female	Hair loss, headache
GPXM215	62	Female	Restricted arm movement
GPXM195	50	Male	Prostate issue
GPXM216	69	Female	Mark on arm
GPXM209	63	Female	Rash, high blood pressure
GPWC163	51	Female	Vaginal dryness
GPWC164	79	Female	Rattley chest
GPWC187	72	Female	Belly and back pain, eye issue
GPWC166	51	Male	Persistent cough, leg pains
GPWC168	60	Female	Pain in foot
GPWD51	51	Male	Itchy wrists

GPWD61	57	Male	Ear problems
GPWD63	67	Female	Bitter taste in mouth
GPWD64	60	Female	Keratin plugs, vaginal dryness
GPWD122	56	Male	Persistent: cough/chest infection; new: sprained muscle
GPWD127	63	Male	Mole
GPWD128	72	Female	Cystitis
GPWD137	88	Male	Sore throat, vision problems
GPWD144	50	Male	Depression
GPWD145	64	Female	Muffled hearing
GPWD149	52	Female	Cystitis
GPWD154	64	Female	Persistent cold
GPWD155	68	Female	Leg pain, vaginal dryness
GPWD157	62	Female	Pain in foot
GPWD158	51	Male	Difficulty swallowing, acid reflux
GPWD159	88	Female	Anxiety
GPWD161	67	Female	Lung problems
GPWD171	50	Male	Persistent cough
GPWD176	75	Male	Diarrhoea
GPWD180	63	Female	Recurring cystitis
GPWD181	70	Male	Pain in chest, shoulder pain, numbness
GPWD182	54	Female	Knee injury
GPWD183	55	Female	Pain in toe
GPWD186	78	Female	Blister on leg
GPWD189	68	Female	Symptoms of urinary tract infection, work stress, low white blood cell count
GPWD190	88	Male	Coldness sensation in hand
GPWD191	52	Female	Rash, shoulder pain
GPWD198	54	Female	Menopausal symptoms
GPWD200	72	Female	Digestive issues, acid reflux
GPWD160	60	Female	Constipation

GPWD170	72	Male	Swelling feet, leg cramps
GPWD153	52	Female	Itchy feet, suicidal tendencies
GPWD124	53	Female	Painful toenail after injury
GPWD66	70	Male	Soreness between buttock cheeks
GPWD59	59	Female	Breast lump
GPPTU143	78	Male	Hand injury, (dizzy spells, high calcium levels)
GPPTU140	71	Male	Allergic skin reaction
GPPTU142	60	Male	Injured foot, bulging veins, pain in hands, moles, hearing difficulty
GPBP239	58	Male	Numbness in foot and leg
GPBP293	96	Female	Pain in hand
GPBP295	76	Male	Tummy problems, headache
GPBP297	86	Male	Persistent severe nausea
GPHH264	61	Male	Bleeding gums, reflux, unclarified irregularity on x-ray
GPHH259	74	Female	Arm movement pain
GPHH255	87	Male	Diarrhoea, frequent urination
GPHH270	81	Female	Knee pain
GPHH279	65	Male	Vision problems
GPHH282	72	Male	Painful knees, itchiness, lump in groin
GPHH284	74	Male	Moles on face and on scalp, joint pain
GPHH269	71	Male	Tinnitus, nausea, headache
GPHH272	52	Female	Recurring infection (flu like symptoms)
GPHH248	70	Female	Persistent bowel problems
GPHH281	74	Male	Mole, shoulder pain