

Appendix 1

Table 2 Phase One focus group recruitment

Title	Practice One	Practice Two	Practice Three	Practice Four	Total
<i>Staff Focus Group</i>					
General Practitioner	5	7	2	2	16
Practice Manager	1	1	1	1	4
Practice Nurse	2	1	2	1	6
Practice Secretary	0	1	0	0	1
Lead Receptionist	0	1	0	0	1
Healthcare Assistant	1	0	1	1	3
IT lead	1	0	0	0	1
Office manager	1	0	1	1	3
<i>Patient Focus Groups</i>					
Patient	14	9	3	2	28

Table 3 Phase Two focus group recruitment

FOCUS GROUP ONE	FOCUS GROUP TWO
Title Practice (Gender)	Title Practice (Gender)
Practice Manager Practice 1 (Female)	Patient 2 Practice 1 (Female) *
Reception Manager Practice 1 (Female)	Patient 3 Practice 1 (Male) *
Information Technology Lead Practice 1 (Male)	Office Manager Practice 3 (Female)
Patient Practice 1 (Female)	Research Nurse Practice 3 (Female)
Phlebotomist Practice 3 (Female)	Patient Practice 4 (Male)
Practice Secretary Practice 2 (Female)	
Lead Receptionist Practice 2 (Female)	
Patient Practice 4 (Male)	
Patient Practice 2 (Male)	
Patient Practice 3 (Female)	

**Also took part in Phase One focus groups*