**Supplementary Material 10. The impact of introducing telephone triage among people with multimorbidity, GPPS. Scores are reported on a 0-100 scale, with 100 being the most positive experience, and change can be interpreted as a percentage point change: Caregivers and sexual orientation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Before Adjusted\* score****(95%CI)** | **After Adjusted\* score****(95%CI)** | **Adjusted\* Change****(95%CI)** |  | **P-value** |
| Overall  | 55.84 (54.91 to 56.77) | 76.63 (74.55 to 78.72) | 20.79 (18.92 to 22.66) |  | <0.0001 |
| **Caregiving commitments** | **Before Coefficient****(95%CI)** | **After Coefficient****(95%CI)** | **Change Coefficient****(95%CI)** | **Differential change****Coefficient (95%CI)** | **P-value** |
| none | reference | reference | 20.59 (19.58 to 21.59) | reference | 0.16 |
| 1-9 hours/week | -1.39 (-1.78 to -0.99) | -1.13 (-1.65 to -0.62) | 20.84 (19.84 to 21.84) | 0.25 (-0.10 to 0.61) |
| 10-19 hours/week | 0.24 (-0.55 to 1.04) | 0.75 (-0.27 to 1.77) | 21.09 (19.97 to 22.21) | 0.50 (-0.21 to 1.21) |
| 20-34 hours/week | 0.59 (-0.44 to 1.62) | 1.35 (-0.06 to 2.75) | 21.34 (20.02 to 22.67) | 0.76 (-0.31 to 1.82) |
| 35-49 hours/week | 2.63 (1.40 to 3.86) | 3.64 (1.87 to 5.41) | 21.59 (20.01 to 23.18) | 1.01 (-0.41 to 2.43) |
| 50+ hours/week | 2.49 (1.89 to 3.10) | 3.75 (2.04 to 5.47) | 21.85 (19.97 to 23.72) | 1.26 (-0.51 to 3.03) |
| **Sexual orientation** | **Before Coefficient****(95%CI)** | **After Coefficient****(95%CI)** | **Change Coefficient****(95%CI)** | **Differential change****Coefficient (95%CI)** | **P-value** |
| Heterosexual | reference | reference | 20.86 (19.88 to 21.85) | reference | 0.18 |
| Gay / lesbian | -1.24 (-2.52 to 0.04) | 0.61 (-3.16 to 4.38) | 22.72 (18.66 to 26.77) | 1.85 (-2.12 to 5.83) |
| Bisexual | -2.63 (-4.44 to -0.82) | -2.66 (-8.03 to 2.72) | 20.83 (15.11 to 26.56) | -0.03 (-5.70 to 5.64) |
| Other | 1.41 (-0.34 to 3.16) | -4.19 (-9.94 to 1.56) | 15.26 (9.20 to 21.32) | -5.60 (-11.61 to 0.41) |
| Prefer not to say | 1.40 (0.74 to 2.06) | -0.29 (-2.51 to 1.93) | 19.17 (16.74 to 21.61) | -1.69 (-4.00 to 0.62) |

\*adjusted for age, sex, ethnicity, deprivation, practice, pre-intervention trends and allowing the impact of the change to vary between practices using a random slope