**Supplementary Material 3. Measures of Primary Care Access, GPPS**

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| **Measure** | **Question** | **Answer Options** |
| Time until being seen or spoken to | How long after initially contacting the surgery did you actually see or speak to them? | On the same day  On the next working day  A few days later  A week or more later  Can’t remember |
| Overall experience of access | Overall, how would you describe your experience of making an appointment? | Very good  Fairly good  Neither good nor poor  Fairly poor  Very poor |
| Telephone access | Generally, how easy is it to get through to someone at your GP surgery on the phone? | Very easy  Fairly easy  Not very easy  Not at all easy  Haven’t tried |