**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 dayOn the next working dayA few days laterA week or more laterCan’t remember |
| Overall experience of access | Overall, how would you describe your experience of making an appointment? | Very goodFairly goodNeither good nor poorFairly poorVery poor |
| Telephone access | Generally, how easy is it to get through to someone at your GP surgery on the phone? | Very easyFairly easyNot very easyNot at all easyHaven’t tried |