

Supplementary Table 2. Questionnaire scales items.

PSOC ¹¹	van Uden ¹⁹	SQOC ⁷	Moll van Charante ⁵
Communication and management	Accessibility by phone ^{tel, gp, home}	Getting through on the telephone	Telephone nurse ^{tel, gp, home}
Satisfied with doctor's explanation	Ease of finding phone number ^{not home visit}	Way initial call was handled	Professionalism
Doctor's advice about getting more help	Easy to get through	Time to wait	Clear explanation
Better understanding of problem	Time to answer phone	Manner of doctor or nurse	Confidence
More explanation from the doctor	Doctor's assistants attitude ^{tel, gp, home}	Explanation	Friendliness
Doctor's recommendation made be better	Friendliness on phone	Treatment or advice	Understanding my problem
Felt better after talking with doctor	Enough time to talk on phone	Overall satisfaction	Taking time to talk
Follow doctor's advice	Understood my problem		Taking me seriously
	Took my problem seriously		Advice helped me ^{tel only}
	Information was clear		Reassurance ^{tel only}
Doctor's attitude			Advice or treatment ^{tel only}
Doctor reluctant to visit	Questions asked by doctor's assistant ^{tel, gp, home}		Feasibility of advice ^{tel only}
Doctor examined more carefully	Asked too many questions		Doctor ^{gp, home}
Doctor made me feel guilty	Annoyance at not starting with problem		Advice/treatment helped me
Felt that I wasted doctor's time			Advice or treatment
The doctor was rushed	Urgency of complaint ^{tel, gp, home}		Reassurance
	I believed my problem was very severe		Feasibility of advice/treatment
	My problem needed immediate care		Confidence
Continuity of care			Clear explanation
Happy to see any doctor	Advice given by doctors assistant ^{tel}		Taking time to talk
No need to see own doctor	Information about my problem was good		Careful physical examination
Preferred to see own doctor	Advice was very useful		Friendliness
Generally no need to see own doctor	Advice reassured me		Professionalism
	Advice was sufficient		Understanding my problem
Delay until visit	Assistant was right to give me advice only		Taking me seriously
Uncertain about waiting time	Waiting time at the cooperative ^{gp}		Organisation ^{tel, gp, home}
Preferred doctor to arrive sooner	Had too long to wait at registration		General information on cooperative
Worried because the doctor was late	Had too long to wait before seeing doctor		Accessibility pharmacy
			Accessibility by telephone
Access to out-of-hours care	Waiting room ^{gp}		Furnishings of waiting room ^{gp only}
Difficult to get through on telephone	There was enough material to entertain		Tidiness and hygiene ^{gp only}
Contact arrangement could be better	The room was very clean		Time in waiting room ^{gp only}
No problems with contact	Distance to the GP cooperative ^{gp}		Parking facilities ^{gp only}
	Travel time too long		Accessibility of the building ^{gp only}
Initial contact person	GP cooperative is easily accessible		Time between contact and consultation ^{gp only}
Got necessary advice from initial contact	Treatment by the GP ^{gp, home}		Signposting to the GP cooperative ^{gp only}
Initial contact understood the problem	GP took my problem seriously		Time between contact and home visit ^{home only}
	GP was friendly		
Telephone advice	GP gave me clear information		
Easy to get advice from the doctor	GP gave me useful advice		
Would prefer a visit from the doctor	GP had enough time for me		
Doctor right to give telephone advice	I was very pleased with my treatment		
Little unhappy with telephone advice	Waiting time until GP arrives ^{home}		
	It took too long for the GP to arrive		
Overall satisfaction	Overall satisfaction ^{tel, gp, home}		
Prefer to see a different doctor next time	Contact with the GP cooperative		
Overall delighted with care received	Time it took to help me		
Little unhappy with care received	GP cooperative functions very well		
Perfect out-of-hours service	Functioning of GP cooperative		
	Telephone procedure at cooperative ^{not gp}		

^{tel}scale used for patients receiving telephone advice. ^{gp}scale used for patients attending a consultation at the GP cooperative. ^{home}scale used for patients receiving a home visit. ^{not home}item not used in the scale for patients receiving a home visit. ^{not gp}item not used in the scale for patients attending a consultation at the GP cooperative. ^{tel only}items that are only within the telephone advice version of the questionnaire. ^{gp only}items that are only within the centre consultation version of the questionnaire. ^{home only}items that are only within the home visit version of the questionnaire.