

## SUPPLEMENTARY DATA

**Supplementary Table 1.** Item content for 11 questions from the General Practice Patient Survey 2012

Domain of care	General Practice Patient Survey item content
Access <sup>†</sup>	Generally, how easy it is to get to get through to someone at your GP surgery on the phone?
Access <sup>‡</sup>	Last time you wanted to see or speak to a GP or nurse were you able to get an appointment to see or speak to someone?
Access <sup>‡</sup>	How do you feel about how long you normally have to wait to be seen?
Access <sup>†</sup>	Overall, how would you describe your experience of making an appointment?
Continuity <sup>†</sup>	How often to you see or speak to the GP you prefer? <sup>§</sup>
Communication (doctor) <sup>†</sup>	Last time you saw or spoke to a GP, how good was that GP at each of the following? : giving you enough time; listening to you; explaining tests and treatments; involving you in decisions about your care; treating you with care and concern (five item composite)
Communication (nurse) <sup>†</sup>	Last time you saw or spoke to a nurse, how good was that nurse at each of the following? : giving you enough time; listening to you; explaining tests and treatments; involving you in decisions about your care; treating you with care and concern (five item composite)
Communication (non-clinical) <sup>†</sup>	How helpful do you find the receptionists at you GP surgery?
Confidence and trust <sup>‡</sup>	Did you have confidence and trust in the GP you saw or spoke to?
Confidence and trust <sup>‡</sup>	Did you have confidence and trust in the nurse you saw or spoke to?
Overall experience <sup>†</sup>	Overall, how would you describe your experience of your GP surgery?

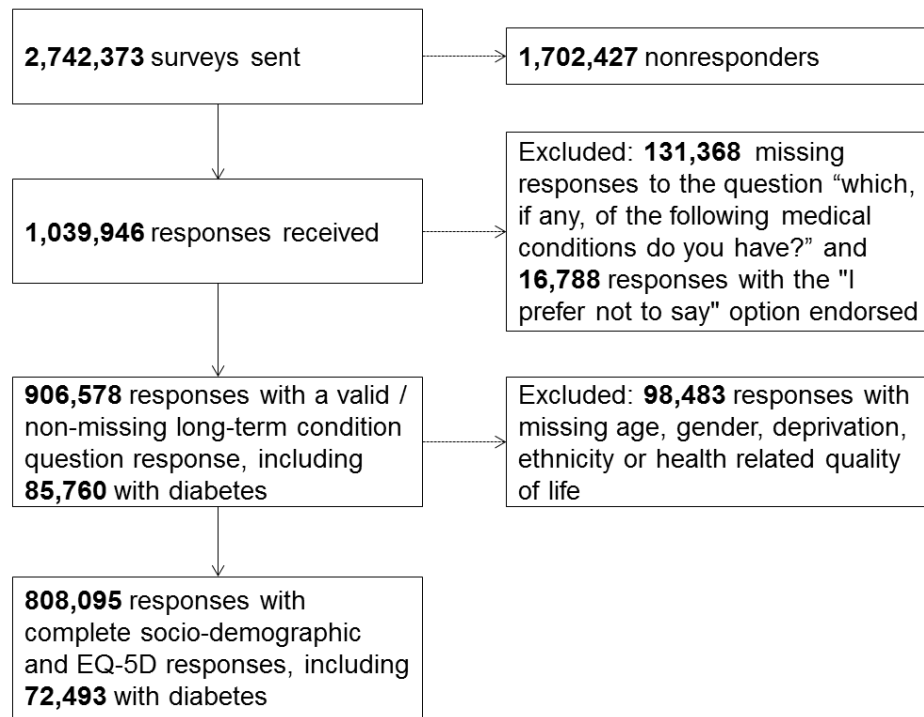
<sup>†</sup> Question included in main tables and online-only supplementary tables

<sup>‡</sup> Question included in online supplementary tables only

<sup>§</sup> Answered only by those who had a preference to see or speak to a particular doctor

## SUPPLEMENTARY DATA

**Supplementary Figure 1.** Questionnaire data flowchart



Long-term condition response options: Alzheimer's disease or dementia; Angina or long-term heart problem; Arthritis or long-term joint problem; Asthma or long-term chest problem; Blindness or severe visual impairment; Cancer in the last 5 years; Deafness or severe hearing impairment; Diabetes; Epilepsy; High blood pressure; Kidney or liver disease; Learning difficulty; Long-term back problem; Long-term mental health problem; Long-term neurological problem; Another long-term condition;

## SUPPLEMENTARY DATA

**Supplemental Table 2.** Primary care experiences of people with self-reported diabetes only (single condition), diabetes with comorbidities, long-term condition(s) other than diabetes, and no long-term condition. Data show proportion\* of respondents endorsing a positive response for 11 patient experience survey questions

General Practice Patient Survey question	self-reported diabetes only (n= 17,516)	diabetes with at least one comorbid long-term condition (n=54,977)	One or more long-term condition but no diabetes (n=432,665)	no long-term conditions (n=302,937)	p-value
How easy it is to get to get through to someone at your GP surgery on the phone?	87.0 (86.5-87.6)	85.1 (84.6-85.5)	84.4 (84.1-84.7)	85.2 (84.9-85.5)	<0.0001
Were you able to get an appointment to see or speak to someone the last time you tried?	93.4 (93.0-93.8)	92.3 (92.0-92.6)	92.3 (92.2-92.4)	92.9 (92.7-93.0)	<0.0001
How do you feel about how long you have to wait to be seen?	71.6 (70.8-72.3)	68.0 (67.5-68.5)	69.7 (69.4-70.0)	71.6 (71.3-71.9)	<0.0001
Overall, how would you describe your experience of making an appointment?	85.8 (85.3-86.4)	83.5 (83.1-83.9)	83.1 (82.9-83.4)	83.5 (83.3-83.8)	<0.0001
How often to you see or speak to the GP you prefer? †	75.2 (74.4-76.1)	75.5 (75.0-76.1)	73.4 (73.1-73.8)	68.7 (68.3-69.1)	<0.0001
Doctor communication ‡	82.0 (81.4-82.6)	79.8 (79.4-80.2)	79.0 (78.9-79.2)	79.3 (79.2-79.5)	<0.0001
Nurse communication ‡	87.4 (86.9-87.9)	85.8 (85.5-86.2)	84 (83.9-84.2)	85.4 (85.3-85.5)	<0.0001
How helpful do you find the receptionists at your GP surgery?	93.4 (93.0-93.8)	92.8 (92.5-93.1)	92.9 (92.8-93.1)	93.4 (93.3-93.5)	<0.0001
Did you have confidence and trust in the GP you saw or spoke to?	97.0 (96.7-97.3)	96.3 (96.1-96.5)	96.1 (96.0-96.2)	96.8 (96.8-96.9)	<0.0001
Did you have confidence and trust in the Nurse you saw or spoke to?	97.8 (97.6-98.1)	97.4 (97.2-97.6)	97.7 (97.6-97.7)	98.3 (98.2-98.3)	<0.0001
Overall, how would you describe your experience of your GP surgery?	92.4 (92.0-92.8)	91.2 (90.9-91.5)	90.5 (90.3-90.6)	90.4 (90.3-90.6)	<0.0001

\* Adjusted percentage endorsing positive response. Adjusted percentages are the expected percentage of patients reporting a positive experience in the particular group if the age, gender, ethnicity and socio-economic status profile in that group was the same as all included respondents

† Calculated only for those who had a preference to see or speak to a particular GP

‡ Item context described in Supplemental Table S1

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**Supplementary Table 3.** Experience of primary care by socio-demographic characteristics and health status among people with self-reported diabetes\*

	Access				Continuity	Communication			Confidence and trust	
	Phone access	Able to get appointment	Waiting to be seen	Making appointment	Seeing preferred doctor	Doctor communication	Nurse communication	Receptionist communication	Confidence in doctor	Confidence in nurse
<b>Gender</b>										
Male	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Female	0.96	0.83	0.89	0.94	0.82	1.00	0.98	1.05	0.97	0.97
<b>Age group</b>										
18-24	0.78	0.41	0.37	0.49	0.47	0.54	0.53	0.33	0.52	0.30
25-34	0.77	0.57	0.51	0.56	0.48	0.51	0.68	0.39	0.41	0.42
35-44	0.79	0.61	0.59	0.70	0.65	0.72	0.82	0.57	0.54	0.60
45-54	0.89	0.68	0.73	0.73	0.76	0.78	0.89	0.70	0.71	0.70
55-64	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
65-74	1.18	1.53	1.35	1.47	1.09	1.35	1.40	1.51	1.59	1.53
75-84	1.35	2.24	1.58	2.02	1.10	1.52	1.67	2.31	2.19	2.04
85+	1.42	2.71	1.72	1.94	0.94	1.22	1.40	2.32	1.76	2.48
<b>Ethnic group</b>										
White	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Mixed	0.83	0.83	0.60	0.66	0.66	0.81	0.77	0.79	0.94	0.73
Asian	0.56	0.46	0.37	0.45	0.46	0.64	0.55	0.47	0.89	0.57
Black	0.96	0.80	0.63	0.96	0.55	0.92	0.86	1.22	1.25	0.76
Other	0.74	0.73	0.49	0.82	0.45	0.95	0.72	0.69	1.15	0.59
<b>Socio-economic status</b>										
1 (Most affluent)	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
2	0.98	1.04	1.06	1.04	0.94	1.03	1.05	1.13	1.02	1.00
3	0.91	0.92	1.02	0.99	0.90	0.96	1.08	0.99	0.83	0.86
4	0.88	0.80	0.97	0.93	0.78	0.91	1.04	0.98	0.76	0.81
5 (Least affluent)	0.87	0.78	1.00	1.00	0.75	0.94	1.15	0.96	0.76	0.92
<b>EQ5D</b>										
Mobility problems	0.97	0.98	0.98	0.99	1.04	1.08	1.10	1.01	0.99	0.91
Self-care problems	1.02	1.03	0.97	1.07	1.01	1.08	1.03	0.97	0.96	0.97
Usual activities problems	0.90	0.81	0.91	0.85	1.01	0.82	0.81	0.86	0.87	0.80
Pain/discomfort	0.82	0.78	0.82	0.77	0.90	0.85	0.86	0.87	0.74	0.97
Anxious or depressed	0.85	0.84	0.79	0.79	0.84	0.71	0.69	0.80	0.65	0.67

\* This is a supplement to Table 3 in the main results where we elect to present data on only 1 question on overall experience of primary care

## SUPPLEMENTARY DATA

**Supplementary Table 4.** Primary care experiences of people with self-reported diabetes only (single condition), and diabetes with increasing numbers of comorbidities compared with people without diabetes (data shown in Figure 2)

General Practice Patient Survey question	self-reported diabetes only	diabetes with one comorbid long-term condition	diabetes with two comorbid conditions	Diabetes with three or more comorbid conditions
How easy it is to get to get through to someone at your GP surgery on the phone?	1.21 (1.16 - 1.27)	1.13 (1.08 - 1.17)	1.06 (1.01 - 1.11)	0.92 (0.88 - 0.96)
Were you able to get an appointment to see or speak to someone the last time you tried?	1.14 (1.07 - 1.22)	1.09 (1.02 - 1.16)	0.98 (0.91 - 1.05)	0.83 (0.78 - 0.88)
How do you feel about how long you have to wait to be seen?	1.06 (1.02 - 1.1)	0.99 (0.96 - 1.03)	0.9 (0.86 - 0.93)	0.78 (0.75 - 0.81)
Overall, how would you describe your experience of making an appointment?	1.22 (1.17 - 1.28)	1.14 (1.10 - 1.19)	1.02 (0.97 - 1.07)	0.87 (0.83 - 0.91)
How often to you see or speak to the GP you prefer?	1.19 (1.13 - 1.25)	1.24 (1.19 - 1.30)	1.19 (1.13 - 1.25)	1.12 (1.07 - 1.17)
Doctor communication	1.20 (1.16 - 1.26)	1.13 (1.09 - 1.17)	1.07 (1.02 - 1.12)	0.93 (0.89 - 0.97)
Nurse communication	1.28 (1.22 - 1.34)	1.26 (1.21 - 1.32)	1.13 (1.08 - 1.19)	0.96 (0.92 - 1.00)
How helpful do you find the receptionists at your GP surgery?	1.05 (0.99 - 1.12)	1.07 (1.00 - 1.14)	0.93 (0.87 - 1.01)	0.85 (0.79 - 0.91)
Did you have confidence and trust in the GP you saw or spoke to?	1.20 (1.09 - 1.33)	1.14 (1.04 - 1.25)	1.00 (0.9 - 1.11)	0.85 (0.77 - 0.93)
Did you have confidence and trust in the Nurse you saw or spoke to?	0.96 (0.86 - 1.07)	0.98 (0.88 - 1.09)	0.84 (0.74 - 0.94)	0.64 (0.58 - 0.72)
Overall, how would you describe your experience of your GP surgery?	1.29 (1.22 - 1.37)	1.22 (1.15 - 1.29)	1.14 (1.07 - 1.22)	0.92 (0.87 - 0.98)