Figure 1: Flowchart of the study procedure

Selected sample population

- Internet option + single-sided questionnaire
- Internet option + double-sided questionnaire
- No internet option + single-sided questionnaire
- No internet option + double-sided questionnaire – REF Group

Pre-notification letter posted to sample population

- 1 week interval
- Distribution of questionnaires
- 2 week interval
- Reminder to non-respondents