Figure 1 – Study design

**Phase I:**
Knowledge and attitudes

All FPs and HPs of the region.
Self-administered questionnaire
(n. of paediatricians = 540 FPs and 212 HPs)

A sample of parents: all vaccination centres open at least 5 days a week.
Self-administered questionnaire
(n. of centres = 51 out of the existing 233;
n. of parents= 1029 )

**Phase II:**
Patient care practices and parents expectations and satisfaction

A stratified sample of regional FPs and HPs.
Self-administered questionnaire
(n. of paediatricians = 120 FPs and 26 HPs working at emergency services)

A sub-sample of parents in 4 Local Health Authorities.
Interviews
(n. of interviews= 359 )