Figure 2. Examples of comments from practice managers who were positive about patients’ use of the Internet.

- If one of my patients benefited then it would be worthwhile (the practice) taking part in the study
- My (PMs) reception team have said that they have had quite a bit of interest in the leaflets
- Although the patients may contact the surgery more frequently initially after using e-health resources, I’m confident this is the ‘way forward’ with health care
-Whilst the GPs may not give out many leaflets, it would be good for them to have some in case they saw a patient who they felt might particularly benefit from using e-health resources
- The practice nurses regularly use the Internet as a source of information for patients, rather than keeping lots of leaflets in the practice
- Our patients are generally very IT literate and use the website a lot, especially to do their repeat prescriptions