Assess practices for eligibility

Randomised (42 practices)

Phone requesting same day appointment (0 weeks)
- **Usual Care**
  - n = 14 practices
  - n = 7046 patients

Phone requesting same day appointment (0 weeks)
- **Nurse triage**
  - n = 14 practices
  - n = 7046 patients

Phone requesting same day appointment (0 weeks)
- **GP triage**
  - n = 14 practices
  - n = 7046 patients

Usual care or final call handling (0 weeks)
- n = 6623 patients

Usual care or final call handling (0 weeks)
- n = 6623 patients

Usual care or final call handling (0 weeks)
- n = 6623 patients

Receive management options & follow up care (+ 4 weeks)
- n = 5960 patients

Receive management options & follow up care (+ 4 weeks)
- n = 5960 patients

Receive management options & follow up care (+ 4 weeks)
- n = 5960 patients

Follow Up
Notes review and completed questionnaire return (+12 weeks max)
- n = 4172 patients

Follow Up
Notes review and completed questionnaire return (+12 weeks max)
- n = 4172 patients

Follow Up
Notes review and completed questionnaire return (+12 weeks max)
- n = 4172 patients

Analysis
- n = 3751 patients

Analysis
- n = 3751 patients

Analysis
- n = 3751 patients

Practices decline or excluded

6% exclusion

10% Refuse participation

30% Non-response following one reminder

10% decline notes review