**Glycaemic control message**

Eligible and invited (37 practices)

- 2 practices declined

Randomised (35 practices)

**Intervention group**
- 18 practices
- Practice list size:
  - Mean = 7082
  - (SD = 3150)
- Lost to FU: 0

**Control group**
- 17 practices
- Practice list size:
  - Mean = 8170
  - (SD = 7071)
- Lost to FU: 0

Clusters analysed: 17
- Excluded: 0
- Lost to follow up: 1
  - practice closed
- Patients: 4240
- Patients analysed: 4240
- Excluded: 0

**Cholesterol control message**

Eligible and invited (37 practices)

- 2 practices declined

Randomised (35 practices)

**Intervention group**
- 18 practices
- Practice list size:
  - Mean = 7455
  - (SD = 7049)
- Lost to FU: 0

**Control group**
- 17 practices
- Practice list size:
  - Mean = 7775
  - (SD = 2890)
- Lost to FU: 0

Clusters analysed: 16
- Excluded: 1
  - (unreliable data)
- Merged: 2 practices into 1
- Lost to follow up: 1 practice closed
- Patients: 4361
- Patients analysed: 4361
- Excluded: 0