Step 1
Practice Recruitment
- General practices invited
- Interested practices sent Invitation Letter + Information Sheet + Informed Consent/Revocation of Consent Form
- Practices recruited (n = 32)

Step 2
Baseline data collection Part 1 and Patient recruitment
- Practices complete Assessment Survey
- GPs and practice nurses complete GP+Practice Nurse Survey
- Baseline Clinical Audit conducted
- Practices identify eligible patients (n=160). Patients sent Invitation Letter + Information Sheet + Informed Consent /Revocation of Consent Form + Survey

Step 3
Practice Randomisation
- Intervention group (n = 16)
- Control group (n = 16)

Baseline data collection Part 2
- Clinical Audit reports prepared
- GP, practice nurse and practice manager interviews held (only with the staff members from two Intervention practices/State)

Step 4
Intervention
- Training session for GPs and practice nurses
- Telephone calls to practices
- Intervention Practice Visits (n = 3)

Step 5
12-month Followup data collection
- Clinical Audit
- GP and practice nurse Survey
- Patient Survey
- GP, Practice Nurse and Practice Manager Interviews
- Patient Interviews