

## Appendix 5: Insight gathering themes

### List of initial themes

- safety
- clinical
- data
- quality of care
- continuity of care
- variation
- communication
- clinical (that is between HCP and patient)
- publicising OL services
- access
- equity
- need
- timeliness
- convenience
- choice (GP/time of appointment)
- availability of OL services
- managing demand/expectations
- appropriateness of use
- technical issues
- efficiency/burden of work
- system flexibility
- patient empowerment/promoting self-management
- preferences (staff/patient) and feedback

### List of final themes

- effective use of resources
- managing expectations
- access
- communication
- technical issues
- workforce capacity and burden
- risks benefits
- continuity of care
- variation
- competing demands/policy change
- discourse conflicts
- preferences