

## SUPPLEMENTARY MATERIAL

## Supplementary Data Table

Note: the remaining response categories (e.g. "No", "Unknown", etc.) have been included in chi-squared tests but omitted in this table for space	Quality of consultation			Accessing medication			Managing the process at home						Overall satisfaction & preferences						
	n (%) each subgroup in sample reporting able to talk privately during cons.		n (%) each subgroup feeling able to ask questions during cons.	n (%) each subgroup receiving medication by method		Of postal patients: n (%) each subgroup with concerns about receiving medication by post	n (%) each subgroup reporting having enough info. to take the meds. by themselves		n (%) each subgroup reporting concerns about taking the meds. by themselves	n (%) each subgroup reporting being able to manage their pain		n (%) each subgroup feeling confident they had passed their pregnancy	n (%) each subgroup rating their care "poor" or "very poor"	n (%) each subgroup rating their care neither "poor" nor "good"	n (%) each subgroup rating their care "good" or "very good"	n (%) each subgroup who would NOT have preferred a F2F appointment for this abortion	n (%) each subgroup choosing each abortion care pathway for an abortion in the future		
	Yes definitely, without problems	Yes, somewhat, but I had to take action	Yes, able to ask questions	Post	Pick-up	Yes, have concerns	Yes, definitely	Yes, somewhat	Yes, specify	Yes - effectively	Somewhat effectively	Yes, confident	Poor/very poor	Neither poor nor good	Good/very good	No, would not have preferred F2F	Telephone/video link	Face to face	Don't know/it depends
Overall sample	1185 (95.3%)	57 (4.6%)	1234 (99.3%)	846 (68.1%)	391 (31.5%)	71 (8.4%)	1148 (92.4%)	68 (5.5%)	157 (12.6%)	1093 (87.9%)	103 (8.3%)	1064 (85.6%)	7 (0.6%)	10 (0.8%)	1220 (98.2%)	1035 (83.3%)	824 (66.3%)	275 (22.1%)	144 (11.6%)
<b>Age group</b>																			
Under 20s (n=67)	67 (100%)	0 (0.0%)	67 (100%)	47 (70.2%)	20 (29.9%)	4 (8.7%)	<b>67 (100%)</b>	<b>0 (0.0%)</b>	11 (16.4%)	58 (86.6%)	6 (9.0%)	61 (91.0%)	0 (0.0%)	0 (0.0%)	66 (100%)	53 (79.1%)	<b>39 (58.2%)</b>	<b>24 (35.8%)</b>	<b>4 (6.0%)</b>
Aged 20-24 (n=221)	215 (98.6%)	3 (1.4%)	217 (99.5%)	138 (63.3%)	80 (36.7%)	10 (7.4%)	201 (92.2%)	14 (6.4%)	29 (13.3%)	181 (83.0%)	25 (11.5%)	198 (90.8%)	0 (0.0%)	0 (0.0%)	218 (100%)	180 (82.6%)	130 (59.6%)	58 (26.6%)	30 (13.8%)
Aged 25-29 (n=295)	<b>271 (92.8%)</b>	<b>20 (6.9%)</b>	289 (99.0%)	203 (69.5%)	89 (30.5%)	14 (7.0%)	266 (91.1%)	15 (5.1%)	29 (9.9%)	258 (88.4%)	27 (9.3%)	242 (82.9%)	<b>1 (0.4%)</b>	<b>6 (2.1%)</b>	<b>282 (97.6%)</b>	241 (82.5%)	192 (65.8%)	63 (21.6%)	37 (12.7%)
Aged 30-34 (n=297)	281 (96.6%)	10 (3.4%)	289 (99.3%)	200 (68.7%)	91 (31.3%)	16 (8.7%)	263 (90.4%)	24 (8.3%)	39 (13.4%)	258 (88.7%)	21 (7.2%)	256 (88.0%)	<b>6 (2.1%)</b>	<b>1 (0.4%)</b>	<b>282 (97.6%)</b>	246 (84.5%)	194 (66.7%)	61 (21.0%)	36 (12.4%)
Aged 35-39 (n=225)	<b>203 (92.3%)</b>	<b>17 (7.7%)</b>	219 (99.6%)	156 (70.9%)	64 (29.1%)	16 (10.6%)	<b>213 (96.8%)</b>	<b>5 (2.3%)</b>	30 (13.6%)	196 (89.1%)	18 (8.2%)	186 (84.6%)	0 (0.0%)	1 (0.5%)	219 (99.6%)	182 (82.7%)	156 (70.9%)	42 (19.1%)	22 (10.0%)
Aged 40+ (n=123)	117 (95.1%)	6 (4.9%)	122 (99.2%)	83 (67.5%)	40 (32.5%)	9 (11.1%)	111 (90.2%)	7 (5.7%)	15 (12.2%)	115 (93.5%)	5 (4.1%)	<b>92 (74.8%)</b>	0 (0.0%)	1 (0.8%)	122 (99.2%)	107 (87.0%)	91 (74.0%)	18 (14.6%)	14 (11.4%)
Unknown age (n=15)	Not included in tests as n<20																		
Chi2	<b>p=0.023</b>	p=0.928	p=0.612	p=0.807	<b>p=0.007</b>	p=0.659	p=0.301	<b>p=0.001</b>	p=0.005	p=0.756	<b>p=0.035</b>								
<b>Ethnicity</b>																			
White British/ White other (n=660)	620 (95.4%)	30 (4.6%)	646 (99.4%)	467 (71.9%)	183 (28.2%)	35 (7.7%)	599 (92.2%)	35 (5.4%)	<b>57 (8.8%)</b>	583 (89.7%)	48 (7.4%)	564 (86.8%)	4 (0.6%)	1 (0.2%)	643 (99.2%)	557 (85.7%)	452 (69.5%)	119 (18.3%)	79 (12.2%)
Mixed/ Multiple ethnicities (n=69)	64 (92.8%)	5 (7.3%)	69 (100%)	42 (60.9%)	27 (39.1%)	6 (14.6%)	63 (91.3%)	3 (4.4%)	12 (17.4%)	57 (82.6%)	8 (11.6%)	59 (85.5%)	1 (1.5%)	1 (1.5%)	67 (97.1%)	57 (82.6%)	43 (62.3%)	19 (27.5%)	7 (10.1%)

Black/ African/ Caribbean/ Black British (n=161)	153 (96.8%)	5 (3.2%)	157 (99.4%)	104 (65.8%)	54 (34.2%)	9 (8.9%)	141 (89.2%)	14 (8.9%)	24 (15.2%)	131 (82.9%)	20 (12.7%)	132 (83.5%)	0 (0.0%)	3 (1.9%)	153 (98.1%)	<b>119</b> <b>(75.3%)</b>	88 (55.7%)	48 (30.4%)	22 (13.9%)
Asian/ British (n=189)	179 (95.2%)	9 (4.8%)	186 (98.9%)	117 (62.2%)	71 (37.8%)	8 (7.1%)	179 (95.2%)	8 (4.3%)	30 (16.0%)	165 (87.8%)	17 (9.0%)	163 (86.7%)	1 (0.5%)	3 (1.6%)	183 (97.9%)	161 (85.6%)	127 (67.6%)	44 (23.4%)	17 (9.0%)
Other ethnic group (not specified) (n=26)	22 (88.0%)	3 (12.0%)	25 (100%)	17 (68.0%)	8 (32.0%)	4 (26.7%)	23 (92.0%)	2 (8.0%)	5 (20.0%)	25 (100%)	0 (0.0%)	19 (76.0%)	0 (0.0%)	0 (0.0%)	25 (100%)	21 (84.0%)	16 (64.0%)	5 (20.0%)	4 (16.0%)
Unknown ethnicity (n=138)	116 (95.9%)	4 (3.3%)	120 (99.2%)	80 (66.1%)	41 (33.9%)	7 (9.1%)	116 (95.9%)	3 (2.5%)	25 (20.7%)	105 (86.8%)	9 (7.4%)	98 (81.0%)	1 (0.8%)	1 (0.8%)	118 (98.3%)	<b>94 (77.7%)</b>	76 (62.8%)	31 (25.6%)	14 (11.6%)
Chi2	p=0.156		p=0.948	p=0.093		p=0.115	p=0.293		<b>p=0.001</b>	p=0.203		p=0.375	p=0.390			<b>p=0.020</b>	p=0.063		
<b>Marital status</b>																			
Single (n=389)	360 (94.7%)	20 (5.3%)	378 (99.5%)	268 (70.5%)	112 (29.5%)	25 (9.6%)	355 (93.4%)	20 (5.3%)	45 (11.8%)	325 (85.5%)	41 (10.8%)	326 (85.8%)	1 (0.3%)	3 (0.8%)	372 (98.9%)	312 (82.1%)	233 (61.3%)	93 (24.5%)	54 (14.2%)
Partnered (n=418)	398 (96.1%)	15 (3.6%)	412 (99.5%)	273 (65.9%)	141 (34.1%)	22 (8.5%)	380 (91.8%)	21 (5.1%)	59 (14.3%)	357 (86.2%)	38 (9.2%)	358 (86.5%)	1 (0.2%)	4 (1.0%)	408 (98.8%)	342 (82.6%)	271 (65.5%)	98 (23.7%)	45 (10.9%)
Married/Civil partnership (n=247)	225 (92.6%)	18 (7.4%)	241 (99.2%)	164 (67.5%)	79 (32.5%)	17 (10.7%)	221 (91.0%)	15 (6.2%)	30 (12.4%)	228 (93.8%)	9 (3.7%)	198 (81.5%)	3 (1.2%)	0 (0.0%)	239 (98.8%)	207 (85.2%)	175 (72.0%)	39 (16.1%)	29 (11.9%)
Separated/ Widowed/ Divorced (n=40)	40 (100%)	0 (0.0%)	40 (100%)	28 (70.0%)	12 (30.0%)	2 (7.1%)	39 (97.5%)	1 (2.5%)	4 (10.0%)	37 (92.5%)	3 (7.5%)	32 (80.0%)	0 (0.0%)	0 (0.0%)	40 (100%)	36 (90.0%)	28 (70.0%)	9 (22.5%)	3 (7.5%)
Unknown marital status (n=149)	131 (97.8%)	3 (2.2%)	132 (98.5%)	94 (70.2%)	40 (29.9%)	3 (3.3%)	126 (94.0%)	8 (6.0%)	15 (11.2%)	119 (88.8%)	11 (8.2%)	121 (90.3%)	2 (1.5%)	2 (1.5%)	130 (97.0%)	112 (83.6%)	95 (70.9%)	27 (20.2%)	12 (9.0%)
Chi2	p=0.194		p=0.721	p=0.686		p=0.350	p=0.337		p=0.787	p=0.073		p=0.138	p=0.355			p=0.653	p=0.126		
<b>Region</b>																			
East Midlands (n=4)	Not included in tests as n<20																		
East of England (n=196)	185 (94.4%)	11 (5.6%)	195 (99.5%)	<b>164</b> <b>(83.7%)</b>	<b>32</b> <b>(16.3%)</b>	14 (8.7%)	177 (90.3%)	12 (6.1%)	19 (9.7%)	178 (90.8%)	12 (6.1%)	164 (83.7%)	3 (1.5%)	0 (0.0%)	192 (98.5%)	171 (87.2%)	122 (62.2%)	42 (21.4%)	32 (16.3%)
Greater London (n=632)	596 (95.1%)	30 (4.8%)	623 (99.4%)	<b>398</b> <b>(63.5%)</b>	<b>229</b> <b>(36.5%)</b>	36 (9.5%)	571 (91.1%)	41 (6.5%)	94 (15.0%)	544 (86.8%)	58 (9.3%)	540 (86.1%)	3 (0.5%)	8 (1.3%)	611 (98.2%)	506 (80.7%)	406 (64.8%)	154 (24.6%)	67 (10.7%)
North East (n=38)	37 (97.4%)	1 (2.6%)	37 (97.4%)	29 (76.3%)	9 (23.7%)	3 (10.7%)	37 (97.4%)	0 (0.0%)	4 (10.5%)	31 (81.6%)	5 (13.2%)	32 (84.2%)	0 (0.0%)	0 (0.0%)	38 (100%)	32 (84.2%)	26 (68.4%)	8 (21.1%)	4 (10.5%)
North West (n=207)	203 (98.5%)	3 (1.5%)	204 (99.0%)	<b>125</b> <b>(60.7%)</b>	<b>81</b> <b>(39.3%)</b>	6 (5.0%)	199 (96.6%)	5 (2.4%)	18 (8.7%)	183 (88.8%)	16 (7.8%)	174 (84.5%)	0 (0.0%)	1 (0.5%)	205 (99.5%)	179 (86.9%)	144 (69.9%)	40 (19.4%)	22 (10.7%)
South East (n=67)	63 (94.0%)	4 (6.0%)	67 (100%)	<b>57</b> <b>(85.1%)</b>	<b>10</b> <b>(14.9%)</b>	5 (9.3%)	62 (92.5%)	5 (7.5%)	9 (13.4%)	63 (94.0%)	3 (4.5%)	60 (89.6%)	0 (0.0%)	0 (0.0%)	67 (100%)	55 (82.1%)	49 (73.1%)	9 (13.4%)	9 (13.4%)
South West (n=77)	70 (90.9%)	7 (9.1%)	77 (100%)	54 (70.1%)	23 (29.9%)	5 (9.4%)	75 (97.4%)	2 (2.6%)	9 (11.7%)	67 (87.0%)	8 (10.4%)	65 (84.4%)	1 (1.3%)	0 (0.0%)	76 (98.7%)	66 (85.7%)	55 (71.4%)	13 (16.9%)	9 (11.7%)
West Midlands (n=7)	Not included in tests as n<20																		

Region unknown (n=15)	Not included in tests as n<20																		
Chi2	p=0.424	p=0.611	<b>p&lt;0.001</b>	p=0.759	p=0.088	p=0.169	p=0.725	p=0.862	p=0.346	p=0.182	p=0.278								
<b>Postal vs pick up</b>																			
Postal only (n=846)	780 (94.3%)	46 (5.6%)	820 (99.2%)			757 (91.5%)	51 (6.2%)	98 (11.9%)	734 (88.8%)	68 (8.2%)	703 (85.0%)	4 (0.5%)	4 (0.5%)	815 (99.0%)	698 (84.4%)	560 (67.7%)	167 (20.2%)	100 (12.1%)	
Pick up only (n=391)	374 (97.4%)	10 (2.6%)	383 (99.7%)			364 (94.8%)	14 (3.7%)	55 (14.3%)	332 (86.5%)	34 (8.9%)	332 (86.5%)	3 (0.8%)	5 (1.3%)	374 (97.9%)	311 (81.0%)	242 (63.0%)	99 (25.8%)	43 (11.2%)	
Unknown or combination (n=6)	Not included in tests as n<20																		
Chi2	p=0.058	p=0.241			p=0.129	p=0.228	p=0.312	p=0.505	p=0.246	p=0.138	p=0.092								
<b>Previous abortion</b>																			
No previous abortion (n=651)	615 (95.9%)	25 (3.9%)	636 (99.2%)	436 (68.0%)	205 (32.0%)	36 (8.6%)	591 (92.2%)	35 (5.5%)	92 (14.4%)	<b>552 (86.1%)</b>	<b>68 (10.6%)</b>	549 (85.7%)	3 (0.5%)	3 (0.5%)	630 (99.1%)	531 (82.8%)	416 (64.9%)	155 (24.2%)	70 (10.9%)
At least one previous abortion (n=592)	539 (94.6%)	31 (5.4%)	567 (99.5%)	391 (68.6%)	179 (31.4%)	33 (8.7%)	530 (93.0%)	30 (5.3%)	61 (10.7%)	<b>514 (90.2%)</b>	<b>34 (6.0%)</b>	486 (85.3%)	4 (0.7%)	6 (1.1%)	559 (98.2%)	478 (83.9%)	386 (67.7%)	111 (19.5%)	73 (12.8%)
Chi2	p=0.287	p=0.586	p=0.829	p=0.989	p=0.762	p=0.056	<b>p=0.014</b>	p=0.850	p=0.436	p=0.635	p=0.116								
<b>Previous live birth</b>																			
No previous live birth (n=436)	<b>427 (98.6%)</b>	<b>5 (1.2%)</b>	432 (99.8%)	<b>261 (60.3%)</b>	<b>172 (39.7%)</b>	23 (9.0%)	404 (93.3%)	20 (4.6%)	<b>67 (15.5%)</b>	<b>350 (80.8%)</b>	<b>62 (14.3%)</b>	375 (86.6%)	1 (0.2%)	4 (0.9%)	422 (98.8%)	354 (81.8%)	275 (63.5%)	107 (24.7%)	51 (11.8%)
At least one previous live birth (n=807)	<b>727 (93.4%)</b>	<b>51 (6.6%)</b>	771 (99.1%)	<b>566 (72.8%)</b>	<b>212 (27.3%)</b>	46 (8.5%)	717 (92.2%)	45 (5.8%)	<b>86 (11.1%)</b>	<b>716 (92.0%)</b>	<b>40 (5.1%)</b>	660 (84.8%)	6 (0.8%)	5 (0.6%)	767 (98.6%)	655 (84.2%)	527 (67.7%)	159 (20.4%)	92 (11.8%)
Chi2	<b>p&lt;0.001</b>	p=0.169	<b>p&lt;0.001</b>	p=0.797	p=0.690	<b>p=0.027</b>	<b>p&lt;0.001</b>	p=0.402	p=0.430	p=0.276	p=0.216								
<b>Previous miscarriage</b>																			
No previous miscarriage (n=949)	<b>900 (96.2%)</b>	<b>35 (3.7%)</b>	930 (99.4%)	639 (68.3%)	297 (31.7%)	52 (8.4%)	863 (92.2%)	54 (5.8%)	123 (13.1%)	816 (87.2%)	84 (9.0%)	806 (86.1%)	5 (0.5%)	8 (0.9%)	917 (98.6%)	773 (82.6%)	614 (65.6%)	217 (23.2%)	105 (11.2%)
At least one previous miscarriage (n=294)	<b>254 (92.4%)</b>	<b>21 (7.6%)</b>	273 (99.3%)	188 (68.4%)	87 (31.6%)	17 (9.4%)	258 (93.8%)	11 (4.0%)	30 (10.9%)	250 (90.9%)	18 (6.6%)	229 (83.3%)	2 (0.7%)	1 (0.4%)	272 (98.9%)	236 (85.8%)	188 (68.4%)	49 (17.8%)	38 (13.8%)
Chi2	<b>p=0.022</b>	p=0.877	p=0.976	p=0.685	p=0.516	p=0.327	p=0.242	p=0.240	p=0.659	p=0.206	p=0.120								
<b>Previous caesarean section</b>																			
No previous caesarean (n=1,041)	983 (95.6%)	44 (4.3%)	1,022 (99.4%)	698 (67.9%)	330 (32.1%)	63 (9.3%)	950 (92.4%)	54 (5.3%)	130 (12.7%)	900 (87.6%)	92 (9.0%)	876 (85.2%)	6 (0.6%)	8 (0.8%)	1008 (98.6%)	858 (83.5%)	676 (65.8%)	227 (22.1%)	125 (12.2%)
At least one previous caesarean section (n=202)	171 (93.4%)	12 (6.6%)	181 (98.9%)	129 (70.5%)	54 (29.5%)	6 (4.9%)	171 (93.4%)	11 (6.0%)	23 (12.6%)	166 (90.7%)	10 (5.5%)	159 (86.9%)	1 (0.6%)	1 (0.6%)	181 (98.9%)	151 (82.5%)	126 (68.9%)	39 (21.3%)	18 (9.8%)
Chi2	p=0.368	p=0.433	p=0.487	p=0.106	p=0.274	p=0.977	p=0.292	p=0.555	p=0.941	p=0.751	p=0.614								

## Supplementary Figure 1 – Survey Instrument

MSI Reproductive Choices UK – telemedicine client feedback question set	
<b>1. During the phone/video consultation with the nurse or doctor, did you have the opportunity to ask any questions or about concerns you had?</b>	<ul style="list-style-type: none"> <li>No – specify</li> <li>Yes</li> </ul>
<b>If NO to Q1 - please tell us more about why not [free text]</b>	
<b>2. Could you talk privately during the consultation?</b>	<ul style="list-style-type: none"> <li>Not sure – I had to be careful</li> <li>Yes somewhat – but I had to take action</li> <li>Yes definitely – I could talk privately</li> </ul>
<b>3. Did you feel confident about how far along you were in your pregnancy based on your dates?</b>	<ul style="list-style-type: none"> <li>No – specify</li> <li>Yes, somewhat confident</li> <li>Yes, very confident</li> </ul>
<b>If NO to Q3 - please tell us more about why not [free text]</b>	
<b>4. Did you choose to receive your medications by mail or did you pick them up from a clinic?</b>	<ul style="list-style-type: none"> <li>Pick up from clinic</li> <li>By mail</li> </ul>
<b>5. Why did you chose to receive your medications by mail/from the clinic? [free text]</b>	
<b>6. Did the medications arrive promptly and in good condition?</b>	<ul style="list-style-type: none"> <li>No – specify</li> <li>Yes</li> <li>N/A – picked up</li> </ul>
<b>If NO to Q6 - please share any problems or concerns you had [free text]</b>	
<b>7. Did you have any concerns about receiving medications in the mail?</b>	<ul style="list-style-type: none"> <li>No</li> <li>Yes – specify</li> <li>N/A – picked up</li> </ul>
<b>If YES to Q7 - please share any problems or concerns you had [free text]</b>	
<b>8. Did you feel that you had enough information about how to take the medications by yourself at home?</b>	<ul style="list-style-type: none"> <li>No – specify</li> <li>Yes, somewhat</li> <li>Yes, definitely</li> </ul>
<b>If NO to Q8 - please share with us what information you needed [free text]</b>	
<b>9. Did you have any concerns about the safety of using the medications by yourself at home?</b>	<ul style="list-style-type: none"> <li>No</li> <li>Yes - specify</li> </ul>
<b>If YES to Q9 - what concerns did you have? [free text]</b>	
<b>10. Did you have any other problems or concerns about using the medications by yourself at home? [free text]</b>	
<b>11. Have you been able to manage your pain effectively?</b>	<ul style="list-style-type: none"> <li>No</li> <li>Yes, somewhat effectively</li> <li>Yes, effectively</li> <li>Not sure</li> </ul>
<b>12. On a scale of 0-10, if 0 is no pain and 10 is the worst pain imaginable, how would you rate the worst abortion pain you had since you took the medications?</b>	<ul style="list-style-type: none"> <li>0-10 scale</li> </ul>

<p><b>13. On a scale of 0-10, if 0 is no pain and 10 is the worst pain imaginable, how would you rate the worst pain you might experience during a normal period?</b></p> <ul style="list-style-type: none"> <li>• 0-10 scale</li> </ul>
<p><b>14. After you used the misoprostol, how many days of bleeding did you have that were heavier than the heaviest day of your period? [If &lt;1 day, arrange nurse call back] [free text]</b></p>
<p><b>15. Did you feel confident that you had passed the pregnancy?</b></p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes</li> <li>• Not sure</li> </ul>
<p><b>16. Ideally, would you have preferred to see a doctor/nurse in person and receive your medications at the clinic (instead of consulting with the doctor/nurse by phone/video and using your medications in a clinic)?</b></p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes – specify</li> <li>• Not sure</li> </ul>
<p><b>If YES to Q16 - please share your thoughts with us [free text]</b></p>
<p><b>17. If you had another abortion in the future, after COVID19 outbreak measures are relaxed, would you prefer to have your care over the telephone, by video link or face-to-face in clinic?</b></p> <ul style="list-style-type: none"> <li>• By telephone</li> <li>• Face to face</li> <li>• Via video link</li> <li>• Don't know/ it depends</li> </ul>
<p><b>18. Could you tell us a bit about why you would choose that option? [free text]</b></p>
<p><b>19. Have you had to seek help or advice about problems arising from the abortion?</b></p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes – MSI phone call</li> <li>• Yes – MSI in person</li> <li>• Yes – GP</li> <li>• Yes - hospital</li> </ul>
<p><b>20. Overall, how was your experience of our service?</b></p> <ul style="list-style-type: none"> <li>• Very poor</li> <li>• Poor</li> <li>• Neither good nor poor</li> <li>• Good</li> <li>• Very good</li> <li>• Don't know</li> </ul>
<p><b>21. Please confirm that you have received the link to the aftercare booklet including the number for the 24/7 aftercare helpline?</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No (if no, please resend)</li> </ul>
<p><b>22. Do you have any concerns that you would like to speak to a nurse about?</b></p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes (if yes, arrange a nurse call back)</li> </ul>
<p><b>23. Do you have any comments about how we could improve the process? [free text]</b></p>