

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%)
Age group																			
Under 20s (n=67)	67 (100%)	0 (0.0%)	67 (100%)	47 (70.2%)	20 (29.9%)	4 (8.7%)	67 (100%)	0 (0.0%)	11 (16.4%)	58 (86.6%)	6 (9.0%)	61 (91.0%)	0 (0.0%)	0 (0.0%)	66 (100%)	53 (79.1%)	39 (58.2%)	24 (35.8%)	4 (6.0%)
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)	271 (92.8%)	20 (6.9%)	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%)	1 (0.4%)	6 (2.1%)	282 (97.6%)	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%)	6 (2.1%)	1 (0.4%)	282 (97.6%)	246 (84.5%)	194 (66.7%)	61 (21.0%)	36 (12.4%)
Aged 35-39 (n=225)	203 (92.3%)	17 (7.7%)	219 (99.6%)	156 (70.9%)	64 (29.1%)	16 (10.6%)	213 (96.8%)	5 (2.3%)	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%)	92 (74.8%)	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	p=0.023	p=0.928	p=0.612	p=0.807	p=0.007	p=0.659	p=0.301	p=0.001	p=0.005	p=0.756	p=0.035								
Ethnicity																			
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%)	57 (8.8%)	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%)	119 (75.3%)	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%)	94 (77.7%)	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		p=0.001	p=0.203		p=0.375	p=0.390			p=0.020	p=0.063		
Marital status																			
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		
Region																			
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%)	164 (83.7%)	32 (16.3%)	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%)	398 (63.5%)	229 (36.5%)	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%)	125 (60.7%)	81 (39.3%)	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%)	57 (85.1%)	10 (14.9%)	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	p<0.001	p=0.759	p=0.088	p=0.169	p=0.725	p=0.862	p=0.346	p=0.182	p=0.278								
Postal vs pick up																			
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								
Previous abortion																			
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%)	552 (86.1%)	68 (10.6%)	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%)	514 (90.2%)	34 (6.0%)	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	p=0.014	p=0.850	p=0.436	p=0.635	p=0.116								
Previous live birth																			
No previous live birth (n=436)	427 (98.6%)	5 (1.2%)	432 (99.8%)	261 (60.3%)	172 (39.7%)	23 (9.0%)	404 (93.3%)	20 (4.6%)	67 (15.5%)	350 (80.8%)	62 (14.3%)	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)	727 (93.4%)	51 (6.6%)	771 (99.1%)	566 (72.8%)	212 (27.3%)	46 (8.5%)	717 (92.2%)	45 (5.8%)	86 (11.1%)	716 (92.0%)	40 (5.1%)	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	p<0.001	p=0.169	p<0.001	p=0.797	p=0.690	p=0.027	p<0.001	p=0.402	p=0.430	p=0.276	p=0.216								
Previous miscarriage																			
No previous miscarriage (n=949)	900 (96.2%)	35 (3.7%)	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)	254 (92.4%)	21 (7.6%)	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	p=0.022	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								
Previous caesarean section																			
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	
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?	<ul style="list-style-type: none"> No – specify Yes
If NO to Q1 - please tell us more about why not [free text]	
2. Could you talk privately during the consultation?	<ul style="list-style-type: none"> Not sure – I had to be careful Yes somewhat – but I had to take action Yes definitely – I could talk privately
3. Did you feel confident about how far along you were in your pregnancy based on your dates?	<ul style="list-style-type: none"> No – specify Yes, somewhat confident Yes, very confident
If NO to Q3 - please tell us more about why not [free text]	
4. Did you choose to receive your medications by mail or did you pick them up from a clinic?	<ul style="list-style-type: none"> Pick up from clinic By mail
5. Why did you chose to receive your medications by mail/from the clinic? [free text]	
6. Did the medications arrive promptly and in good condition?	<ul style="list-style-type: none"> No – specify Yes N/A – picked up
If NO to Q6 - please share any problems or concerns you had [free text]	
7. Did you have any concerns about receiving medications in the mail?	<ul style="list-style-type: none"> No Yes – specify N/A – picked up
If YES to Q7 - please share any problems or concerns you had [free text]	
8. Did you feel that you had enough information about how to take the medications by yourself at home?	<ul style="list-style-type: none"> No – specify Yes, somewhat Yes, definitely
If NO to Q8 - please share with us what information you needed [free text]	
9. Did you have any concerns about the safety of using the medications by yourself at home?	<ul style="list-style-type: none"> No Yes - specify
If YES to Q9 - what concerns did you have? [free text]	
10. Did you have any other problems or concerns about using the medications by yourself at home? [free text]	
11. Have you been able to manage your pain effectively?	<ul style="list-style-type: none"> No Yes, somewhat effectively Yes, effectively Not sure
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?	<ul style="list-style-type: none"> 0-10 scale

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? <ul style="list-style-type: none">• 0-10 scale
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 <1 day, arrange nurse call back] [free text]
15. Did you feel confident that you had passed the pregnancy? <ul style="list-style-type: none">• No• Yes• Not sure
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)? <ul style="list-style-type: none">• No• Yes – specify• Not sure
If YES to Q16 - please share your thoughts with us [free text]
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? <ul style="list-style-type: none">• By telephone• Face to face• Via video link• Don't know/ it depends
18. Could you tell us a bit about why you would choose that option? [free text]
19. Have you had to seek help or advice about problems arising from the abortion? <ul style="list-style-type: none">• No• Yes – MSI phone call• Yes – MSI in person• Yes – GP• Yes - hospital
20. Overall, how was your experience of our service? <ul style="list-style-type: none">• Very poor• Poor• Neither good nor poor• Good• Very good• Don't know
21. Please confirm that you have received the link to the aftercare booklet including the number for the 24/7 aftercare helpline? <ul style="list-style-type: none">• Yes• No (if no, please resend)
22. Do you have any concerns that you would like to speak to a nurse about? <ul style="list-style-type: none">• No• Yes (if yes, arrange a nurse call back)
23. Do you have any comments about how we could improve the process? [free text]