

**Table S1: Univariable logistic regression models for awareness and use of online appointment booking**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
18-34	1.48 [1.02,2.15]	1.49 [0.85,2.59]
35-44	1.48 [0.95,2.31]	1.61 [0.97,2.67]
45-54	1.48 [1.09,2.01]	1.65 [1.19,2.30]
55-64	1.61 [1.21,2.15]	1.56 [1.03,2.35]
65-74	1.60 [1.25,2.06]	1.47 [1.06,2.04]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.32 [1.12,1.55]	1.29 [1.05,1.59]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	0.58 [0.40,0.86]	0.82 [0.56,1.20]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	2.01 [1.55,2.61]	2.65 [1.72,4.09]
Further	2.21 [1.71,2.86]	2.93 [2.01,4.28]
Higher	2.80 [2.17,3.62]	3.18 [2.20,4.59]
Other	1.45 [0.94,2.26]	1.53 [0.82,2.88]
Still studying	2.10 [0.85,5.18]	0.57 [0.07,4.97]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.19 [0.90,1.59]	1.12 [0.86,1.45]
Not currently working	0.83 [0.66,1.05]	0.98 [0.74,1.30]
Retired	1.02 [0.82,1.26]	0.89 [0.73,1.10]
Everyday	4.30 [3.52,5.25]	12.44 [6.57,23.53]
Sometimes	2.72 [2.08,3.55]	6.26 [2.87,13.68]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.28 [1.08,1.51]	1.63 [1.36,1.95]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	1.08 [0.88,1.33]	0.91 [0.67,1.23]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.37 [1.11,1.70]	1.11 [0.84,1.47]
10+ hours	1.04 [0.79,1.37]	1.01 [0.74,1.38]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	1.78 [1.34,2.37]	5.61 [2.86,11.01]
5+ times	2.17 [1.54,3.04]	9.25 [4.57,18.72]
Deprivation score (↑1 unit)	1.10 [1.03,1.17]	1.06 [1.00,1.13]

**Table S2: Univariable logistic regression models for awareness and use of repeat prescriptions**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
18-34	1.08 [0.77,1.51]	0.63 [0.34,1.15]
35-44	1.43 [0.98,2.10]	1.02 [0.63,1.65]
45-54	1.32 [0.98,1.77]	1.33 [0.93,1.91]
55-64	1.70 [1.33,2.17]	1.48 [1.06,2.07]
65-74	1.64 [1.27,2.11]	1.71 [1.23,2.39]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.21 [1.03,1.42]	1.02 [0.85,1.22]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	0.59 [0.42,0.82]	0.49 [0.32,0.74]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	1.93 [1.49,2.50]	1.95 [1.26,3.01]
Further	2.01 [1.56,2.59]	2.06 [1.45,2.91]
Higher	2.30 [1.75,3.03]	2.13 [1.56,2.91]
Other	1.38 [0.93,2.04]	1.63 [1.21,2.20]
Still studying	2.27 [0.94,5.45]	1.00 [1.00,1.00]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.12 [0.88,1.44]	1.32 [0.93,1.87]
Not currently working	0.95 [0.73,1.22]	1.32 [0.97,1.80]
Retired	1.15 [0.96,1.38]	1.53 [1.24,1.89]
Everyday	4.13 [3.25,5.24]	6.80 [4.29,10.77]
Sometimes	2.70 [1.98,3.70]	4.24 [2.49,7.23]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.66 [1.45,1.90]	2.82 [2.32,3.42]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	0.93 [0.76,1.13]	0.71 [0.53,0.95]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.31 [1.04,1.66]	1.23 [0.95,1.60]
10+ hours	1.16 [0.93,1.46]	1.37 [1.06,1.75]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	1.98 [1.52,2.58]	4.44 [2.94,6.69]
5+ times	2.57 [1.96,3.36]	7.98 [5.24,12.15]
Deprivation score (↑1 unit)	1.11 [1.05,1.17]	1.13 [1.05,1.22]

**Table S3: Univariable logistic regression models for awareness and use of accessing medical records**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
18-34	1.30 [0.77,2.21]	2.51 [0.93,6.78]
35-44	1.18 [0.67,2.05]	2.49 [1.14,5.40]
45-54	1.65 [1.21,2.26]	1.58 [0.79,3.17]
55-64	1.67 [1.22,2.28]	2.07 [1.11,3.85]
65-74	1.85 [1.41,2.41]	2.62 [1.56,4.40]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.15 [0.95,1.38]	0.84 [0.62,1.13]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	0.86 [0.56,1.31]	1.11 [0.60,2.05]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	2.38 [1.58,3.58]	3.53 [1.45,8.54]
Further	2.11 [1.31,3.40]	4.34 [2.17,8.70]
Higher	2.37 [1.41,3.97]	4.10 [1.83,9.20]
Other	1.59 [0.75,3.36]	2.06 [0.60,7.06]
Still studying	3.20 [1.08,9.48]	2.48 [0.29,21.49]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.03 [0.72,1.47]	0.84 [0.49,1.44]
Not currently working	0.90 [0.74,1.10]	0.93 [0.62,1.38]
Retired	1.18 [0.90,1.55]	0.96 [0.64,1.44]
Everyday	4.17 [2.45,7.12]	9.39 [3.42,25.80]
Sometimes	3.38 [2.01,5.68]	4.63 [1.75,12.24]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.47 [1.28,1.68]	2.38 [1.61,3.50]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	0.70 [0.51,0.95]	0.90 [0.59,1.36]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.24 [0.88,1.73]	1.01 [0.62,1.64]
10+ hours	1.04 [0.73,1.49]	0.98 [0.52,1.85]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	2.71 [1.70,4.33]	14.76 [1.94,112.44]
5+ times	3.77 [2.28,6.24]	29.66 [3.76,234.00]
Deprivation score (↑1 unit)	1.16 [1.06,1.28]	1.15 [1.02,1.29]

**Table S4: Univariable logistic regression models for awareness and use of telephone consultations**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
18-34	0.78 [0.54,1.13]	0.58 [0.42,0.80]
35-44	1.13 [0.80,1.60]	0.73 [0.53,1.01]
45-54	0.98 [0.75,1.27]	0.69 [0.49,0.99]
55-64	0.91 [0.70,1.17]	0.67 [0.51,0.89]
65-74	1.05 [0.81,1.36]	0.77 [0.60,1.00]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.76 [1.46,2.12]	1.26 [1.07,1.49]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	0.89 [0.58,1.38]	1.14 [0.74,1.76]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	1.14 [0.88,1.47]	0.96 [0.68,1.35]
Further	1.02 [0.75,1.39]	0.86 [0.61,1.22]
Higher	1.24 [0.90,1.70]	1.05 [0.70,1.57]
Other	0.89 [0.56,1.40]	1.10 [0.68,1.80]
Still studying	0.50 [0.19,1.28]	0.64 [0.18,2.22]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.38 [1.09,1.76]	1.17 [0.92,1.48]
Not currently working	1.43 [1.04,1.96]	1.64 [1.17,2.30]
Retired	1.22 [0.97,1.55]	1.38 [1.10,1.72]
Everyday	1.43 [1.08,1.88]	0.94 [0.68,1.29]
Sometimes	1.39 [1.05,1.83]	1.02 [0.75,1.40]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.57 [1.28,1.93]	1.85 [1.46,2.34]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	1.35 [1.10,1.67]	1.34 [1.04,1.72]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.10 [0.85,1.43]	1.06 [0.81,1.37]
10+ hours	1.58 [1.13,2.20]	1.58 [1.09,2.31]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	2.28 [1.73,3.00]	6.52 [4.33,9.82]
5+ times	3.38 [2.46,4.64]	15.53 [9.97,24.19]
Deprivation score (↑1 unit)	1.07 [0.93,1.22]	1.06 [0.91,1.24]

**Table S5: Multivariable logistic regression models for awareness and use of online appointment booking**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
65-74	1.16 [0.77,1.76]	0.95 [0.65,1.38]
55-64	1.12 [0.72,1.75]	0.89 [0.53,1.51]
45-54	1.09 [0.62,1.90]	0.98 [0.56,1.72]
35-44	0.98 [0.49,1.94]	1.01 [0.48,2.11]
18-34	1.02 [0.57,1.83]	0.77 [0.34,1.75]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.50 [1.24,1.80]	1.43 [1.14,1.79]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	0.90 [0.64,1.29]	1.17 [0.71,1.92]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	1.35 [0.99,1.85]	1.40 [0.91,2.13]
Further	1.83 [1.36,2.45]	1.90 [1.33,2.73]
Higher	1.83 [1.35,2.48]	1.85 [1.33,2.56]
Other	1.43 [0.81,2.52]	1.37 [0.70,2.67]
Still studying	1.60 [0.55,4.65]	0.35 [0.04,3.41]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.03 [0.77,1.38]	0.99 [0.73,1.35]
Not currently working	1.00 [0.78,1.28]	1.10 [0.79,1.54]
Retired	1.51 [1.09,2.08]	1.09 [0.76,1.56]
Everyday	4.39 [2.98,6.46]	14.92 [6.84,32.57]
Sometimes	2.26 [1.55,3.30]	5.83 [2.45,13.85]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.35 [1.10,1.66]	1.47 [1.20,1.81]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	1.01 [0.78,1.32]	0.68 [0.47,0.98]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.17 [0.90,1.51]	0.93 [0.69,1.24]
10+ hours	1.11 [0.80,1.54]	1.18 [0.80,1.74]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	1.61 [1.14,2.27]	5.99 [2.99,12.00]
5+ times	2.13 [1.41,3.24]	10.64 [5.01,22.59]
Deprivation score (↑1 unit)	1.09 [1.02,1.15]	1.05 [0.99,1.12]
N	2276	2242

**Table S 6: Multivariable logistic regression models for awareness and use of repeat prescriptions**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
65-74	1.36 [0.99,1.87]	1.23 [0.84,1.81]
55-64	1.47 [1.03,2.10]	1.11 [0.74,1.68]
45-54	1.16 [0.75,1.80]	1.19 [0.77,1.84]
35-44	1.40 [0.83,2.36]	0.92 [0.49,1.71]
18-34	0.98 [0.63,1.54]	0.63 [0.29,1.36]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.34 [1.12,1.61]	1.13 [0.90,1.42]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	1.12 [0.80,1.56]	0.82 [0.53,1.28]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	1.39 [1.00,1.93]	1.20 [0.74,1.97]
Further	1.53 [1.15,2.03]	1.41 [0.91,2.19]
Higher	1.47 [1.06,2.05]	1.38 [0.93,2.04]
Other	1.37 [0.78,2.41]	1.79 [1.10,2.90]
Still studying	2.04 [0.86,4.82]	1.00 [1.00,1.00]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	0.91 [0.69,1.20]	1.11 [0.74,1.67]
Not currently working	0.98 [0.75,1.28]	1.52 [0.99,2.33]
Retired	1.54 [1.17,2.03]	1.55 [1.11,2.16]
Everyday	5.14 [3.74,7.07]	11.86 [6.57,21.42]
Sometimes	2.63 [1.85,3.74]	4.73 [2.59,8.62]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.81 [1.50,2.18]	2.58 [2.09,3.18]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	0.95 [0.72,1.26]	0.84 [0.61,1.15]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.16 [0.87,1.54]	1.14 [0.84,1.55]
10+ hours	1.36 [0.98,1.88]	1.51 [1.08,2.11]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	1.79 [1.31,2.44]	3.53 [2.10,5.93]
5+ times	2.22 [1.56,3.14]	5.78 [3.46,9.68]
Deprivation score (↑1)	1.10 [1.03,1.17]	1.11 [1.02,1.21]
N	2276	2224

**Table S 7: Multivariable logistic regression model for awareness and use of accessing medical records**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
75 and over (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
65-74	1.77 [1.24,2.52]	2.50[1.33,4.70]
55-64	1.61 [1.01,2.56]	1.83[0.83,4.00]
45-54	1.82 [1.08,3.08]	1.24[0.45,3.41]
35-44	1.63 [0.83,3.19]	2.79[0.94,8.28]
18-34	1.37 [0.62,3.04]	2.50[0.62,10.03]
Male (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
Female	1.22 [0.96,1.56]	0.85[0.63,1.14]
White (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
BAME	2.05 [1.35,3.11]	1.72[0.79,3.74]
No qualifications (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
Secondary	1.67 [1.11,2.51]	2.09[0.92,4.78]
Further	1.63 [1.02,2.62]	2.41[1.20,4.84]
Higher	1.55 [0.96,2.50]	2.12[0.98,4.55]
Other	1.43 [0.59,3.44]	1.87[0.48,7.22]
Still studying	2.68 [0.86,8.34]	1.28[0.17,9.73]
Full time work (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
Part time work	0.80 [0.56,1.14]	0.68[0.38,1.23]
Not currently working	0.97 [0.72,1.32]	0.97[0.61,1.54]
Retired	1.40 [1.06,1.85]	1.05[0.65,1.70]
Everyday	4.20 [2.90,6.09]	8.00[2.63,24.30]
Sometimes	3.05 [1.97,4.73]	3.54[1.16,10.84]
Never internet use (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
LTC	1.38 [1.12,1.70]	2.21[1.34,3.63]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
Parent to <16	0.60 [0.44,0.82]	0.80[0.50,1.29]
No informal caring (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
1-9 hours caring	1.07 [0.69,1.64]	0.97[0.55,1.72]
10+ hours	1.29 [0.81,2.04]	1.45[0.73,2.85]
No GP use (ref)	1.00 [1.00,1.00]	1.00[1.00,1.00]
1-5 times	2.35 [1.39,3.97]	11.33[1.43,89.79]
5+ times	3.29 [1.80,6.03]	19.88[2.50,157.87]
Deprivation score (↑1 unit)	1.18 [1.07,1.30]	1.16[1.03,1.31]
N	1870	1845

\*OR (95% CI) = Odds Ratio (95% Confidence Interval); ref = referent category

**Table S 8: Multivariable logistic regression model for awareness and use of telephone consultations**

	Awareness of service OR [95%CI]	Service used OR [95%CI]
75 and over (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
65-74	0.99 [0.75,1.31]	0.78 [0.58,1.05]
55-64	0.74 [0.49,1.12]	0.64 [0.42,0.96]
45-54	0.78 [0.51,1.20]	0.59 [0.35,0.99]
35-44	0.76 [0.42,1.37]	0.48 [0.29,0.81]
18-34	0.57 [0.33,0.98]	0.45 [0.27,0.76]
Male (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Female	1.82 [1.48,2.23]	1.29 [1.07,1.57]
White (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
BAME	1.24 [0.74,2.09]	1.41 [0.82,2.42]
No qualifications (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Secondary	1.10 [0.78,1.56]	1.19 [0.79,1.81]
Further	1.10 [0.79,1.54]	1.14 [0.77,1.67]
Higher	1.27 [0.95,1.69]	1.51 [1.04,2.20]
Other	0.89 [0.53,1.50]	1.20 [0.68,2.12]
Still studying	0.65 [0.21,1.95]	1.39 [0.40,4.76]
Full time work (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Part time work	1.03 [0.77,1.39]	0.89 [0.68,1.18]
Not currently working	1.31 [0.98,1.74]	1.31 [0.95,1.81]
Retired	1.01 [0.69,1.49]	0.95 [0.68,1.33]
Everyday	1.81 [1.27,2.59]	1.16 [0.82,1.64]
Sometimes	1.55 [1.10,2.19]	1.20 [0.83,1.72]
Never internet use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
No LTC (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
LTC	1.40 [1.12,1.75]	1.36 [1.08,1.73]
Not a parent to <16 (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
Parent to <16	1.44 [1.08,1.93]	1.79 [1.34,2.39]
No informal caring (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-9 hours caring	1.01 [0.70,1.45]	1.11 [0.80,1.54]
10+ hours	1.54 [1.08,2.20]	1.49 [1.01,2.19]
No GP use (ref)	1.00 [1.00,1.00]	1.00 [1.00,1.00]
1-5 times	1.94 [1.37,2.75]	8.33 [5.02,13.82]
5+ times	2.74 [1.76,4.24]	17.55 [9.50,32.44]
Deprivation score (↑1 unit)	1.08 [0.92,1.27]	1.07 [0.89,1.29]
N	2002	2049