

Supplementary Data

Table S1. Characteristics of patients interviewed by country

	England (N=12)	Belgium (N=10)	Netherlands (N=10)	Ireland (N=5)	Germany (N=8)	Greece (N=6)	Poland (N=5)	Sweden (N=10)	All countries (N=66)
Age range (mean)	34 – 69 (48.2)	7 – 65 (34.9)	9 – 75 (49.7)	32 – 76 (51)	6 – 69 (39.25)	25 – 63 (45.8)	26 – 76 (48.2)	19 – 68 (42.7)	6 – 76 (45)
Female sex % (N=)	58.3% (7)	50% (5)	30% (3)	60% (3)	75% (6)	66.7% (4)	40% (2)	40% (4)	51.5% (34)
Tested for COVID-19	3	1	8 [†]	3 [§]	6	1	3	7	32
Tested positive for COVID-19	2	1	2	1	None	None	1	4	11

[†]6 patients out of the 8 who were tested had not received their test results at the time of their interview.

[§]1 patient out of the 3 who were tested had not received their test result at the time of their interview.

Table S2. Characteristics of PCPs interviewed by country

	England (N=11)	Belgium (N=10)	Netherlands (N=10)	Ireland (N=10)	Germany (N=9)	Greece (N=10)	Poland (N=10)	Sweden (N=10)	All countries (N=80)
Age range (mean)	29-62 (47.3)	29-63 (44)	33-56 (45.8)	32-60 (43.3)	29-61 (43.2)	26-51 (39.8)	29-59 (49.2)	31-58 (43.5)	26-63 (44.5)
Female sex % (N=)	72% (8)	50% (5)	60% (6)	60% (6)	56% (5)	80% (8)	90% (9)	70% (7)	68% (54)
GPs	7/11	10/10	10/10	10/10	4/9	3/10	8/10	5/10	57/80
Nurses	3/11	N/A	N/A	N/A	1/9	4/10	2/10	4/10	14/80
Other HCPs	N/A	N/A	N/A	N/A	2 GP trainees; 1 physician assistant; 1 paediatrician working in primary care	1 assistant nurse ; 1 social worker working in primary care; 1 paediatrician working in primary care	N/A	1 assistant nurse	8/80
Years of experience	1-32 years	5-38 years	2.5-19 years	4-33 years	6-37 years	3-20 years	4-37 years	9-31 years	1-38 years

Table S3. Additional quotes from patient interviews

Perceived need for consulting a PCP	Level of confidence in PCP remained unchanged by remote consultation
<p><i>Being a health care professional myself, I in turn do not want to burden the ICU, especially if the symptoms are manageable, because I used to work here and I know my doctor personally, I think I could call her and consult her, since it is also approved by the NOPH*. [P6, Greece]</i></p>	<p><i>I did not like that we did not see the doctor, and we said it all over the phone. But it was not her fault either, these were the facts... The advice she gave me, what I have to do helped me. I had no one else to rely on at this stage. [P5, Greece]</i></p>
<p><i>I just felt like the doctors couldn't, like their hands were tied. So he just had to say well there's nothing I can do because there's no temperature. He was like look yeah I'm really sorry you know he was genuinely, like I kind of felt like I knew all the symptoms and different things like there's so much talk about it and you've read about it. So I kind of knew all the different things, so like in my own view I was like I really think I have it you know. [P1, Ireland]</i></p>	<p><i>I also think that even the communication was much easier than I thought it would be - you read a lot from body language and read a lot from the voice, the tone of voice and so on. So, as always, the thing that can always improve is the technology of course. The better the technology, the more of this information is non-verbal, so to speak - you can read [perceive] it. [P2, Sweden]</i></p>
<p><i>I talked to 1177† quite a few times - it was like back and forth there. Er... I knew that I was taken seriously in any case; they asked an awful lot of supplementary questions and helped... I asked many things: "But what do I do if this happens?", and it wasn't as though they had no answers, like, so it was really good. [P8, Sweden]</i></p>	<p><i>Especially the reassurance from his [GP] side, and then also of course that he told "from the moment something's up, call me immediately and then we'll see what we have to do". [P8, Belgium]</i></p>
<p><i>I mean I did try to contact 111§ but they're really not very helpful at all! I think because they're just following guidelines – You just need to self-isolate, monitor your symptoms. I know these things already so I have to talk to another person who would actually guide me through it and the GPs did that very well. [P5, England]</i></p>	<p><i>The characteristics that this doctor has, she is happy, beloved and as I mentioned before because we have a friendship of years, if nothing else this pushed me to trust her and want to keep what she advises me. [P6, Greece]</i></p>

* NOPH: National Organisation for Public Health in Greece

† 1177: National health service in Sweden

§ 111: National Health Service helpline in the United Kingdom

Table S4. Additional quotes from PCP interviews

<p>Sub-theme1: PCPs offered advice on managing symptoms and risk related to COVID-19</p>	<p>Sub-theme 2: Primary care as the first point of contact during the pandemic</p>	<p>Sub-theme 3: PCPs adjusting to changing doctor-patient relationship</p>
<p><i>Often [a concern is] taking care of children. that comes back a lot. But also concerns about the care of the parents or the grandparents. For example, someone who takes care of his grandchildren and takes care of his mother, they often have a very difficult time because they don't know what to do now. [P4, GP, Belgium]</i></p>	<p><i>If you thought that they should come anyway, that it was really necessary, we have also had patients [say] yes but, I'd rather not come now. I'd rather stay away from everything now. Sometimes you had to convince them that it was necessary. That we hadn't organised these separate flows for nothing [P6, GP, the Netherlands]</i></p>	<p><i>When I consult with a patient I would tend to sit not on top of them but I would sit quite close to them, and my contact will be important and I would often put a hand on somebody's arm [...] that just can't happen now even if I am seeing someone face to face. [P1, GP, Ireland]</i></p>
<p><i>So, slightly unclear information which the patient may have obtained from the TV or radio. So, worry plus a bit of disinformation [...] unfortunately mainly people who come from abroad, because they may not have understood or there may have been misinformation from friends [P6, GP, Sweden]</i></p>	<p><i>Some of them are very worried... there are those who are extremely worried, who prefer you to wear all of the protection equipment, whatever you're doing. Er... so... but many are safe and secure anyway, like, in... and trust us to do what we do. But there are those who are extremely worried. [P4, Nurse, Sweden]</i></p>	<p><i>Personally I did not give my personal phone to the patients who used to ask me because there is both family and personal time and I could not cope with that. Now in COVID-19 times, I have given my phone to many people [...] Now there was no excuse you have to have the time because we are in a state of emergency [P2, GP, Greece]</i></p>

Box S1. Topic Guide for Patient Interviews

Below is a list of topics to be discussed in this study.

1. Participants' beliefs about symptoms of COVID-19.
2. Participants' reports of help-seeking behaviour during the SARS-CoV-2 outbreak.
3. Participants' perceptions and experiences of care received.
4. Participants' perceptions of personal risk of COVID-19 and experiences of prevention behaviours before and after consultation.
5. Participants views on public health messages.

Example questions (additional questions may be added following the topics above):

Symptoms and help-seeking

1. You recently consulted your health service for respiratory symptoms, can you tell me a little about why you consulted and what happened?
2. What symptoms did you have and what were you most concerned about?
3. Did you try anything to help manage your symptoms at home?
4. Where did you go to get advice about your symptoms? How useful did you find this advice? What additional information do you think should be available?
5. When did you decide to consult? Why?

The consultation

6. What did you think of the consultation that you had?
7. What went well in your consultation? Is there anything that the GP could have said or done that would have helped you more?
8. In your consultation you had a test for coronavirus, how did you feel about having this test?
9. When did you receive your test result and what happened next?

Prevention behaviours

10. What are you doing now to prevent yourself from getting coronavirus?
11. Have you changed anything you do since your consultation?

Public health messages

12. What public health messages have you seen about coronavirus? Where have you seen these?
13. What do you think about these public health messages?

Closing

14. Is there anything else you would like to discuss about coronavirus or your experiences?

Box S2. Topic Guide for Clinician Interviews

Below is a list of topics to be discussed in this study.

1. Participants' views and experiences of delivering care during the outbreak and managing patients with suspected COVID-19.
2. Participants' views and experiences of new protocols and policies introduced as a response to the SARS-CoV-2 outbreak which influence the way they and their organisation deliver care to patients.
3. Participants' perceptions of personal risk of COVID-19 and experiences of prevention behaviours.

Example questions (additional questions may be added following the topics above):

These questions are for clinicians and non-clinicians unless otherwise indicated.

1. Can you tell me about how you are currently providing care to patients in the context of the coronavirus outbreak?
Prompts: How has your team/organisation responded to the coronavirus outbreak?
2. What information or training have you received to help you provide care for patients during a coronavirus outbreak?
Prompts: What information/training has been offered to you? Your colleagues? Has training been mandatory? How helpful have you found this information/training?
3. How prepared do you feel to manage patients during this outbreak?
Prompts: How confident are you that you can implement any guidance and training you have received? How important do you feel your role is in providing care in an outbreak situation?
4. What processes or activities, if any, have changed in your role as a result of the coronavirus outbreak?
Prompts: Are you required to do any additional tasks as a result of COVID-19? If so, what? Have you had to make any changes to your usual way of working? If so, how? How were you notified about required changes?
5. What resources have you and your team/organisation been provided with to help deliver care to patients (during an outbreak)?
Prompts: Staff time? Money? Physical resources?
6. How well do you think your team and your organisation have been able to respond to the coronavirus outbreak to date?
Prompts: How have your colleagues responded to the coronavirus outbreak? What has gone well in terms of implementing changes as a result of coronavirus? What has been difficult to implement?
7. What do you think should be done differently?
Prompts: What changes need to be put in place now? What should happen in any future outbreak scenarios?

Box S2. Continuation of Topic Guide for Clinician Interviews

8. How do you think patients have responded to the coronavirus outbreak?

Prompts: How have patients discussed any concerns about COVID-19? In the last 6 weeks, have you seen any differences in patient consultation behaviour? What has your organisation asked patients to do as a result of COVID-19? How are patients responding to this advice?

9. Have you been tested for COVID-19?

If yes, go to question 10.

If no, go to question 11.

10. Can you tell me about why you were tested for COVID-19 and what happened as a result?

Prompts: How did you feel about the process of being tested? How did you feel about the result?

11. How do you feel about delivering care to patients in the context of the coronavirus outbreak?

Prompts: How concerned are you about working during any local COVID-19 outbreak? How concerned are you about catching COVID-19? How confident are you that you can protect yourself from catching the virus? How confident are you that your organisation is set up to protect staff?

12. In the last 6 weeks, have you changed anything you do to help decrease your risk of catching COVID-19?

Prompts: Have you changed anything you do at work? At home? In public? What would happen if you were infected with COVID-19?