

Appendix 2: Tables for Coding of Responses

Version 1

Q 1	Yes or No
Q 2	No or Smart phone or Email or Other (specify what other was in the box)
Q3	
a	Yes – Phone No – FTF No Difference – No Difference
b	Yes – FTF No – Phone No difference – Phone
c	Yes – Phone No – FTF No difference – No Difference
d	Yes – FTF No – Phone No difference – No Difference
e	Yes – Shorter Wait No – Longer Wait No difference – No Difference
f	Yes – No technical problems No – Technical problems
g	Yes – Certain No – Uncertain
h	Yes – Difficult

	No – Easy
i	Yes – Acceptable No – Problem
Q 4	Put in the number they give
Q 5	Type their response word for word
Q 6	Put the number they give

Version 2

Q 1	Yes or No
Q 2	No or Smart phone or Email or Other (specify what other was in the box)
Q3	
A	Yes – FTF No – Phone No difference – No difference
B	Yes – Phone No – FTF No difference – FTF
C	Yes – FTF No – Phone No difference – No difference

D	Yes – Phone No – FTF No difference – No difference
E	Yes – Longer Wait No – Shorter Wait No difference – No difference
F	Yes – Technical problems No – No technical problems
G	Yes – Uncertain No – Certain
H	Yes – Easy No – Difficult
I	Yes – Problem No – Acceptable
Q 4	Put in the number they give
Q 5	Type their response word for word
Q 6	Put the number they give