

**Table 4:** Patient experience responses by survey participant demographic characteristics.

Survey question	Characteristic		Median Likert score (95% CI)	Unadjusted difference in median Likert score (95% CI)	P value
Satisfaction with phone consultation	Gender	Female	10 (8–10)	reference	<0.001
		Male	8 (8–9)	-2 (-3--1)	
	Age group	16–24	8(8–10)	reference	0.240
		25–44	9.5 (8–10)	1 (-1-3)	
		45–64	9(8–10)	1 (-1-3)	
		65+	8 (8–10)	0 (-2-2)	
	Ethnicity	European	9 (8–10)	Model did not converge	
		Māori	10 (8–10)		
		Pacific	8 (8–8)		
		Other	8 (8–10)		
	Deprivation Quintile	1	8 (7–9)	reference	0.090
		2	9 (8–10)	1 (-1-3)	
		3	9 (8–10)	1 (-1-3)	
		4	9 (8–10)	1 (0-2)	
		5	10 (8–10)	2 (1-3)	
Likelihood to recommend phone consultation to a friend	Gender	Female	8 (8–9)	reference	1.000
		Male	8 (7–8)	0 (-2-2)	
	Age group	16–24	8 (6–9)	Reference	1.000
		25–44	8 (7–10)	0 (-3-3)	
		45–64	8 (8–10)	0 (-3-3)	
		65+	8 (5–9)	0 (-3-3)	
	Ethnicity	European	8 (8–9)	reference	0.916
		Māori	9 (7–10)	1 (-2-4)	
		Pacific	7.5 (7–8)	-1 (-7-5)	
		Other	7.5 (5–10)	0 (-3-3)	
	Deprivation quintile	1	8 (7–10)	reference	0.453
		2	8 (7–10)	0 (-3-3)	
		3	10 (8–10)	2 (-1-5)	
		4	8 (6–9)	0 (-2-2)	
		5	8 (5–10)	0 (-2-2)	