

**7935 records**  
Identified by search

**7887 records excluded**  
by title/abstract screening

**35 studies (48 records)**  
Identified for full  
screening

**22 studies excluded**

- 5 were not primary studies
- 1 not in OECD high-income country
- 9 did not make direct observation of primary care consultations
- 7 did not report any qualitative data

**13 studies (26 records)**  
Met inclusion criteria