

<b>Step 1 Practice Recruitment</b>	<ul style="list-style-type: none"> <li>General practices invited</li> <li>Interested practices sent <i>Invitation Letter + Information Sheet + Informed Consent/Revocation of Consent Form</i></li> <li>Practices recruited (n = 32)</li> </ul>
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<b>Step 2 Baseline data collection Part 1 and Patient recruitment</b>	<ul style="list-style-type: none"> <li>Practices complete <i>Assessment Survey</i></li> <li>GPs and practice nurses complete <i>GP+Practice Nurse Survey</i></li> <li>Baseline Clinical Audit conducted</li> <li>Practices identify eligible patients (n=160). Patients sent <i>Invitation Letter + Information Sheet + Informed Consent /Revocation of Consent Form + Survey</i></li> </ul>
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<b>Step 3 Practice Randomisation</b>	<ul style="list-style-type: none"> <li>Intervention group (n = 16)</li> <li>Control group (n = 16)</li> </ul>
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<b>Baseline data collection Part 2</b>	<ul style="list-style-type: none"> <li>Clinical Audit reports prepared</li> <li>GP, practice nurse and practice manager interviews held (only with the staff members from two Intervention practices/State)</li> </ul>
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<b>Step 4 Intervention</b>	<ul style="list-style-type: none"> <li>Training session for GPs and practice nurses</li> <li>Telephone calls to practices</li> <li>Intervention Practice Visits (n = 3)</li> </ul>
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<b>Step 5 12-month Followup data collection</b>	<ul style="list-style-type: none"> <li>Clinical Audit</li> <li>GP and practice nurse Survey</li> <li>Patient Survey</li> <li>GP, Practice Nurse and Practice Manager Interviews</li> <li>Patient Interviews</li> </ul>