

Supplementary Material

Engagement of primary care practice in Australia: learnings from a diabetes care project

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Supplementary Material 1:

Focus group prompts for GPs who were targeted for participant recruitment.

Supplementary Material 2:

Interview prompts for practice nurses and diabetes educators who were targeted for participant recruitment.

Supplementary Material 1: Focus group prompts for GPs who were targeted for participant recruitment.

- 1. Had you heard about the program? If so, how did you learn about it?**
- 2. How do you typically find out about new services?**
 - a. What are valuable sources of information for you?
 - b. How do you PRIORITISE what new services/research projects receive your attention? Do Practice Managers/nurses act as gatekeepers for you?
 - c. What areas of clinical care are important to you? Is diabetes one of these areas?
- 3. Do you have many patients with diabetes in your practice?**
 - a. Is diabetes management a priority?
 - b. Do you regularly initiate injectables? Why/why not?
 - c. What processes/services do you currently use to initiate injectables?
 - d. How hard/intensive is the process of getting patients onto injectable therapies (eg. patient barriers, preparation, referrals etc)? What has been your experience around starting patients on injectables in the past?
 - e. Have there been any changes in the way you manage patients with type 2 diabetes in the past year or two? For example, using different medications, aiming for different targets, referring to different services?
 - f. Do you think there is a need for more services for diabetes management/ injectable initiation?
- 4. BARRIERS. What was it about this model that prevented you from referring?**
 - a. Was this need already being met by other services?
 - b. If financial barrier was raised as an issue, we would ask questions such as: Was there a cost/funding element, i.e. you were not being paid enough to refer to the project, or you don't receive Medicare support for paperwork?
- 3. Was there anything else the project team could have done to encourage more referrals?**
- 4. Do you refer to the [At Home Services organisation] at all currently? For what services?**
 - o Was the service consistent with your idea of [At Home Services organisation]?
 - o Would you consider the [At Home Services organisation] as a support for chronic disease management?
 - o Do you think we should continue to offer a service like this in future?

Supplementary Material 2: Interview prompts for practice nurses and diabetes educators who were targeted for participant recruitment.

Practice nurse and diabetes educator interview prompts:

1. What were your initial impressions of this project when you heard about it?

- Did you think it might be something you'd use?
- Did you think it was addressing a need in the community? Why/why not?
- Did you think it would help relieve burden in the area? In your practice?
- Did you perceive the project to be complimentary to your service or potentially a competing service?
- Was the service consistent with your idea of [the community nursing organisation] services? Were the participants targeted too different to a "typical [community nursing organisation] client"?

2. If a client was referred/you referred a client:

- Did you speak with your client about their experience with the [community nursing organisation] nurse? What were their impressions?
- What was your experience of working with the research team and the [community nursing organisation] clinical team?

3. What do you think were the barriers to recruiting for this study?

- Was the referral process straightforward or cumbersome?
- Did we provide enough support to referring clinicians?

4. What do you think would work better?

- Prompts: Should we have targeted different clients?
- Should the service we offered have been different?
- Should we have been working only in a certain area/with certain referring clinicians?
- Should we be employing staff with different qualifications to work in this area?

5. Would you like to work with district nurses in future? If so, in what way?