**Supplementary material 2: Patients’ views on the practice nurse delivering their long-term condition review (N=318).**

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| GPAQ nurse assessment# | Control period  N=206 | Intervention period  N=112 | All patients responding at phase 1  N=318 |
| How good was the nurse at: |  |  |  |
| Putting you at ease |  |  |  |
| Very good | 169 (85) | 93 (85) | 262 (85) |
| Good | 26 (13) | 15 (14) | 41 (13) |
| Satisfactory | 3 (2) | 1 (1) | 4 (1) |
| Poor | 0 (0) | 0 (0) | 0 (0) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Giving you enough time |  |  |  |
| Very good | 164 (83) | 90 (83) | 254 (83) |
| Good | 31 (16) | 18 (17) | 49 (16) |
| Satisfactory | 3 (2) | 1 (1) | 4 (1) |
| Poor | 0 (0) | 0 (0) | 0 (0) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Listening to you |  |  |  |
| Very good | 158 (80) | 94 (86) | 252 (82) |
| Good | 37 (19) | 12 (11) | 49 (16) |
| Satisfactory | 3 (2) | 3 (3) | 6 (2) |
| Poor | 0 (0) | 0 (0) | 0 (0) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Explaining your condition and treatment |  |  |  |
| Very good | 142 (72) | 88 (81) | 230 (75) |
| Good | 44 (22) | 15 (14) | 59 (19) |
| Satisfactory | 11 (6) | 6 (6) | 17 (6) |
| Poor | 1 (1) | 0 (0) | 1 (<1) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Involving you in decisions about your care |  |  |  |
| Very good | 141 (71) | 83 (76) | 224 (73) |
| Good | 46 (23) | 16 (15) | 62 (20) |
| Satisfactory | 10 (5) | 10 (9) | 20 (7) |
| Poor | 1 (1) | 0 (0) | 1 (<1) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Providing or arranging treatment for you |  |  |  |
| Very good | 147 (75) | 83 (78) | 230 (76) |
| Good | 40 (21) | 19 (18) | 59 (20) |
| Satisfactory | 7 (4) | 4 (4) | 11 (4) |
| Poor | 1 (1) | 0 (0) | 1 (<1) |
| Very poor | 0 (0) | 0 (0) | 0 (0) |
| Would you be completely happy to see this nurse again? |  |  |  |
| Yes | 198 (100) | 109 (100) | 307 (100) |
| No | 0 (0) | 0 (0) | 0 (0) |

Figures are numbers and percentages; numbers may not add up to totals due to missing data. # = GPAQ nurse assessment (28).