Assessed for eligibility: n=235 practices

Excluded: n=163 practices
- Not meeting inclusion criteria: n=3
- Declined to participate: n=153
- Inability to implement protocol: n=7

Included: n=72 practices

Potential eligible patients: n=3,478 (screening lists)

Thorough assessment for eligibility: n=1,346 (random sample of patients)

Excluded: n=841 patients
- Not meeting inclusion criteria: n=110
- Declined to participate: n=150
- Not invited to participate: n=575
- Other reasons: n=6

Included: n=505 patients

Randomized: n=72 practices (n=505 patients)

Allocated to complex intervention (36 practices)
- Received allocated intervention, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Received allocated intervention, patients: 250
- Didn’t receive allocated intervention, patients: 0

Allocated to control (36 practices)
- Received allocated control, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Received allocated control, patients: 253
- Didn’t receive allocated control, patients: 0

Loss to Follow-up T1 (6 months after T0):
- Practices: 0
- Patients: 9

Loss to Follow-up T2 (9 months after T0):
- Practices: 0
- Patients: 3

Analyzed, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Excluded from analysis, practices: 0
- Analyzed, patients: 252
- Excluded from analysis, patients: 0

Analyzed, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Excluded from analysis, practices: 0
- Analyzed, patients: 252
- Excluded from analysis, patients: 0

Loss to Follow-up T1 (6 months after T0):
- Practices: 0
- Patients: 11

Loss to Follow-up T2 (9 months after T0):
- Practices: 0
- Patients: 3

Analyzed, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Excluded from analysis, practices: 0
- Analyzed, patients: 253
- Excluded from analysis, patients: 0

Analyzed, practices (no./median practice size/range): 36 / 7 / 6 to 8
- Excluded from analysis, practices: 0
- Analyzed, patients: 253
- Excluded from analysis, patients: 0
Characteristics of non-responding practices

In total, 132 practices were called up to three times, of them 6 did not answer the phone. 107/126 were active general practices, 7 were not, and 12 practices did not provide information about it at the phone. 55/107 (51%) of the general practices had internet access, 50/107 had not, 2 did not provide details.

<table>
<thead>
<tr>
<th>Practices</th>
<th>Participating practices (total)</th>
<th>Non-responding practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location: no. (%)</td>
<td>N=72</td>
<td>N=132</td>
</tr>
<tr>
<td>City (&gt;100,000 inhabitants)</td>
<td>22 (31%)</td>
<td>46 (35%)</td>
</tr>
<tr>
<td>Middle size town (20,000 to 100,000)</td>
<td>16 (22%)</td>
<td>37 (28%)</td>
</tr>
<tr>
<td>Small town (5,000 to 20,000)</td>
<td>25 (35%)</td>
<td>47 (36%)</td>
</tr>
<tr>
<td>Rural area (&lt;5,000 inhabitants)</td>
<td>9 (13%)</td>
<td>2 (2%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Practice type: no. (%)</th>
<th>N=72</th>
<th>N=126</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single handed practices</td>
<td>41 (57%)</td>
<td>75 (60%)</td>
</tr>
<tr>
<td>Group practice</td>
<td>27 (38%)</td>
<td>27 (21%)</td>
</tr>
<tr>
<td>Practice community</td>
<td>4 (6%)</td>
<td>6 (5%)</td>
</tr>
<tr>
<td>Not announced</td>
<td>-</td>
<td>18 (14%)</td>
</tr>
</tbody>
</table>

Reasons for non-responding

- No time / too much effort
- No interest in study participation in general
- Did not receive postal mail or did not remember
- Participation in another study
- Organizational reasons (restructuring of the practice)
- Non-GP practice
- Other reasons
- No reasons announced