

## Capacity for Chronic Disease Management in General Practice Research Study Practice Profile Interview – Linkages with External Organisations of Providers (GP-LI)

**CCRM Atlas Measure(s):** [21](#), [22](#)

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## CAPACITY FOR CHRONIC DISEASE MANAGEMENT IN GENERAL PRACTICE RESEARCH STUDY PRACTICE PROFILE INTERVIEW LINKAGES WITH EXTERNAL ORGANISATIONS OR PROVIDERS

### *Notes to Researchers:*

#### **BEFORE THE INTERVIEW**

- *Before commencing the interview, check the Pre-visit Questionnaire: Q12 to identify services offered at the practice by attending health professionals as these may be included where appropriate.*

#### **DURING THE INTERVIEW**

- *Please follow the suggested wording / script in **red***
- *Capture as much information as you can. If you are unsure about the validity of an answer, ask for details.*
- *Where interviewees indicate that they have no more linkages in a category, insert n/a in the free text field and 8 (not applicable) in each associated number field*

#### **AFTER THE INTERVIEW**

- *Use F1 Help to code the responses.*
- *Green shaded areas are to be scored after the interview.*

Researcher ID:                      Practice ID #:                      Today's Date:

**INTRODUCTION:**

*"I'd now like to ask you some questions about the linkages and relationships that the practice has with other providers or organisations. This includes services offered at the practice by visiting health professionals.*

*For the purposes of this part of the interview, consider the situation where you are briefing a new GP who has joined your practice. You're informing the GP about the various links and relationships that the practice has with other providers or organisations.*

*I'll ask you to describe your practice's clinical links for asthma, type 2 diabetes, and hypertension or ischaemic heart disease. This will be followed by a section on non-clinical links.*

*While your practice may have links maintained by individual GPs, these questions focus on practice linkages."*

*Starting with asthma:*

- 
- |           |  |   |
|-----------|--|---|
| 1.        | Does your practice have any links with other providers or organisations for <b>referral or clinical advice</b> for asthma?<br><br><i>If no</i> go to <b>Q2</b>   | 1 = yes<br>0 = no<br>9 = don't know/<br>unsure/<br>missing data |
| Comments: |  |   |
| 1.1       | 1 <sup>st</sup> link:<br><br>a. Who is the linkage with? <i>(If individual providers, ask for profession and initials)</i><br><br>b. On a scale of 0 – 5, (where <b>0</b> is the <b>lowest</b> and <b>5</b> is the <b>highest</b> ) rate the effectiveness of the <b>communication</b> between the two organisations:<br><br>c. On a scale of 0 – 5, (where 0 is the <b>lowest</b> and 5 is the <b>highest</b> ) rate the <b>quality</b> of the service provided to your practice: |   |

- 1.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 1.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

- 
2. Continuing with asthma, does the practice provide **shared care or care plans**? 1 = yes
- Prompt only if necessary* 0 = no
- Shared care = care delivery in which generalist and specialists work together to meet a patient's needs* 9 = don't know / unsure / missing data
- If yes*, does the practice have links for **shared care or care planning** that you'd tell a new GP about? 1 = yes
- If no*, go to **Q3** 0 = no
- 8 = not applicable
- 9 = don't know / unsure / missing data

Comments:

- 2.1 1<sup>st</sup> link:
- a. Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 2.2 2<sup>nd</sup> link:
- a. Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 2.3 3<sup>rd</sup> link:
- a. Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

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3. Does your practice have any links to outside providers for **patient education or self help** for asthma? 1 = yes

*If no* go to **Q4** 0 = no

9 = don't know / unsure

/ missing data

Comments:

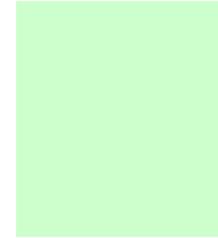
- 3.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 3.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 3.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 
4. Does your practice have any links or relationships with outside providers to **improve community awareness of Asthma or to improve community access to services or resources?**
- If no* go to **Q5**
- Comments:

1 = yes  
0 = no  
9 = don't know / unsure  
/ missing data

- 4.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 4.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 4.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 
5. Finally for Asthma, are there any aspects of asthma management that **are needed, but not covered** by your practice’s linkages?  
*If no* go to **Q6**
- 1 = Yes  
0 = No  
9 = don’t know / unsure  
/ missing data

5.1 If yes, please describe:

1 = if gap in services is identified  
0 = no gap identified  
8 = not applicable



*Moving on to Type 2 Diabetes now.*

*Again, consider the situation where you're briefing a new GP about the linkages the practice has for clinical purposes.*

6. Does your practice have any links or relationships with other providers or organisations for **referral or advice** for type 2 Diabetes?

1 = yes  
0 = no  
9 = don't know / unsure / missing data

*(including clinical information and second opinions)*

*If no* go to **Q7**

Comments:

6.1 1<sup>st</sup> link:

a. Who is the linkage with? *(If individual providers, ask for profession and initials)*

b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:

c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

- 6.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 6.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

- 
7. Continuing with Diabetes, does the practice provide **shared care or care plans**? 1 = yes  
0 = no  
9 = don't know / unsure / missing data
- Prompt only if necessary*
- Shared care = care delivery in which generalist and specialists work together to meet a patient's needs*
- If yes*, does the practice have **links** for **shared care or care planning** that you'd tell a new GP about? 1 = yes  
0 = no  
8 = not applicable  
9 = don't know / unsure / missing data
- If no*, go to **Q8**

Comments:

- 7.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 7.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 7.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

8. Does your practice have any links to outside providers for **patient education or self help** for type 2 diabetes?

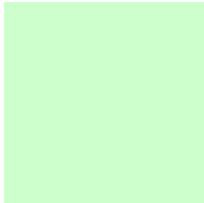
*If no* go to **Q9**

Comments:

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1 = yes  
0 = no  
9 = don't know / unsure / missing data

- 8.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 8.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 8.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **effectiveness** of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 
9. Finally for type 2 diabetes, does your practice have any links to outside providers to **improve community awareness of Type 2 Diabetes** or to **improve community access to services or resources**?
- If no* go to **Q10**
- Comments:
- 1 = yes  
0 = no  
9 = don't know / unsure / missing data

- 9.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 9.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 9.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 
10. Are there any aspects of type 2 diabetes management **that are needed, but not covered** by your practice’s linkages?  
*If no go to Q11*
- 10.1 If yes, please describe:
- 1 = yes  
0 = no  
9 = don’t know / unsure / missing data
- 1 = if gap in services is identified  
0 = no gap identified  
8 = not applicable
- 

*"Now I want to ask to you about Hypertension/ Ischaemic Heart Disease.  
Again, consider the situation where you're briefing a new GP about the linkages the practice has for clinical purposes."*

- 
11. Does your practice have any links or relationships with other providers or organisations for **referral or advice** for hypertension or ischaemic heart disease?  
*(including clinical information and second opinions)*
- 1 = yes  
0 = no  
9 = don't know / unsure / missing data
- If no* go to **Q12**
- Comments:
- 11.1 1<sup>st</sup> link:
- a. Who is the linkage with? *(If individual providers, ask for profession and initials)*
- b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
- c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 11.2 2<sup>nd</sup> link:
- a. Who is the linkage with? *(If individual providers, ask for profession and initials)*
- b. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
- c. On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

- 11.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
12. Continuing with Hypertension or IHD, does the practice provide **shared care or care plans**?
- Prompt only if necessary*
- Shared care = care delivery in which generalist and specialists work together to meet a patient’s needs*
- If yes*, does the practice have links for **shared care or care planning** that you’d tell a new GP about?
- If no*, go to **Q13**
- Comments:
- 12.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

1 = yes  
0 = no  
9 = don’t know / unsure / missing data

1 = yes  
0 = no  
8 = not applicable  
9 = don’t know / unsure / missing data

- 12.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 12.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

13. Does your practice have any links to outside providers for **patient education or self-help** for hypertension or ischaemic heart disease?

*If no* go to **Q14**

Comments:

- 13.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

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1 = yes  
0 = no  
9 = don't know / unsure / missing data

- 13.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 13.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **effectiveness** of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

14. Finally, does your practice have any links to outside providers to **improve community awareness of ischaemic heart disease or hypertension** or to **improve community access to services or resources**?

1 = yes  
0 = no  
9 = don't know / unsure / missing data

*If no* go to **Q15**

Comments:

- 14.1 1<sup>st</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

- 14.2 2<sup>nd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:
- 14.3 3<sup>rd</sup> link:
- Who is the linkage with? *(If individual providers, ask for profession and initials)*
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the effectiveness of the **communication** between the two organisations:
  - On a scale of 0 – 5, (where 0 is the **lowest** and 5 is the **highest**) rate the **quality** of the service provided to your practice:

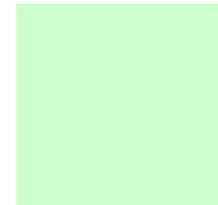
15. Are there any aspects of hypertension / IHD management **that are needed, but not covered** by your practice’s linkages?

*If no* go to **Q16**

1 = yes  
0 = no  
9 = don’t know / unsure / missing data

15.1 *If yes*, please describe:

1 = if gap in services is identified  
0 = no gap identified  
8 = not applicable



*"Now a general question:"*

- 
16. Does the practice have a resource directory of services?  
*If no go to Q17*
- 1 = yes  
0 = no  
9 = don't know / unsure / missing  
data
- a. If a GP was new to the practice, how helpful would the directory be for making chronic disease referrals? Rate (0 – 5)
- b. On a scale of 0 – 5, how complete would he/she find the directory:  
*Prompt: does it include all the necessary types of specialists etc*
- c. On a scale of 0 – 5, how up to date would she/he find this directory?  
*Prompt: are the numbers and addresses correct? Are new services included in the directory?*

*Note: the practice principal does not need to be present for the remainder of this interview*

- 
17. Does the practice have any links or relationships with any outside providers/organisations to conduct **quality improvement or research**?  
*Prompt: clinical audits, surveying of patients, etc.*
- 1 = yes  
0 = no  
9 = don't know / unsure / missing  
data
- If no go to Q18*
- Comments:
- 17.1 For each linkage, answer the following questions:  
1<sup>st</sup> link:
- a. Who is linkage with?
- b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*
- c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 17.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 17.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

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18. If non-GP **staff members require professional development or training**, does the *practice* have a link with any organisations to help in obtaining this?

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

*If no* go to **Q19**

Comments:

18.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 18.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 18.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

19. Does the *practice* have links or relationships with individuals or organisations that provide **technical support** (such as IT or equipment assistance)?

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

*If no* go to **Q20**

Comments:

19.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 19.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 19.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

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20. Does the *practice* have links or relationships with individuals or organisations that **provide practice staff** to expand the range of services offered by the practice?

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

*If no* go to **Q21**

Comments:

20.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 20.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 20.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

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21. Does the *practice* have links or relationships with individuals or organisations that provide **business support (accounting, strategic planning etc)**?

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

*If no* go to **Q22**

Comments:

21.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 21.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 21.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

22. Does the *practice* have links or relationships with individuals or organisations with which **resources, equipment, or services are shared?** (*eg share practice manager, nurse, computer templates*)

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

*If no* go to **Q23**

Comments:

22.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 22.2 2<sup>nd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 22.3 3<sup>rd</sup> link:  
 a. Who is linkage with?  
 b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*  
 c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 
23. Does the *practice* have any other links or relationships with **organisations, professional bodies or networks** for the benefit of the practice?

1 = yes  
 0 = no  
 9 = don't know / unsure / missing data

Comments:

- 23.1 For each linkage, answer the following questions:

1<sup>st</sup> link:

- a. Who is linkage with?  
 b. How does this linkage work?

*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*

- c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

- 23.2 2<sup>nd</sup> link:
- a. Who is linkage with?
  - b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*
  - c. On a scale of 0 – 5, rate the quality of the service provided to your practice:
- 23.3 3<sup>rd</sup> link:
- a. Who is linkage with?
  - b. How does this linkage work?  
*Prompt: Who contacts whom? Is the link for ongoing work or on a casual / ad hoc basis?*
  - c. On a scale of 0 – 5, rate the quality of the service provided to your practice:

*That brings us to the end of this section of the interview. Thank you for your input.*

Researcher comment: