Supporting Information

Supplementary materials
This appendix was part of the submitted manuscript and has been peer reviewed. It is posted as supplied by the authors.

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Supplementary materials

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## A. Protocol variations

Several modifications were made to the implemented trial.

| Section of paper            | Change                                                                                                                                                                                                 |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setting and participants    | The first ineligibility requirement was waived in Region 1 because of the extent of past and current training in the region.                                                                         |
| Statistical methods         | Practice size was calculated using practice description survey data, rather than the estimates used for randomisation. A sensitivity analysis using the original randomization estimates yielded results similar to those reported in the main model (Supporting Information, Tables E3). |
| Secondary outcome 1         | Unlike the primary outcome measure, there was no date associated with changes in patient records in the PenCS CAT, so to ensure that changes in patient records could be attributed to the correct 6-month period, Here, the target population was changed from refugee background patients to those who had presented to the practice for the first time in the preceding 6 months. |
| Secondary outcome 2         | The measurement of this outcome was updated during the trial to account for the poor recording of the need and use of interpreters in the electronic medical record. Instead, we sourced practice-level usage rates from the TIS National. |
| Statistical methods         | The modelling approach applied for the primary outcome and secondary outcome 1 was not done for secondary outcome 2 due to very low numbers of TIS National services provided and such approaches produce heavily biased parameter estimates if events are rare. |
| Statistical methods         | Practice size was calculated using practice description survey data, rather than the estimates used for randomization. A sensitivity analysis using the original randomisation estimates yielded results similar to those reported in the main model (see Supporting Information, Table E3). |
B. Patient record screening procedure

Patient records were screened for inclusion using the following procedure.
1. Patients with a Year of Arrival before 2012 were removed from the dataset.
2. Patients with a first visit date before 01/01/2012 were removed from the dataset.
3. Patients without a country of birth, ethnic background or language recorded from Table B1 were removed from the dataset.

Conflicts arising during Step 3 were resolved using the following rules:

- Anyone with the words “refugee” or “asylum seeker” recorded in the medical record were included, regardless of country of birth or ethnic background.
- If there was conflicting data regarding country of birth, ethnic background and language, recorded country of birth was prioritised first, then ethnic background, with language last.
- If there was conflicting data between defined fields (i.e. formal country of birth and ethnic background fields) and free text fields (e.g. social history, warnings/comments), defined fields were prioritised.
- Entries referencing countries of interest in the context of travel/immunisation were removed if it did not already contain reference to a refugee/potentially from a refugee background. This included comments such as “Sudan on June 30”, “Iraq for family”.
- Patients with multiple recorded ethnicities were deleted if their origins were not geographically close enough to suggest that one ethnic background might be referring to a transit country (e.g. “Ethnicity: Syrian, Lebanese” was accepted, but “Ethnicity: Afghan, Sudanese” or “Ethnicity: Iranian, South African” were excluded).
- Children (i.e. patients <18 years) born in transit countries were removed from the dataset if the ethnic background matched the country of birth (e.g. Country of Birth- Egypt, Ethnicity-Sudanese would be included, but Country of Birth- Egypt, Ethnicity- Arab would be included)
- Data referring to Arabic without any other information suggesting the patient was from a refugee background was deleted as speaking Arabic or being of Arabic ethnic background (Arab) is too broad and unlikely to suggest that a patient is a refugee.
- Data with “mon”, “as” , “chin”, “gio”, “han”, “shan”, “mano” or “karen” (including italicised variations) was removed if the context suggested that it meant something in a different context to what the search parameters intended (e.g. ‘Karen was angry’, ‘cut on the chin’, ‘as per Dr’, ‘review on Mon’) and the entry did not contain a further reference to identified refugee or potential refugee background.

| Country | Ethnic groups | Official languages | Recognised languages |
|---------|---------------|-------------------|---------------------|
| Refugees | Afghan, Hazara, Hazaragi, Aimaq, Baloch, Gujar, Nuristani, Pashai, Pashto, Pashtun, Pathan, Qizibash, Tajik, Uzbek, Turkmen, Dari | Dari, Pashto | Hazaragi, Uzbek, Turkmen, Balochi, and Pashayi |
| Afghanistan | Assamese or Sarchop, Bhutanese, Lhotsampa, Ngalop or Bhoti, Kirat, Tamang, Magar, Brahman, Chhetri, Gurung | Dzongka | Chocangaca, Laka, Brokkat, Brokpa, Laya, Kham Tibet, Bumthang, Kheng, Kurtop, Dzala, Nyen, ‘Ole, Takpa, Chali, Tshangala, Gongduk, Lepcha, Lhokpu, Nepali, Sikkimese, Groma, Toto |
| Country                        | Ethnic groups                                                                 | Official languages | Recognised languages                  |
|-------------------------------|-------------------------------------------------------------------------------|--------------------|----------------------------------------|
| Burma or Myanmar              | Burmese or Bamar, Chin, Dai, Karen, Karenni, Mon, Rohingya, Shan, Arakan, Kachin, Kayin, Kayah, Rakhine | Burmese            | Shan, Karen, Kachin, Mon               |
| Burundi                       | Tutsi, Tw, Bwa                                                                | French, English, Kirundi | Swahili                                |
| Democratic Republic of Congo, Congo or DRC | Bantu, Congolese, Luba, M’Bochi, Mangbetu-Azande, Mongo, Teke, Bakongo, Swahili, Kswahili, Lingala | French              | Kikkongo, Lingala, Swahili, Tshiluba   |
| Eritrea                       | Afar, Beja, Bilen, Eritrean, Kio, Rashaida, Sao, Hidarb, Kunama, Nara, Tigre, Tigrina  | Tigrinya, Tigre, Arabic | Sao, Afar, Dahlik, Kunama              |
| Ethiopia                      | Afar, Amhara, Amharic, Ethiopian, Gamo, Gurage, Hadiya, Kambaata, Kefficho, Kio, Oromo, Sidama, Sile, Tigray, Tigre, Tigrinya, Welaita, Afar, Nilotic | Amharic             | Oromo, Somali, Tingrinya, Sidamo, Wolaytta, Gurage, Afar |
| Iran                          | Armenian, Azeri or Azari, Azerbaijani, Iranian, Kurd, Kurdish, Lur, Pamiri, Persian, Tajik, Baluchi or Baloch, Arab, Turkmen, Assyrian, Chaldean, Syriac, Farsi, Mande an | Persian/Farsi       | Azerbaijani, Kurdish, Gilaki, Mazandarani, Luri, Arabic, Balochi |
| Iraq                          | Iraqi, Kurds                                                                  | Arabic, Kurdish     | Syriac-Aramaic, Feyli Lurish            |
| Liberia                       | Gio, Gola, Grebo, Kpelle, Kru, Liberian, Lorma, Mano, Mandingo, Vai           | English             | Kissi, Maninka, Loma, Kpelle, Dan, Mano, Bandi, Mende, Cai, Bassa, Dewoin, Gbii, Glaro-Twabo, Glio-Oubi, Grebo, Kiao, Krahn, Krumen, Kuwaa, Sapo, Tajusosohn, Gola |
| Sierra Leone                  | Limba, Loko, Mende, Sierra-Leonean, Temne, Fula, Mandingo, Krio               | English             | Krio, Mende, Temne, Limba              |
| Sudan                         | Acholi, Arabic, Dinka, Fallata, Fulani, Fur, Halpulaar, Nuer, Nuba, Sudanese, South Sudanese, Beja, Copts, Murle, Shilluk, Fertit, Jur, Equatorian, Misseri, Lotuko | Arabic, English     | Beja/Bedawi, Hausa, Tigre, Dinka, Nuer, Fur, Masalit, Zaghawa, Tese, Temelin, Doni, Nobini, Midob, Zande, Kadu, Rashad, Talodi-Heiban, Katla, Lafa, Falani |
| South Sudan                   |                                                                                 | English             | Arabic, Luo, Dinka, Nuer, Murle, Zande  |
| Syria                         | Assyrian, Yazidis, Kurd, Kurdish, Druze, Alawites, Syrian, Turkmen, Chaldean, Syriac | Arabic              | Kurdish, Aramaic, Assyrian             |
| Tibet                         | Tibetan, Moinba, Lhoba, Naxi, Han, Hui, Nu, Drung, U-Tsang, Drokpa, Khamba    | Tibetan             |                                         |

**Asylum seekers**

Tamil

Rohingya or Rohingya

**Children (i.e. age <18 years) born in transit countries**

| Country | Ethnic Backgrounds |
|---------|--------------------|
| Egypt   | Any of the ethnic backgrounds listed below. |
| Pakistan|                                   |
| Thailand|                                   |
C. Study questionnaires

1. Practice description survey
2. Refugee health survey
3. Practitioner survey
Thank you for taking the time to complete this survey. Your responses to this survey will help us to understand how your practice is currently organised, what information systems are used, who works here and what kinds of policies and procedures you have in place for working with patients. When responding to the questions, please feel free to involve others in the practice, including the OPTIMISE Practice Team members.

Q1 Name of practice

________________________________________________________________________

Q2 Address of practice

________________________________________________________________________

Q3 What is your name and contact number (We will get in touch with you if we have any questions of clarification.)

________________________________________________________________________
Q4 What is **your role** in the practice

____________________________________________________________________________________

Q5 Please indicate **who else in the practice helped to complete the survey** (if relevant)

____________________________________________________________________________________

____________________________________________________________________________________
SECTION A: About Your Practice Staff
These questions will help us to understand how OPTIMISE works in different contexts, including the size and staffing levels and profession mix of practices.

We are asking for the names of staff to help us to ensure consent has been documented.

Q6 Please list the name(s) of the general practitioners who work in your practice:

| Name of General Practitioner(s) | Gender | Languages spoken | Sessions or half-days per week |
|----------------------------------|--------|------------------|-------------------------------|
| 1                                |        |                  |                               |
| 2                                |        |                  |                               |
| 3                                |        |                  |                               |
| 4                                |        |                  |                               |
| 5                                |        |                  |                               |
| 6                                |        |                  |                               |
| 7                                |        |                  |                               |
| 8                                |        |                  |                               |
| 9                                |        |                  |                               |
| 10                               |        |                  |                               |

Q7 Does your practice employ practice nurses?

○ Yes. Please go to Q7.1

○ No. Please go to Q8

Q7.1 Please list the name(s) of the practice nurses who work in your practice:

| Name of Practice Nurse(s) | Gender | Languages spoken | Sessions or half-days per week |
|---------------------------|--------|------------------|-------------------------------|
| 1                         |        |                  |                               |
| 2                         |        |                  |                               |
| 3                         |        |                  |                               |
| 4                         |        |                  |                               |
| 5                         |        |                  |                               |
Q8 Please list the name(s) of the practice managers who work in your practice: A practice manager is responsible for the business management of the practice

| Name of Practice Manager(s) | Gender | Languages spoken | Sessions or half-days per week |
|-----------------------------|--------|------------------|--------------------------------|
| 1                           |        |                  |                                |
| 2                           |        |                  |                                |
| 3                           |        |                  |                                |
| 4                           |        |                  |                                |
| 5                           |        |                  |                                |

Q9 Does your practice employ reception or administrative staff?

- Yes. Please go to Q9.1
- No. Please go to Q10

Q9.1 Please list the name(s) of the receptionist and administrative staff who work in your practice:

| Name of Receptionist or Administrative Staff Member(s) | Gender | Languages spoken | Sessions or half-days per week |
|-------------------------------------------------------|--------|------------------|--------------------------------|
| 1                                                     |        |                  |                                |
| 2                                                     |        |                  |                                |
| 3                                                     |        |                  |                                |
| 4                                                     |        |                  |                                |
| 5                                                     |        |                  |                                |
Q10 Are there any other staff, including allied health professionals, who work in your practice:

|     | Name | Discipline (e.g. physio, psychologist) | Gender | Languages spoken | Sessions or half-days per week |
|-----|------|----------------------------------------|--------|-----------------|--------------------------------|
| 1   |      |                                        |        |                 |                                |
| 2   |      |                                        |        |                 |                                |
| 3   |      |                                        |        |                 |                                |
| 4   |      |                                        |        |                 |                                |
| 5   |      |                                        |        |                 |                                |

SECTION B: Roles and functions performed by staff in the practice
These questions explore the way you allocate different tasks and functions in the practice. This will help to design and implement strategies/activities.

Q11 Do nursing staff have access to medical records within Medical Director or Best Practice?

- Yes, all nurses do
- No, no nurses do
- Some nurses do (please explain why your response in the box below)

________________________________________________
Q12 **Appointments**  
Please indicate **who is responsible** for the **following functions in the practice**, especially as they **relate to refugees**.
You can use the "Other" column and comments box below if you need to.

| Not done in our practice | Doctors | Practice nurse | Practice manager | Reception/admin | Other (please specify in comments box below) |
|--------------------------|---------|----------------|------------------|-----------------|---------------------------------------------|
|                          |         |                |                  |                 |                                             |

1. Triage patients to decide the order of access to appointments based on urgency of need  

Q12.1 Comments

________________________________________________________________________________________
________________________________________________________________________________________
Q13 **Consultation/support**
Please indicate who is responsible for the **following functions in the practice**, especially as they **relate to refugees**.
You can use the "Other" column and comments box below if you need to.

| Function Description                                                                 | Not done in our practice (1) | Doctors (2) | Practice nurse (3) | Practice manager (4) | Reception/admin (5) | Other (please specify in comments box below) (6) |
|-------------------------------------------------------------------------------------|------------------------------|-------------|--------------------|----------------------|---------------------|---------------------------------------------|
| 1. Establish whether a patient needs an interpreter                                  | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |
| 2. Book an interpreter                                                               | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |
| 3. Provide or support direct clinical care with an interpreter present (in person or on 'phone) | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |
| 4. Co-ordinates the conduct of health assessments                                    | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |
| 5. Provide refugee health assessments                                                | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |
| 6. Provide immunisations                                                             | ☐                            | ☐           | ☐                  | ☐                    | ☐                   | ☐                                           |

Q13.1 Comments
**Q14 Information systems**
Please indicate who is responsible for the following functions in the practice, especially as they relate to refugees.
You can use the "Other" column and comments box below if you need to.

| Not done in our practice | Doctors | Practice nurse | Practice manager | Reception/admin | Other (please specify in comments box below) |
|--------------------------|---------|----------------|------------------|-----------------|---------------------------------------------|
| 1. Maintain a refugee patient register | [ ] | [ ] | [ ] | [ ] | [ ] |
| 2. Collect and collate information about refugee relevant services | [ ] | [ ] | [ ] | [ ] | [ ] |
| 3. Maintain directories of available services & programs | [ ] | [ ] | [ ] | [ ] | [ ] |
| 4. Update clinical guidelines, pathways, protocols | [ ] | [ ] | [ ] | [ ] | [ ] |

**Q14.1 Comments**

________________________________________________________________________________________
________________________________________________________________________________________
Q15 **Follow up/Referral**
Please indicate **who is responsible** for the **following functions in the practice**, especially as they **relate to refugees**.
You can use the "Other" column and comments box below if you need to.

| Not done in our practice | Doctors | Practice nurse | Practice manager | Reception/admin | Other (please specify in comments box below) |
|--------------------------|---------|----------------|------------------|----------------|---------------------------------------------|
| 1. Manage patient recall for abnormal test results | □       | □              | □                | □              | □                                           |
| 2. Follow up patients who do not attend a previously scheduled appointment in the practice | □       | □              | □                | □              | □                                           |
| 3. Arrange follow-up appointments at the practice | □       | □              | □                | □              | □                                           |
| 4. Follow up to confirm that patients attended referral to external service | □       | □              | □                | □              | □                                           |

Q15.1 Comments

__________________________________________________________________________

__________________________________________________________________________
Q16 **Staff development/quality improvement**
Please indicate who is responsible for the following functions in the practice, especially as they relate to refugees.
You can use the "Other" column and comments box below if you need to.

| Function                                                                 | Not done in our practice | Doctors | Practice nurse | Practice manager | Reception/admin | Other (please specify in comments box below) |
|---------------------------------------------------------------------------|--------------------------|---------|----------------|------------------|-----------------|-----------------------------------------------|
| 1. Organise staff training                                               |                          |         |                |                  |                 |                                               |
| 2. Audit medical records for quality improvement                        |                          |         |                |                  |                 |                                               |
| 3. Ensure patient education and other materials are available in languages other than English |                          |         |                |                  |                 |                                               |

Q26.1 Comments

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Q17 Are there other important functions that are undertaken that are relevant to providing care to people with refugee backgrounds that are not mentioned above? If so, please describe here, and indicate whose role it is.

---
Q18 Use this space if you wish to **elaborate on any responses above**

---

**SECTION C: About the systems in your practice**
These questions help us to understand the context in which you will implement change.

Q19 What are the **opening hours** of the practice?

|        | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------|--------|---------|-----------|----------|--------|----------|--------|
| Hours |        |         |           |          |        |          |        |

Q20 Does the practice have an **appointment system**?

- ☐ Yes. *Please go to Q20.1*
- ☐ No. *Please go to Q21*

Q20.1 What is the booking interval (time allowed) for a **standard appointment** with the doctor?

- ☐ Less than 5 minutes
- ☐ 5-10 minutes
- ☐ 11-15 minutes
- ☐ 16-20 minutes
- ☐ More than 20 minutes
Q20.2 What is the usual booking interval (time allowed) for a new patient appointment?

- Less than 5 minutes
- 5-10 minutes
- 11-15 minutes
- 16-20 minutes
- More than 20 minutes

Q21 Do you confirm appointments with patients before scheduled visits?

- Always or almost always. Please go to Q21.1
- Often. Please go to Q21.1
- Sometimes. Please go to Q21.1
- Rarely or never. Please go to Q22
- Don't know or not applicable. Please go to Q22

Q21.1 How do you confirm appointments? For example, by phone, email or SMS

__________________________________________________________

__________________________________________________________

__________________________________________________________
Q22 Does the practice promote the **use of the patient held electronic health record** (that is, My Health Record) to patients?

- Yes. *Please go to Q22.1*
- No. *Please go to Q23*
- Don't know. *Please go to Q23*

Q22.1 How do you promote the patient held electronic health record to patients? e.g. who is responsible, what information is provided to patients?

________________________________________________________________________________________

________________________________________________________________________________________

Q23 Does your practice **use HealthPathways or Map of Medicine**?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Q24 Does the practice offer patients **privacy** when requesting or providing personal information (to front-of-house/reception staff or clinicians)? For example taking the patient to a separate room when asking about their background, past medical care, etc. or provide sensitive information or advice.

- Yes
- No
Q25 Does the practice **bulk-bill** any patients?

- Yes. *Please go to Q25.1*
- No. *Please go to Q26*

Q25.1 Please describe **who is bulk billed** (e.g. health care card only, all with Medicare card)

________________________________________________________________________

Q26 How does the practice bill **refugee patients who do not have a Medicare card**?

________________________________________________________________________

Q27 Does the practice use the **Health Assessment Medicare items when providing care to refugee patients**? For example, the MBS Item Numbers 701, 703, 705, 707 (noting that these are not specific to refugees)

- Yes. *Please go to Q27.1*
- No
- Don't know

Q27.1 Please explain how you use these Health Assessment items.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Q28 Does the practice have regular practice meetings for clinical staff?
- Yes, please state how often _____________________________________________
- No.
- Don't know
- Not applicable

Q29 Does the practice have regular practice meetings for non-clinical staff?
- Yes, please state how often and whether these are combined with clinical staff _____________________________________________
- No
- Don't know
- Not applicable

Q28.1/29.1
If you responded ‘NO’ to Q28 or Q29, how do you communicate with staff about significant changes within the practice?

Q30 Does the practice use professional translation & interpreting services?

|                      | Yes | No   | Don't know | No need |
|----------------------|-----|------|------------|---------|
| By Telephone         |     |      |            |         |
| Face-to-face         |     |      |            |         |
If you answered ‘YES’ to using professional translating and interpreting services via telephone or face-to-face, please go to Q30.1. Otherwise, please go to Q31.

Q30.1 Which languages do you most commonly use? Select up to 5 from the list below.
| Language                        | Language                        |
|--------------------------------|--------------------------------|
| Albanian                       | Kirundi (Rundi)                 |
| Amharic                        | Krio                           |
| Arabic                         | Kurdish                        |
| Aramaic                        | Nepali                         |
| Assyrian or Assyrian Neo       | Nuer                           |
| Bari                           | Oromo                          |
| Bosnian                        | Pashto                         |
| Burmese                        | Persian                        |
| Chaldean Neo Aramaic           | Serbian                        |
| Chin and related languages     | Shilluk                        |
| Croatian                       | Somali                         |
| Dan (Gio-Dan)                  | Swahili                        |
| Dari                           | Tamil                          |
| Dinka                          | Tigrinya                       |
| Farsi                          | Turkish                        |
| Hakka                          | Urdu                           |
| Hazaraghi                      | Vietnamese                     |
| Karen                          | Zophei                         |
| Karen S’Gaw                    |                                |
Q30.1.1 Please note **any other commonly used languages** here

____________________________________________________________________________
Q30.2 Which languages are most difficult to find professional interpreters for? Select up to 5 from the list below.
| Language                           | Language                           | Language                           |
|-----------------------------------|-----------------------------------|-----------------------------------|
| Albanian                          | Kirundi (Rundi)                   | Krio                              |
| Amharic                           | Kurdish                            | Nepali                            |
| Arabic                            | Arabic                             | Oromo                             |
| Aramaic                           | Assyrian or Assyrian Neo          | Pashto                            |
| Bari                              | Chaldean Neo Aramaic              | Persian                           |
| Bosnian                           | Chin and related languages        | Serbian                           |
| Burmese                           | Croatian                           | Shilluk                           |
| Dan (Gio-Dan)                     | Dan (Gio-Dan)                      | Somali                            |
| Dari                              | Dari                              | Swahili                           |
| Dinka                             | Dinka                             | Tamil                             |
| Farsi                             | Farsi                             | Tigrinya                          |
| Hakka                             | Hakka                             | Turkish                           |
| Hazaraghi                         | Hazaraghi                         | Urdu                              |
| Karen                             | Karen                             | Vietnamese                        |
| Karen S’Gaw                       | Karen S’Gaw                       | Zophei                            |
Q30.2.1 Please note any other languages for which finding professional interpreters is difficult here

Q31 Availability of information in appropriate languages

| Yes - for all patients who need it | Yes - for some patients who need it | No | Don't know or not applicable |
|-----------------------------------|-------------------------------------|----|------------------------------|
| Does the practice provide information about clinic opening hours and services available in multiple languages? | ☐ | ☐ | ☐ | ☐ |
| Are waiting room signs written in languages other than English? | ☐ | ☐ | ☐ | ☐ |

If you answered ‘YES – SOME PATIENTS’ please go to Q31.1
Otherwise, go to Section D

Q31.1 Please describe how you determine which patients need these services or strategies.
SECTION D: About the patients in your practice  If you don’t have the precise information, please “estimate” numbers and proportions to answer the questions in this section. You will be asked at the end of this section whether your estimates are based on your own views, discussion with others or checking the practice databases or records.

Practice Patient Profile

Q32 What is the (estimated) total number of active patients on the practice’s books (that is, the number of patients visiting the practice approximately 3 times in the past 2 years)

Q33 What are the predominant cultural or ethnic groups in your practice, and what proportion of the practice would each group represent?

| Predominant cultural or ethnic group | Estimated % of all patients |
|-------------------------------------|-----------------------------|
| 1                                   |                             |
| 2                                   |                             |
| 3                                   |                             |
| 4                                   |                             |
| 5                                   |                             |

Q34 Can you estimate the proportion of active patients in the practice who have a refugee (or refugee-like) background? (active = have visited 3 times in the past 2 years)
Q35 Please choose the **best description** of the **source of your information** from the following statements:

- The figures above are based on my own estimates
- The figures above are based on discussions with others in the practice
- The figures above are based on reviewing databases such as patient registers or auditing medical records

Q36 Use this space if you wish to elaborate on any responses above.

________________________________________

________________________________________

**Patient Register and Recall**

Q37 Does the practice **record the following information for new patients**?

|                              | Always or almost | Often | Sometimes | Rarely or never | Don't know or not applicable |
|------------------------------|------------------|-------|-----------|-----------------|-----------------------------|
| Employment status            |                  |       |           |                 |                             |
| Healthcare card holder       |                  |       |           |                 |                             |
| Country of birth             |                  |       |           |                 |                             |
| Refugee or asylum seeker status |                |       |           |                 |                             |
| Country of origin            |                  |       |           |                 |                             |
| Year of arrival in Australia |                  |       |           |                 |                             |
| Need for an interpreter      |                  |       |           |                 |                             |
| Preferred language           |                  |       |           |                 |                             |
Q38 **Where in the medical record** does the practice usually record the following information?

| Information                                      | Not routinely collected | Warning section of clinical record | Social history section of clinical record | Progress notes in clinical record | Defined fields in billing software | As free text in billing software | Other (please specify in comment box below) |
|--------------------------------------------------|-------------------------|------------------------------------|------------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-------------------------------------------|
| Employment status                                |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Healthcare card holder                           |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Country of birth                                 |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Refugee background including asylum seekers       |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Country of origin                                |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Year of arrival in Australia                     |                         |                                    |                                          |                                   |                                   |                                   |                                           |
| Need for an interpreter                          |                         |                                    |                                          |                                   |                                   |                                   |                                           |

Q39 Comments

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Q40 How does the practice know or confirm that a patient needs an interpreter?

☐ Patient is asked whether he/she needs an interpreter

☐ Patient requests an interpreter

☐ Other _________________________________

Q41 Do the following staff have access to the information the practice has recorded about refugee or asylum seeker status?

|                        | Yes, usually | Yes, sometimes | No | Don't know or not applicable |
|------------------------|--------------|----------------|----|-----------------------------|
| Reception or administrative staff | ☐            | ☐              | ☐  | ☐                           |
| Practice nurses        | ☐            | ☐              | ☐  | ☐                           |
| Doctors                | ☐            | ☐              | ☐  | ☐                           |
| Other, please specify  | ☐            | ☐              | ☐  | ☐                           |

Q42 If you have any other information that you think it is important to capture, please include it here.

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

End of Practice Description Survey
Baseline Refugee Healthcare Survey
Version date: 11th September 2017

Q1 Name and address of practice







Q2 Please indicate who in the practice was involved in completing the survey







Q3 Please note the names of research team members involved in completing the survey








**SECTION A: NEW PATIENT PRESENTATIONS TO THE PRACTICE**

Q4 How do **new patients with refugee backgrounds** currently **come to your practice**? (tick all that apply)

| Always or almost always | Often | Sometimes | Rarely or never | Don't know |
|-------------------------|-------|-----------|-----------------|------------|
| Referred by settlement services |       |           |                 |            |
| Referred by refugee health nurse |       |           |                 |            |
| Referred by sponsor |       |           |                 |            |
| Make their own appointment (or made by family or friends) |       |           |                 |            |
| Walk in |       |           |                 |            |

Q5 How does the practice **collect/confirm refugee or asylum seeker status** for a new patient? (e.g., from referral information; patients are routinely asked; If they are asked, when are they asked, who asks them, and where in the practice? )

________________________________________________________________________

________________________________________________________________________
Q6 Does the practice have any **written policies and protocols** about **recognising and recording patients with a refugee background**? If yes, please ask the respondents to provide copies after the survey has been completed.

- Yes
- No
- Don’t know

Q7 Does the practice **collect/confirm refugee patients’ year of arrival** to Australia?

- Yes
- No
- Don’t know

**Ask This Question:**

*If the response to Q7 is Yes*

Q7.1 How does the practice **collect/confirm** their **year of arrival**? (i.e. how are patients asked – by whom, when, where?)

______________________________________________________________

______________________________________________________________
Q8 Are **new patients** asked what their **language** preferences are?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

**Ask This Question:**

*If response to Q5 above is: Always or almost always OR Often OR Sometimes*

Q8.1 **How are patients asked** about their language preferences?

(include details of who is responsible, when and where patients are asked about language preferences, and whether **all refugee patients** are asked)

Q9 Are **language preferences recorded** in a patient’s medical record?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know
Q10 Is the need for an interpreter recorded in a patient’s medical record?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Ask This Question:
If response to Q7 is: Always or almost always OR Often OR Sometimes

Q10.1 How is the need for an interpreter recorded? (include details of who is responsible, where in the medical record the information is noted, and whether the information is recorded for refugee patients in particular)
Q11 Does your practice **receive assistance from outside organisations** (like Primary Health Networks, Refugee Health Programs within the Local Health Authority) with **managing refugee patients**?

- Yes
- No
- Don’t know

**Ask This Question:**

*If response to Q8 is Yes*

Q11.1 If yes, what organisations or services (please note regional differences)

- [ ] Refugee Health Fellow program
- [ ] Refugee Health Nurse program
- [ ] Local Primary Health Network (SEMPHN, NWMPHN or SWSPHN)
- [ ] Local Settlement Services (AMES Australia, Settlement Services International). If a different settlement service, please specify
  __________________________________________________
- [ ] Victorian Refugee Health Network (Foundation House, Victorian Foundation for Survivors of Torture)
- [ ] Other, please specify
  __________________________________________________

Q12 Research officer: **Record any comments about initial contact with patients with a refugee background made while answering the questions above or subsequently.**

__________________________________________________________________________
SECTION B: USE OF INTERPRETING SERVICES

Q13 Does your practice use professional translating and interpreting services (TIS National)?

|                          | Yes | No | Don't know | No need |
|--------------------------|-----|----|------------|---------|
| By telephone             | o   | o  | o          | o       |
| Face-to-face             | o   | o  | o          | o       |

Q14 In your opinion, are GPs in the practice generally uncomfortable working with interpreters?

- o Yes
- o No
- o Don't know

Q15 Has training on how to work with interpreters been offered to GPs by the practice?

- o Yes
- o No
- o Don't know

Ask This Question:
If response to Q13 is Yes

Q15.1 Please provide details about any training GPs may have received on working with interpreters.
e.g. what type of training, when & who provided it? How many GPs participated?
Q16 In your opinion, are nurses and other clinical staff in the practice generally uncomfortable working with interpreters?

- Yes
- No
- Don't know

Q17 Has training in how to work with interpreters been offered to nurses and other clinical staff by the practice?

- Yes
- No
- Don't know

Display This Question:
If the response to Q15 is Yes

Q17.1 Please provide details about any training nurses and other clinical staff may have received on working with interpreters.

e.g. what type of training, when & who provided it? How many nurses and other clinical staff participated?
Q18 In your opinion, are reception staff generally uncomfortable working with interpreters?

- Yes
- No
- Don't know

Q19 Has training on how to work with interpreters been offered to reception staff by the practice?

- Yes
- No
- Don't know

Display This Question:
If the response to Q17 is Yes

Q19.1 Please provide details about any reception staff may have received on working with interpreters. What type of training, when & who provided it? How many reception staff participated?

__________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________
Q20 Does your practice display and/or provide information to patients about the availability of interpreter services at the practice? If yes, please ask the respondents to provide copies after the survey has been completed.

- Yes
- No
- Don’t know

Q21 Does each clinician/office have a speaker phone?

- Yes
- No
- Don’t know

Q22 Do phones have a TIS sticker on them?

- Yes
- No
- Don’t know

Q23 Research officer: Record any comments about use of interpreting services made while answering the questions above or subsequently.
SECTION C: ASSESSMENTS AND HEALTHCARE

Q24 These questions relate to refugee health assessments

|                                                                 | Yes | No | Don’t know | Not done in this practice |
|-----------------------------------------------------------------|-----|----|------------|--------------------------|
| Does your practice use a Refugee Health Assessment template for screening people that have arrived in the last 12 months? |     |    |            |                          |
| Does your practice set aside specific appointment times for completion of refugee health assessments? |     |    |            |                          |
| Are longer appointments booked for refugee health assessments? |     |    |            |                          |
| Is the practice nurse involved in refugee health assessments?  |     |    |            |                          |

Q25 Research officer: Record any comments about undertaking refugee health assessments made while answering the questions above or subsequently.

SECTION D: REFERRAL PATHWAYS FROM THE PRACTICE FOR REFUGEE CLIENTS

Q26 Does your practice have a documented process for referral of refugee patients to external services i.e. specialists, support services, maternal and child health, dental etc. If yes,
please ask practice staff to provide copies of the documented process after the survey has been completed.

- Yes
- No
- Don't know

Q27 Do staff help refugee patients (who need it) with referrals, such as making an appointment or advising about potential costs.

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Q28 Does the practice have a documented process to confirm whether refugee patients attended the services to which they were referred?

If yes, please ask practice staff to provide copies of the documented process after the survey has been completed.

- Yes
- No
- Don't know
Q29 Does the practice have a **list of specialists and services that bulk bill** for refugee patient referrals?

- Yes
- No
- Don't know

Q30 Does the practice have a **list of specialists who are bilingual and what languages they speak**?

- Yes
- No
- Don't know

**Ask This Question:**

*If the response to Q28 is Yes*

Q30.1 How is the list of bilingual specialists and the languages they speak updated? How do GPs access the list?

Q31 Research officer: *Record any comments about referral pathways from the practice made while answering the questions above or subsequently.*
SECTION E: COMMUNICATION

Q32 Does your practice **adjust care to suit refugee patients with low literacy**? e.g. explain repeat scripts or use teach back?

- Yes
- No
- Don't know

**Ask This Question:**

*If the response to Q30 is Yes*

Q32.1 **Please give some examples** of how your practice adjusts care for refugee patients with low literacy

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Q33 Do reception staff offer to help refugee patients when they are filling out forms required to support healthcare delivery (e.g. patient registration) ?

○ Yes

○ No

○ Don't know

Q34 Is health and health service information provided to refugee patients in simple English, if required?

○ Yes

○ No

○ Don't know

Q35 Is health and health service information provided to refugee patients in languages other than English, if required?

○ Yes

○ No

○ Don't know

Q36 Does your practice provide refugee patients with updated medication summaries that describe in easy to understand language what medicines the patient is to take and how? If yes, please ask the respondents to provide an example of one of these lists after the survey has been completed.

○ Yes

○ No

○ Don't know
Q37 Research officer: Record any comments about communication with patients with refugee backgrounds made while answering the questions above or subsequently.



SECTION F: EDUCATION AND TRAINING

Q38 Have practice staff received any cultural competency training?

○ Yes

○ No

○ Don't know

Ask This Question:  
If the response to Q36 is Yes

Q38.1 Please give details of any cultural competency training that practice staff may have received.

e.g. what type of training, when & who provided it? How many GPs, nurses and other staff participated?
Q39 Has the practice offered or supported access to any education or training about refugee health to staff over the past 12 months?

- Yes
- No
- Don't know

Ask This Question
If the response to Q37 is Yes

Q39.1 Please give details of refugee health training that practice staff may have received. e.g. what type of training, when & who provided it? How many GPs, nurses and other staff participated?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Q40 Please describe any other specific strategies that your practice uses when providing healthcare to patients with refugee (or refugee-like) backgrounds here.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
SECTION G: FINAL QUESTIONS

Q41 What does your practice hope to get out of being involved in the OPTIMISE project?

Q42 At the end of the project how will you know that it was successful for your practice? What changes in your practice would you like to see as a result of the project?

SECTION H: DOCUMENT CHECKLIST
Q43 Please check that the practice has provided copies of the following documents (if applicable)

☐ Policy/protocol for recognising refugee patients and recording this information

☐ Signage or patient handouts on the availability of interpreter services (flyers, information booklets, posters etc)

☐ Process for referral of refugee patients to external services

☐ Process for confirming refugee patients’ attendance at services to which they are referred

☐ Example medication summary

☐ Other, please specify

_________________________________________________________

End of Refugee Healthcare Survey
Instructions for researcher: Please review the practice's baseline refugee health care survey responses and the action plans to become familiar with the activities that the practice planned to undertake at the beginning of the intervention. Please take a printed copies of these documents with you to the visit.

When completing sections A-D, first check whether the practice made any changes to routines. If yes, ask all questions in the section as stated. If no, refer to the practice's responses to the questions at baseline at confirm that these responses are the same at post intervention and at 6-months follow up.

Q1 Name and address of practice
________________________________________________________________
________________________________________________________________
________________________________________________________________

Q2 Please note the names and roles of practice staff involved in completing the survey
________________________________________________________________
________________________________________________________________
________________________________________________________________

Q3 Please note the names of research team members involved in completing the survey
________________________________________________________________

Q4 Have there been any changes to practice staff in the last 6 months?

☐ Yes  ☐ No  ☐ Don't know

If yes, please explain in terms of discipline, gender, languages spoken and sessions worked. E.g. one new female, Dari speaking GP works at the practice three afternoons a week.
________________________________________________________________
The questions in this survey relate to your practice's involvement in the OPTIMISE Project.

As part of this project, several members of your practice worked as a team with a refugee health expert to improve the ways in which your practice organises and delivers care to patients from refugee backgrounds.

SECTION A: REFUGEE PATIENTS AT YOUR PRACTICE

Q5 Has your practice changed the way in which you collect/confirm and record refugee or asylum seeker status for patients since taking part in the OPTIMISE Project?

- [ ] Yes, proceed to ask Q6 - Q12
- [ ] No, confirm practice responses to Q6, Q7 and Q12 are the same as at baseline.

Q6 Does the practice have any written policies and protocols about recognising and recording patients with a refugee background?

If yes, please ask the respondents to provide copies after the survey has been completed.

- [ ] Yes
- [ ] No
- [ ] Don't know

NEW PATIENTS

Q7 Does the practice collect/confirm refugee or asylum seeker status for a new patient?

- [ ] Always or almost always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely or never
- [ ] Don't know

If response is always/almost always, often or sometimes

Q7.1 How is refugee or asylum seeker status for a new patient determined? (select all that apply)

- [ ] New patients as asked to state their country of birth or ethnicity and year of arrival in the new patient registration form
- [ ] New patients are asked whether they are from a refugee background in the new patient registration form (e.g. tick box)
- [ ] Staff ask new patients whether they are from a refugee background directly
- [ ] Other, please specify ____________________________
EXISTING PATIENTS

Q8 Does the practice collect/confirm refugee or asylum seeker status for existing patients (if this information is missing)?

☐ Always or almost always ☐ Often ☐ Sometimes ☐ Rarely or never ☐ Don’t know

If response is always/almost always, often or sometimes

Q8.1 How is refugee or asylum seeker status determined for existing patients? (select all that apply)

☐ Existing patients are given a form to fill which asks for country of birth or ethnicity and year of arrival
☐ Existing patients are given a form to fill which asks whether they are from a refugee background
☐ Staff ask existing patients whether they are from a refugee background directly
☐ Other, please specify __________________________________________

BOTH NEW AND EXISTING PATIENTS

Q9 Who is responsible for collecting information about refugee or asylum seeker status of both new and existing patients? (select all that apply)

☐ General practitioners ☐ Practice nurses ☐ Reception or administrative staff ☐ Other, please specify ________________________________

Q10 Where is the information collected about refugee or asylum seeker status recorded? (select all that apply)

☐ Warnings box in Medical Director ☐ Other social history box in Best Practice
☐ Reason for presentation field in Medical Director ☐ Diagnosis in Medical Director or Best Practice
☐ Country of birth and year of arrival fields in Pracsoft ☐ A separate refugee patient register (paper based or electronic)
☐ On screen comments box in Best Practice ☐ Other, please specify __________________________________________
Q11 Who is responsible for recording information about refugee or asylum seeker status? (select all that apply) Note: different staff members may be responsible for collecting and recording information

- General practitioners
- Practice nurses
- Reception or administrative staff
- Other, please specify

Q12 Do the following staff have access to the information the practice has recorded about refugee or asylum seeker status?

|                          | Yes, usually | Yes, sometimes | No | Don't know or not applicable |
|--------------------------|--------------|----------------|----|-----------------------------|
| Reception or administrative staff | ☐            | ☐              | ☐  | ☐                           |
| Practice nurses          | ☐            | ☐              | ☐  | ☐                           |
| Doctors                  | ☐            | ☐              | ☐  | ☐                           |
| Other, please specify    | ☐            | ☐              | ☐  | ☐                           |

Q13 Research officer: Record any comments about identifying and recording whether patients are from a refugee background made while answering the questions above or subsequently.

________________________________________________________________
________________________________________________________________
________________________________________________________________
SECTION B: USE OF INTERPRETING SERVICES

Questions in this section relate to the practice's use of the Translating and Interpreting Service (TIS National) and/or informal interpreters such as bi-lingual staff and family members to communicate with patients with have limited English language proficiency, particularly those from refugee backgrounds.

Q14 Has your practice changed the way in which you work with refugees who have limited English language proficiency since taking part in the OPTIMISE Project?

- Yes, proceed to ask Q15 - Q21
- No, confirm practice responses to Q15, Q15.1, Q16, Q17, Q18, Q18.A.2, Q19 and Q20 are the same as at baseline.

Q15 Are new patients asked what their language preferences are?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

If response is always/almost always, often or sometimes

Q15.1 Are language preferences recorded in a patient’s medical record?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Q16 Does the practice confirm whether a patient needs an interpreter?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know
Q16.1 How does the practice confirm a patient’s need for an interpreter? (select all that apply)

☐ Patients state their need for an interpreter when filling out the new patient registration form

☐ Patients show practice staff a TIS sticker or card which states that the patient’s preferred language and their need for an interpreter

☐ Patients let practice staff know their preferred language by pointing it out on a TIS language card or poster displayed at the practice

☐ Family members and friends advise practice staff of the patient’s language preferences and need for an interpreter

☐ Case worker or client liaison officer from a referring agency (e.g. settlement) advises practice staff of the patient's language preferences and need for an interpreter

☐ Other, please specify

______________________________

Q16.2 Who is responsible for confirming whether a patient needs an interpreter?

☐ General practitioners

☐ Practice nurses

☐ Reception or administrative staff

☐ Other, please specify

______________________________

Q16.3 Is the need for an interpreter recorded in a patient’s medical record?

☐ Always or almost always

☐ Often

☐ Sometimes

☐ Rarely or never

☐ Don’t know

Q17 Does your practice display and/or provide information to patients about the availability of interpreter services at the practice?

If yes, please ask the respondents to provide copies after the survey has been completed.

☐ Yes

☐ No

☐ Don’t know
Q18 Does your practice use professional translating and interpreting services (TIS National)?

|             | Yes | No | Don’t know | No need |
|-------------|-----|----|------------|---------|
| By telephone|     |    |            |         |
| Face-to-face|     |    |            |         |

If the practice does use TIS National by telephone or face to face

Q18.A.1 How does the practice book professional translating and interpreting services (TIS National)? (select all that apply)

- Reception or administrative staff pre-book interpreters via TIS Online
- Reception or administrative staff pre-book interpreters over the phone
- Reception or administrative staff contact interpreters over the phone just before the consultation starts
- General practitioner contacts interpreters over the phone during the consultation

Q18.A.2 Are practice nurses able to access professional translating and interpreting services (TIS National) for patients when needed?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don’t know

If the practice does not use professional translating and interpreting services (TIS National)

Q18.B.1 How do staff communicate with patients from refugee backgrounds with limited English language proficiency? (select all that apply)

- General practitioners are bi-lingual/multi-lingual in one or more refugee community languages (1)
- Other staff at the practice are bi-lingual/multi-lingual in one or more refugee community languages (2)
- Patient’s family members or friends translate for the patient (3)
- Other, please specify (4) ____________________________________________
Q19 Does each clinician/office have a speaker phone?

- Yes
- No
- Don't know

Q20 Do phones have a TIS sticker on them?

- Yes
- No
- Don't know

Q21 Research officer: Record any comments about use of interpreting services made while answering the questions above or subsequently.

________________________________________________________________
________________________________________________________________

SECTION C: ASSESSMENTS AND HEALTHCARE

Q22 Has your practice changed the way in which you provide care to refugees since taking part in the OPTIMISE Project?

- Yes, proceed to ask Q23 - 24
- No, confirm practice responses to Q23 - 24 are the same as at baseline.
**Q23** These questions relate to refugee health assessments

| | Yes | No | Don’t know | Not done in this practice |
|---|---|---|---|---|
| Does your practice use a Refugee Health Assessment template for screening people that have arrived in the last 12 months? | | | | |
| Does your practice set aside specific appointment times for completion of refugee health assessments? | | | | |
| Are longer appointments booked for refugee health assessments? | | | | |
| Is the practice nurse involved in refugee health assessments? | | | | |

**Q24** Does the practice use the Health Assessment Medicare items when providing care to refugee patients? For example, the MBS Item Numbers 701, 703, 705, 707 (noting that these are not specific to refugees)

- [ ] Yes
- [ ] No
- [ ] Don’t know

**Q25** Research officer: Record any comments about undertaking refugee health assessments made while answering the questions above or subsequently.

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

**SECTION D: REFERRAL PATHWAYS FROM THE PRACTICE FOR REFUGEE CLIENTS**

**Q26** Has your practice changed the way in which you refer refugees to external services since taking part in the OPTIMISE Project?

- [ ] Yes, proceed to ask Q27 - 29
- [ ] No, confirm practice responses to Q27 - 29 are the same as at baseline.
Q27 Do staff help refugee patients (who need it) with referrals, such as making an appointment or advising about potential costs.

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don’t know

Q28 Does the practice have a list of specialists and services that bulk bill for refugee patient referrals?

- Yes
- No
- Don’t know

Q29 Does the practice have a list of specialists who are bilingual and what languages they speak?

- Yes
- No
- Don’t know

If yes, Q29.1 How is the list of bilingual specialists and the languages they speak updated? How do GPs access the list?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Q30 Research officer: Record any comments about referral pathways from the practice made while answering the questions above or subsequently.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

SECTION E: EDUCATION AND TRAINING

Q31 Has the practice offered or supported access to any education or training about refugee health to staff over the past 6 months?

- Yes
- No
- Don’t know

If yes,
Q31.1 Please give details of refugee health training that practice staff may have received. e.g. what type of training, when & who provided it? How many GPs, nurses and other staff participated?

________________________________________________________________
________________________________________________________________
________________________________________________________________

SECTION F: FEEDBACK ON THE OPTIMISE PROJECT ACTIVITIES

Q32 What did the practice gain from being involved in the OPTIMISE project?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
Q33 Please tell us to what extent you found the following aspects of the OPTIMISE project helped the practice to achieve what you set out to achieve

|                                                                 | Not at all helpful | Slightly helpful | Moderately helpful | Very helpful | Extremely helpful (essential to success) | Don't know or no opinion | This wasn't part of our experience |
|-----------------------------------------------------------------|--------------------|------------------|--------------------|-------------|------------------------------------------|--------------------------|-----------------------------------|
| The face to face facilitation visits from a refugee health expert to help plan and make changes; provide support and resources. |                    |                  |                    |             |                                          |                          |                                   |
| The follow up phone contacts from a refugee health expert in between face to face visits to help troubleshoot issues arising |                    |                  |                    |             |                                          |                          |                                   |
| The availability of the facilitator beyond the planned facilitation visits and phone calls. |                    |                  |                    |             |                                          |                          |                                   |
| The action plan approach to planning change within the practice and monitoring progress |                    |                  |                    |             |                                          |                          |                                   |
| The resource book (printed or electronic) with information on how to evidence based refugee health care |                    |                  |                    |             |                                          |                          |                                   |
| The cheat sheet with links to key resources on evidence based refugee health care |                    |                  |                    |             |                                          |                          |                                   |
| The PENCS CAT4 Refugee Health data which showed what the practice was doing well and what the practice could improve upon at the start of the project |                    |                  |                    |             |                                          |                          |                                   |
Q34 Overall, to what extent did the OPTIMISE project change the ways in which your practice:

| Activity                                                                 | Not at all | A little | Quite a lot | A great deal |
|--------------------------------------------------------------------------|------------|----------|-------------|--------------|
| identifies patients from refugee backgrounds and records this information in the patients’ medical records |            |          |             |              |
| identifies refugee patients' who need an interpreter and organise professional interpreting services for these patients |            |          |             |              |
| conducts comprehensive physical and mental health assessments using the Refugee Health Assessment template |            |          |             |              |
| identifies and refers refugee patients to appropriate health and social welfare services in the region |            |          |             |              |

Q35 Please provide an additional comments/feedback in the space below

________________________________________________________________
________________________________________________________________
________________________________________________________________

SECTION G: DOCUMENT CHECKLIST

Q36 Please check that the practice has provided copies of the following documents (if applicable)

☐ Policy/protocol for recognising refugee patients and recording this information

☐ Signage or patient handouts on the availability of interpreter services (flyers, information booklets, posters etc)

☐ Process for referral of refugee patients to external services

☐ Process for confirming refugee patients’ attendance at services to which they are referred

☐ Other, please specify ____________________________________________
Individual Clinical Staff Survey
Version date: 11th September 2017

Baseline GP, Nurse and other clinical staff survey   Thank you for taking the time to complete this brief survey. The information you provide in this survey will help the practice tailor the OPTIMISE intervention to meet the particular needs and strengths of your practice and staff.
SECTION A: ABOUT YOUR PATIENTS

*Note: We are asking these questions about “your patients”—that is, the patients to whom you provide direct clinical care—because each GP or nurse in the practice may see a different mix of patients.

Q1 How many patients with a refugee background have you provided care to over the past 12 months? (An estimate is fine.)

Q2 What are the most common languages spoken by your refugee patients? Select up to 5 from the list below.
| Language                  | Language                      |
|--------------------------|-------------------------------|
| Albanian                 | Kirundi (Rundi)               |
| Amharic                  | Krio                          |
| Arabic                   | Kurdish                       |
| Aramaic                  | Nepali                        |
| Assyrian or Assyrian Neo | Nuer                          |
| Bari                     | Oromo                         |
| Bosnian                  | Pashto                        |
| Burmese                  | Persian                       |
| Chaldean Neo Aramaic     | Serbian                       |
| Chin and related languages | Shilluk                    |
| Croatian                 | Somali                        |
| Dan (Gio-Dan)            | Swahili                       |
| Dari                     | Tamil                         |
| Dinka                    | Tigrinya                      |
| Farsi                    | Turkish                       |
| Hakka                    | Urdu                          |
| Hazaraghi                | Vietnamese                    |
| Karen                    | Zophei                        |
| Karen S’Gaw              |                               |

Q2.1 Please note **any other commonly used languages** here
Q3 With what proportion of your refugee patients are **not fluent in English**? (Please provide your response as a % of your refugee patients)

_________________________________

Q4 With what proportion of your refugee patients who are not fluent in English do you use a formally trained interpreter (phone or in person)?
(Please provide your response as a % of your refugee patients)

_________________________________

Q5 With what proportion of your refugee patients do you use **other means to interpret or translate**? (Not including trained interpreters. Examples include bilingual staff; written or computer text; patient’s family member or friend)
(Please provide your response as a % of your refugee patients)

_________________________________

Q6 What **barriers**, if any, are there for your **use of interpreters**? Select all that apply.

☐ Cost
☐ Availability
☐ No systems in place
☐ Inability to get same sex interpreter
☐ Patient refusal
☐ Patient concern about confidentiality
☐ Issues with quality/training of interpreters
☐ Other, please specify

________________________________________________
Q7 Do you use HealthPathways or Map of Medicine for refugee care?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Q8 Do you use online resources such as those provided by the Victorian Refugee Health Network or NSW Refugee Health Service for refugee care?

- Yes. Please go to Q8.1
- No. Please go to Section B.
- Don't know. Please go to Section B.
- Not applicable. Please go to Section B.

Q8.1 Please give some examples of online resources that you use for refugee care

____________________________________________________________________________

____________________________________________________________________________
SECTION B: ASSESSMENT AND MANAGEMENT OF PATIENTS

Q9 In the past 12 months, how often did you have difficulty finding other services or providers to refer your patients with refugee backgrounds for the following (if applicable)?

|                      | Always or almost always | Often | Sometimes | Rarely or never | Don't know | Not applicable |
|----------------------|-------------------------|-------|-----------|-----------------|------------|----------------|
| Social and settlement issues |                         |       |           |                 |            |                |
| Mental health problems including PTSD |                         |       |           |                 |            |                |
| Complex clinical problems |                         |       |           |                 |            |                |
| Infectious Diseases |                         |       |           |                 |            |                |
| Oral and dental health issues |                         |       |           |                 |            |                |

Q10 If you have any comments to make about the question above, please use this space.

_________________________  ____________________________

_________________________  ____________________________

Q11 Please rate your confidence to undertake the following activities with your patients with refugee backgrounds.

| activities                                                      | Not at all | Slightly confident | Somewhat confident | Moderately confident | Very confident | Not my responsibility |
|-----------------------------------------------------------------|------------|--------------------|--------------------|----------------------|----------------|-----------------------|
| Undertake a Refugee Health Assessment                          |            |                    |                    |                      |                |                       |
| Assess requirements for catch-up immunisations                 |            |                    |                    |                      |                |                       |
| Screen or arrange for screening for infectious diseases (eg TB) |            |                    |                    |                      |                |                       |
| Arrange an interpreter (on phone or in person)                  |            |                    |                    |                      |                |                       |
Q12 Please indicate the **extent to which you agree or disagree** with the following statements

| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | No opinion or don't know |
|-------------------|----------|-----------------------------|-------|----------------|-------------------------|
| I enjoy treating patients with refugee backgrounds | ○ | ○ | ○ | ○ | ○ |
| I find it difficult to provide care to patients from a different cultural background to my own | ○ | ○ | ○ | ○ | ○ |
| I find it difficult to provide care to patients who speak a different language to my own | ○ | ○ | ○ | ○ | ○ |
| Using professional interpreter services interferes with delivery of healthcare | ○ | ○ | ○ | ○ | ○ |

Q13 Please indicate the **extent to which you agree or disagree** with the following statements

| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | No opinion or don't know |
|-------------------|----------|-----------------------------|-------|----------------|-------------------------|
| People in this practice operate as a real team | ○ | ○ | ○ | ○ | ○ |
| When we experience a problem in the practice, we make a serious effort to figure out what's really going on | ○ | ○ | ○ | ○ | ○ |
| Leadership in this practice creates an environment where things can be accomplished | ○ | ○ | ○ | ○ | ○ |
SECTION C: ABOUT YOU

Q14 What is your **name**?

Q15 What is your **role** in the practice?
   
   ○ General practitioner
   
   ○ Practice nurse
   
   ○ Other, please specify ________________________________________________

Q16 How long have you worked in a **general practice setting**? Please provide your response as number of years to the nearest year

____________________________________Years

Q17 How **many sessions do you work per week** in a **general practice** setting?

| Number of sessions or 1/2 days per week (1) |
|--------------------------------------------|
| In this general practice                   |
| In other general practices (if applicable) |

Q18 What is your **ethnicity**?

______________________________________________
Q19 What languages other than English do you speak?
**Q20 In which country were you born?**

| ○ Afghanistan                      | ○ Botswana                                          | ○ Democratic Republic of the Congo |
| ○ Albania                          | ○ Brazil                                            | ○ Denmark                           |
| ○ Algeria                          | ○ Brunei Darussalam                                 | ○ Djibouti                           |
| ○ Andorra                          | ○ Bulgaria                                          | ○ Dominican Republic                |
| ○ Angola                           | ○ Burkina Faso                                      | ○ Dominica                          |
| ○ Anguilla                         | ○ Myanmar/Burma                                     | ○ Ecuador                           |
| ○ Antigua & Barbuda                | ○ Burundi                                           | ○ Egypt                             |
| ○ Argentina                        | ○ Cambodia                                          | ○ El Salvador                       |
| ○ Armenia                          | ○ Cameroon                                          | ○ Equatorial Guinea                 |
| ○ Australia                        | ○ Canada                                            | ○ Eritrea                           |
| ○ Austria                          | ○ Cape Verde                                        | ○ Estonia                           |
| ○ Azerbaijan                       | ○ Central African Republic                           | ○ Ethiopia                          |
| ○ Bahamas                          | ○ Chad                                              | ○ Fiji                              |
| ○ Bahrain                          | ○ Chile                                             | ○ Finland                           |
| ○ Bangladesh                       | ○ China                                             | ○ France                            |
| ○ Barbados                         | ○ Colombia                                          | ○ French Guiana                     |
| ○ Belarus                          | ○ Comoros                                           | ○ Gabon                             |
| ○ Belgium                          | ○ Congo                                             | ○ Gambia                            |
| ○ Belize                           | ○ Costa Rica                                        | ○ Georgia                           |
| ○ Benin                            | ○ Croatia                                           | ○ Germany                           |
| ○ Bermuda                          | ○ Cuba                                              | ○ Ghana                             |
| ○ Bhutan                           | ○ Cyprus                                            | ○ Great Britain                     |
| ○ Bolivia                          | ○ Czech Republic                                    | ○ Greece                            |
| ○ Bosnia & Herzegovina             |                                                    | ○ Grenada                           |
| Country Name                          | Country Name                          | Country Name                          |
|--------------------------------------|--------------------------------------|--------------------------------------|
| Guadeloupe                           | Laos                                 | Montserrat                           |
| Guatemala                            | Latvia                                | Morocco                               |
| Guinea                               | Lebanon                               | Mozambique                            |
| Guinea-Bissau                        | Lesotho                               | Namibia                               |
| Guyana                               | Liberia                               | Nepal                                 |
| Haiti                                | Libya                                 | Netherlands                           |
| Honduras                             | Liechtenstein                         | New Zealand                           |
| Hungary                              | Lithuania                             | Nicaragua                             |
| Iceland                              | Luxembourg                            | Niger                                 |
| India                                | Republic of Macedonia                 | Nigeria                               |
| Indonesia                            | Madagascar                            | North Korea                           |
| Iran                                 | Malawi                                | (Democratic Republic of Korea)        |
| Iraq                                 | Malaysia                              | Norway                                |
| Israel and the Occupied Territories  | Maldives                              | Oman                                  |
| Italy                                | Mali                                  | Pacific Islands                       |
| Ivory Coast (Cote d'Ivoire)          | Malta                                 | Pakistan                              |
| Jamaica                              | Martinique                            | Panama                                |
| Japan                                | Mauritania                            | Panama                                |
| Jordan                               | Mauritius                             | Paraguay                              |
| Kazakhstan (92)                      | Mayotte                               | Peru                                  |
| Kenya (93)                           | Mexico                                | Philippines                           |
| Kosovo (94)                          | Moldova, Republic of                  | Poland                                |
| Kuwait (95)                          | Monaco                                | Portugal                              |
| Kyrgyz Republic (Kyrgyzstan)         | Mongolia                              | Puerto Rico                           |
|                                      | Montenegro                            | Qatar                                 |
Reunion
Romania
Russian Federation
Rwanda
Saint Kitts and Nevis
Saint Lucia
Saint Vincent's & Grenadines
Samoa
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovak Republic (Slovakia)
Slovenia
Solomon Islands
Somalia
South Africa
South Korea (Republic of Korea)
South Sudan
Spain
Sri Lanka
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Tajikistan
Tanzania
Thailand
Timor Leste
Togo
Trinidad & Tobago
Tunisia
Turkey
Turkmenistan
Turks & Caicos Islands
Uganda
Ukraine
United Arab Emirates
United States of America (USA)
Uruguay
Uzbekistan
Venezuela
Vietnam
Virgin Islands (UK)
Virgin Islands (US)
Yemen
Zambia
Zimbabwe

If you responded ‘AUSTRALIA’ to Q20, please go to Q21.
All other responses, please go to Q20.1
Q20.1 In **what year did you arrive in Australia** to live for one year or more?

________________________________________________

Q21 Have you attended **face-to-face training or education on refugee health** in the past 3 years?

○ Yes

○ No

Q21.1 If Yes, Can you provide some information about this? (e.g. when was the training, who organised it)

__________________________________________________________________________

Q22 Have you participated in **on-line training or education on refugee health** in the past 3 years?

○ Yes

○ No

Q22.1 If Yes, Can you provide some information about this? (e.g. when was the training, who organised it)

__________________________________________________________________________

Q23 If you have any other information that you think is important to capture, please include it here.

__________________________________________________________________________

__________________________________________________________________________

End of Individual Clinical Survey
Post intervention and 6-month follow up GP, Nurse and other clinical staff survey
Thank you for taking the time to complete this brief survey.

SECTION A: ASSESSMENT AND MANAGEMENT OF PATIENTS WITH REFUGEE BACKGROUNDS

Q1 Please rate your **confidence to undertake the following activities** with your patients with refugee backgrounds.

| Activity                                                                 | Not at all | Slightly confident | Somewhat confident | Moderately confident | Very confident | Not my responsibility |
|--------------------------------------------------------------------------|------------|--------------------|--------------------|----------------------|----------------|-----------------------|
| Establish whether a patient is from a refugee background                 |            |                    |                    |                      |                |                       |
| Undertake a Refugee Health Assessment                                    |            |                    |                    |                      |                |                       |
| Arrange an interpreter (on phone or in person)                           |            |                    |                    |                      |                |                       |
| Provide or support direct clinical care with an interpreter present (by phone or in person) |            |                    |                    |                      |                |                       |
Q1.1 What barriers, if any, are there for your use of interpreters? Select all that apply.

- Cost
- Availability
- No systems in place
- Inability to get same sex interpreter
- Patient refusal
- Patient concern about confidentiality
- Issues with quality/training of interpreters
- Other, please specify

Q2 In the past 6 months, how often did you have difficulty finding other services or providers to refer your patients with refugee backgrounds for the following (if applicable)?

| Issues                                | Always or almost always | Often | Sometimes | Rarely or never | Don’t know | Not applicable |
|---------------------------------------|-------------------------|-------|-----------|-----------------|------------|---------------|
| Social and settlement issues          |                         |       |           |                 |            |               |
| Mental health problems including PTSD |                         |       |           |                 |            |               |
| Oral and dental health issues         |                         |       |           |                 |            |               |

Q3 Do you use HealthPathways or Map of Medicine for refugee care?

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don’t know
- Not applicable

Q4 Do you use online resources such as those provided by the Victorian Refugee Health Network or NSW Refugee Health Service for refugee care?

- Yes
- No
- Don’t know
- Not applicable
Q5 Please indicate the extent to which you agree or disagree with the following statements

| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | No opinion or don’t know |
|-------------------|----------|-----------------------------|-------|---------------|-------------------------|
| I find it difficult to provide care to patients who speak a different language to my own | X | | | | |
| Using professional interpreter services interferes with delivery of healthcare | X | | | | |

SECTION B: FEEDBACK ON THE OPTIMISE PROJECT

Q6 Are you aware of your practice’s involvement in the OPTIMISE Project?

*The OPTIMISE Project is focused on improving the way in which the practices organises and delivers care to patients from refugee background*

- Yes
- No
- Don’t know

The OPTIMISE Project focused on four key areas: refugee identification, interpreter use, conduct of comprehensive health assessments and referral. Your practice has been making changes to clinical and non-clinical routines relating to each of these areas over the last 6 months.

Q7 Were you part of the team at your practice that was responsible for planning and implementing changes?

- Yes, Go to Question 8
- No, Go to Question 9
- Don’t know
Q8 To what extent do you agree with the following statements

| Statement                                                                 | Strongly disagree | Disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Agree | Strongly agree |
|---------------------------------------------------------------------------|--------------------|----------|-------------------|---------------------------|----------------|-------|-----------------|
| The changes proposed as part of OPTIMISE Project action plans were easy to incorporate into the existing practice and clinical routines | ○                  | ○        | ○                 | ○                         | ○              | ○     | ○               |
| The facilitator helped the practice to implement the action plans         | ○                  | ○        | ○                 | ○                         | ○              | ○     | ○               |
| The practice will be able to sustain the changes that were introduced as part of the OPTIMISE Project after the study ends | ○                  | ○        | ○                 | ○                         | ○              | ○     | ○               |
| I would recommend the OPTIMISE Project to other practices                 | ○                  | ○        | ○                 | ○                         | ○              | ○     | ○               |

Q8.1 Please add any comments to your responses above here

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
**Q9** To what extent do you agree with the following statements

| Strongly disagree | Disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Agree | Strongly agree |
|-------------------|----------|-------------------|---------------------------|----------------|-------|----------------|
| The changes proposed as part of the OPTIMISE Project action plans were easy to incorporate into the existing practice and clinical routines | [ ] | [ ] | [ ] | [ ] | [ ] | [ ] | [ ] |

**Q9.1** Please add any comments to your responses above here

________________________________________________________________

**SECTION C: ABOUT YOU**

**Q10** What is your **name**?

________________________________________________________________

**Q11** Have you attended any **training or education on refugee health** in the past 6 months? (Other than your involvement in the OPTIMISE project)

[ ] Yes  [ ] No

If yes,

**Q11.1** Can you provide some information about this? (e.g. when was the training, who organised it)

________________________________________________________________

**Q12** If you have any other information that you think is important to capture, please include it here.

________________________________________________________________

________________________________________________________________

________________________________________________________________

Page 5 of 5
D. CONSORT chart of flow of patients through study
24 practices assessed for eligibility

12 practices excluded
- 10 Did not meet inclusion criteria
- 2 Declined to participate

12 practices randomised

Early Intervention
- 6 cluster allocated
- 6 practices' data collected
- 70359 patients assessed
- 574 patients included in primary analysis

Late Intervention
- 6 cluster allocated
- 6 practices' data collected
- 92013 patients assessed
- 877 patients included in primary analysis

Region 1

28 practices assessed for eligibility

16 practices excluded
- 8 Did not meet inclusion criteria
- 2 Declined to participate
- 6 Excluded for other reasons

12 practices excluded
- 8 Did not meet inclusion criteria
- 2 Declined to participate
- 2 Declined to participate

12 practices randomised

Early Intervention
- 6 cluster allocated
- 6 practices' data collected
- 81430 patients assessed
- 617 patients included in primary analysis

Late Intervention
- 6 cluster allocated
- 5 practices' data collected (1 practice withdrew)
- 85891 patients assessed
- 427 patients included in primary analysis

Region 2

26 practices assessed for eligibility

14 practices excluded
- 1 Did not meet inclusion criteria
- 5 Declined to participate
- 8 Excluded for other reasons

12 practices randomised

Early Intervention
- 6 cluster allocated
- 6 practices' data collected
- 82482 patients assessed
- 538 patients included in primary analysis

Late Intervention
- 6 cluster allocated
- 5 practices' data collected
- 89718 patients assessed
- 415 patients included in primary analysis

Region 3

12 practices excluded
- 6 Excluded for other reasons

12 practices randomised

Early Intervention
- 6 cluster allocated
- 5 practices' data collected
- 91627 patients assessed
- 493 patients included in primary analysis

Late Intervention
- 6 cluster allocated
- 4 practices' data collected
- 72835 patients assessed
- 2081 patients included in primary analysis
E. Primary outcome model building and testing

Model building steps

Table E1a. **Step 1**: fixed factors of intervention status, time point, and with clusters (clinics) as random.

| Characteristics         | OR [95% CI]          |
|-------------------------|----------------------|
| **Intervention Status** |                      |
| Pre-intervention (ref.) | --                   |
| Post-intervention       | 1.80 [1.39 - 2.37]   |
| **Time point**          |                      |
| T0 (ref.)               | --                   |
| T1                      | 0.59 [0.51 - 0.69]   |
| T2                      | 1.37 [1.02 - 1.83]   |
| T3                      | 2.41 [1.76 - 3.29]   |

Note: N = 14,633. OR: Odds Ratio; CI: Confidence Interval.

Table E1b. **Step 2**: fixed factors of intervention status, time point, group, region and with clusters (clinics) as random.

| Characteristics         | OR [95% CI]          |
|-------------------------|----------------------|
| **Intervention Status** |                      |
| Pre-intervention (ref.) | --                   |
| Post-intervention       | 1.83 [1.40 - 2.39]   |
| **Time point**          |                      |
| T0 (ref.)               | --                   |
| T1                      | 0.59 [0.51 - 0.69]   |
| T2                      | 1.36 [1.02 - 1.82]   |
| T3                      | 2.38 [1.74 - 3.26]   |
| **Group**               |                      |
| Early (ref.)            | --                   |
| Late                    | 6.87 [1.27 - 37.06]  |
| **Region**              |                      |
| Region 1 (ref.)         | --                   |
| Region 2                | 0.07 [0.01 - 0.64]   |
| Region 3                | 0.21 [0.03 - 1.42]   |

Note: N = 14,633. OR: Odds Ratio; CI: Confidence Interval.
Table E1c. **Step 3**: fixed factors of intervention status, time point, practice size, group, region, and with clusters (clinics) as random.

| Characteristics | OR 95% CI |
|-----------------|-----------|
| **Intervention Status** | | |
| Pre-intervention (ref.) | -- |
| Post-intervention | 1.88 [1.42 - 2.50] |
| **Time point** | | |
| T0 (ref.) | -- |
| T1 | 0.59 [0.51 - 0.67] |
| T2 | 1.32 [0.97 - 1.81] |
| T3 | 2.31 [1.64 - 3.27] |
| **Practice Size** | | |
| < 4 FTE GPs (ref.) | -- |
| ≥4 FTE GPs | 0.12 [0.09 – 0.16] |
| **Group** | | |
| Early (ref.) | -- |
| Late | 4.84 [2.95 - 7.93] |
| **Region** | | |
| Region 1 (ref.) | -- |
| Region 2 | 0.09 [0.04 - 0.19] |
| Region 3 | 0.20 [0.15 - 0.25] |

Note: N = 14,633. OR: Odds Ratio; CI: Confidence Interval; FTE: Full Time Equivalent.

Validity of modelling practices as random

**Table E2a. Health Assessments. Cluster Randomisation Calculations of Practices.**

| Co-efficient | 95% CI | Standard Error |
|--------------|--------|----------------|
| Constant | 0.09 | [0.06 - 0.12] | 0.01 |

Note: N = 14,633. CI: Confidence Interval.

**Table E2b. Health Assessments: Random-effects Parameters.**

| Estimate | 95% CI | Standard Error |
|----------|--------|----------------|
| Standard Deviation of Constant | 1.78 | [1.65 - 1.92] | 0.07 |

Note: N = 14,633. CI: Confidence Interval.
Sensitivity analyses

Table E3a: Comparison of practice size variables.

| Practice | # GPs | FTE  | Randomisation Practice Size | Practice Description Survey Practice Size | Match |
|----------|-------|------|------------------------------|-------------------------------------------|-------|
| 1        | 7     | 4.9  | Large                        | Large                                     | True  |
| 2        | 4     | 2.9  | Small                        | Small                                     | True  |
| 3        | 9     | 6.8  | Small                        | Large                                     | False |
| 4        | 8     | 1.6  | Small                        | Small                                     | True  |
| 5        | 1     | 1    | Small                        | Small                                     | True  |
| 6        | 10    | 4.6  | Small                        | Large                                     | False |
| 7        | 2     | 1.6  | Small                        | Small                                     | True  |
| 8        | 5     | 1.7  | Small                        | Small                                     | True  |
| 9        | 8     | 2    | Small                        | Small                                     | True  |
| 10       | 4     | 2.2  | Large                        | Small                                     | False |
| 11       | 7     | 3.1  | Small                        | Small                                     | True  |
| 12       | 4     | 1.6  | Large                        | Small                                     | False |
| 13       | 1     | 1.1  | Small                        | Small                                     | True  |
| 14       | 4     | 0.8  | Small                        | Small                                     | True  |
| 15       | 2     | 1.2  | Small                        | Small                                     | True  |
| 16       | 4     | 3    | Small                        | Small                                     | True  |
| 17       | 3     | 2.5  | Small                        | Small                                     | True  |
| 18*      | 9     | .    | Large                        | Small                                     | False |
| 19       | 1     | 1    | Small                        | Small                                     | True  |
| 20       | 2     | 2    | Small                        | Small                                     | True  |
| 21       | 1     | 0.6  | Small                        | Small                                     | True  |
| 22       | 3     | 2.4  | Small                        | Small                                     | True  |
| 23       | 5     | 3    | Small                        | Small                                     | True  |
| 24       | 3     | 2.4  | Small                        | Small                                     | True  |
| 25       | 3     | 2    | Small                        | Small                                     | True  |
| 26       | 12    | 9    | Large                        | Large                                     | True  |
| 27       | 2     | 1    | Small                        | Small                                     | True  |
| 28       | 2     | 1.2  | Small                        | Small                                     | True  |
| 29       | 1     | 1.2  | Small                        | Small                                     | True  |
| 30       | 1     | 1.2  | Small                        | Small                                     | True  |
| 31       | 10    | 7.5  | Large                        | Large                                     | True  |

Note: GP: General Practitioner; FTE: Full Time Equivalent. *This practice had no FTE survey data to estimate a Practice Description Survey Practice Size, so was contacted directly to ask for an estimate of practice size. We are 95% sure it should be listed as a large practice.
Table E3b: Number of large vs small practices in each region and each wave.

| Region  | Group   | Randomisation Practice Size | PDS Practice Size |
|---------|---------|-----------------------------|-------------------|
|         |         | Large | Small | Large | Small |         |         |
| Region 1| Early   | 1     | 5     | 3     | 3     |         |         |
|         | Late    | 1     | 4     | 0     | 5     |         |         |
| Region 2| Early   | 1     | 4     | 0     | 5     |         |         |
|         | Late    | 1     | 3     | 0     | 4     |         |         |
| Region 3| Early   | 1     | 5     | 1     | 5     |         |         |
|         | Late    | 1     | 4     | 1     | 4     |         |         |

Note: PDS: Practice Description Survey.

Table E4. Main model run with Randomisation Practice Size.

| Characteristics | Estimated Proportions [95% CI] | Odds Ratio [95% CI] |
|-----------------|---------------------------------|---------------------|
| Intervention status |                                 |                     |
| Pre-Intervention (ref.) | 19.1% [18.6% - 19.5%] | --                  |
| Post-Intervention     | 27.3% [26.7% - 27.8%]     | 1.86 [1.38 - 2.50]  |
| Time point             |                                 |                     |
| T0 (ref.)              | 22.8% [22.1% - 23.5%]     | --                  |
| T1                     | 14.0% [13.4% - 14.5%]     | 0.59 [0.50 - 0.69]  |
| T2                     | 25.6% [24.8% - 26.4%]     | 1.34 [0.99 - 1.84]  |
| T3                     | 33.7% [32.7% - 34.7%]     | 2.35 [1.68 - 3.29]  |
| Practice Size          |                                 |                     |
| < 5 GPs (ref.)         | 4.3% [4.2% - 4.5%]        | --                  |
| > 5 GPs                | 29.6% [29.1% - 30.0%]     | 0.24 [0.17 - 0.34]  |
| Group                  |                                 |                     |
| Early (ref.)           | 18.5% [17.8% - 19.2%]     | ----                |
| Late                   | 24.7% [24.2% - 25.1%]     | 5.48 [3.30 - 9.10]  |
| Region                 |                                 |                     |
| Region 1 (ref.)        | 37.9% [37.0% - 38.8%]     | ----                |
| Region 2               | 7.5% [7.0% - 8.0%]         | 0.10 [0.04 - 0.26]  |
| Region 3               | 20.7% [20.3% - 21.1%]     | 0.22 [0.17 - 0.30]  |

Note: GP: General Practitioner; OR: Odds Ratio; CI: Confidence Interval.
F. Primary outcome: supplementary results

Difference in estimated proportions

Table F1: Difference in Estimated Proportions for Model 1. Calculated from outputs in Box 6.

| Characteristics       | Mean difference, percentage points [95% CI] |
|-----------------------|---------------------------------------------|
| **Intervention Status** |                                             |
| Post-Intervention – Pre-Intervention | 8.2 [7.5–9.0] |
| **Time point**         |                                             |
| Time 1 – Time 0        | −8.8 [−9.7 to 8.0]                           |
| Time 2 – Time 0        | 2.8 [1.7–3.8]                                |
| Time 3 – Time 0        | 10.9 [9.7–12.1]                              |
| **Practice Size**      |                                             |
| <4 FTE GPs – ≥ 4 FTE GPs | 26.2 [25.7–26.7]                            |
| **Group**              |                                             |
| Late Group – Early Group | 6.2 [5.4–7.1]                             |
| **Region**             |                                             |
| Region 1 – Region 2    | 30.3 [29.2–31.3]                             |
| Region 1 – Region 3    | 17.0 [16.0–18.0]                             |
| Region 2 – Region 3    | −13.2 [−13.9 to 12.6]                       |

Note: CI: Confidence Interval; FTE: Full Time Equivalent; GP: General Practitioner.
Table F2. Difference in Estimated Proportions for Model 2.1. Calculated from outputs in Box 7.

| Characteristics                          | Mean difference, percentage points [95% CI] |
|------------------------------------------|---------------------------------------------|
| **Intervention Status**                 |                                             |
| Post-Intervention – Pre-Intervention     | 8.1 [7.4 - 8.9]                             |
| **Time point**                           |                                             |
| Time 1 – Time 0                          | -8.9 [-9.6 - -8.0]                         |
| Time 2 – Time 0                          | 2.7 [1.7 - 3.8]                            |
| Time 3 – Time 0                          | 10.9 [9.7 - 12.1]                          |
| **Practice Size**                        |                                             |
| <4 FTE GPs – ≥ 4 FTE GPs                | 26.1 [25.6 - 26.6]                         |
| **Group**                                |                                             |
| Late Group - Early Group                 | 6.2 [5.4 - 7.1]                            |
| **Past Refugee Health Training**         |                                             |
| Had past training – Did not have past training | 4.7 [5.7 - 3.7]                          |

Note: CI: Confidence Interval; FTE: Full Time Equivalent; GP: General Practitioner.
Model outcomes by region

*Table F3a. Model-adjusted proportions of Health Assessments for Region 1. Derived from model in Box 6.*

| Characteristics | Health assessments (proportion) [95% CI] |
|-----------------|----------------------------------------|
| **Intervention Status** | |
| Pre-intervention | 39.7% [38.5% - 41.9%] |
| Post-intervention | 36.2% [34.8% - 37.5%] |
| **Time point** | |
| T0 | 41.6% [40.2% - 43.0%] |
| T1 | 28.1% [26.6% - 29.6%] |
| T2 | 37.0% [35.0% - 39.0%] |
| T3 | 49.1% [46.0% - 52.3%] |
| **Practice Size** | |
| < 4 FTE GPs | 9.5% [8.8% - 10.3%] |
| ≥4 FTE GPs | 42.8% [41.8% - 43.8%] |
| **Group** | |
| Early | 28.0% [26.8% - 29.1%] |
| Late | 45.5% [44.3% - 46.8%] |

Note: N = 3940. CI: Confidence Interval; FTE: Full Time Equivalent; GP: General Practitioner.

*Table F3b. Model-adjusted proportions of Health Assessments for Region 2. Derived from model in Table 3.*

| Characteristics | Health assessments (proportion) [95% CI] |
|-----------------|----------------------------------------|
| **Intervention Status** | |
| Pre-intervention | 3.6% [3.3% - 3.8%] |
| Post-intervention | 13.6% [12.5% - 14.7%] |
| **Time point** | |
| T0 | 4.1% [3.7% - 4.5%] |
| T1 | 2.9% [2.6% - 3.2%] |
| T2 | 10.1% [9.0% - 11.2%] |
| T3 | 19.7% [17.6% - 21.8%] |
| **Practice Size** | |
| < 4 FTE GPs | 0.9% [0.7% - 1.1%] |
| ≥4 FTE GPs | 7.5% [7.0% - 8.0%] |
| **Group** | |
| Early | 3.3% [2.6% - 4.1%] |
| Late | 7.7% [7.2% - 8.2%] |

Note: n = 2279. CI: Confidence Interval; FTE: Full Time Equivalent; GP: General Practitioner.
Table F3c. Model-adjusted proportions of Health Assessments for Region 3. Derived from model in Box 6.

| Characteristics       | Health assessments (proportion) [95% CI] |
|-----------------------|----------------------------------------|
| **Intervention Status** |                                        |
| Pre-intervention      | 14.6% [14.3% - 14.9%]                   |
| Post-intervention     | 25.9% [25.2% - 26.5%]                   |
| **Time point**        |                                        |
| T0                    | 16.6% [16.2% - 17.1%]                   |
| T1                    | 10.6% [10.3% - 11.0%]                   |
| T2                    | 24.1% [23.2% - 24.9%]                   |
| T3                    | 32.4% [31.3% - 33.4%]                   |
| **Practice Size**     |                                        |
| < 4 FTE GPs           | 4.2% [4.1% - 4.3%]                      |
| ≥4 FTE GPs            | 25.3% [24.9% - 25.8%]                   |
| **Group**             |                                        |
| Early                 | 8.4% [8.1% - 8.6%]                      |
| Late                  | 23.4% [22.9% - 23.8%]                   |

Note: N = 8414. CI: Confidence Interval; FTE: Full Time Equivalent; GP: General Practitioner.
G. Secondary outcomes

Secondary outcome – Recording of refugee status

*Table G1a. Demographic characteristics of patients in the secondary outcome – recording of refugee status sample.*

|                          | T0     | T1     | T2     | T3     |
|--------------------------|--------|--------|--------|--------|
| **Sex**                  |        |        |        |        |
| Male                     | 1,948  | 1,662  | 1,509  | 1,324  |
| Female                   | 2,209  | 1,785  | 1,705  | 1,435  |
| **Age Category**         |        |        |        |        |
| 0-14 years               | 1,118  | 875    | 811    | 750    |
| 15-24 years              | 618    | 499    | 530    | 447    |
| 25-34 years              | 771    | 645    | 626    | 519    |
| 35-44 years              | 635    | 529    | 482    | 397    |
| 45-54 years              | 481    | 395    | 352    | 310    |
| 55-64 years              | 305    | 276    | 251    | 196    |
| 65+ years                | 232    | 229    | 174    | 153    |
| **Group**                |        |        |        |        |
| Early intervention group | 1,053  | 1,105  | 964    | 0      |
| Late intervention group  | 3,107  | 2,343  | 2,262  | 2,772  |
| **Intervention Status**  |        |        |        |        |
| Not yet received         | 4,160  | 2,343  | 0      | 0      |
| Received intervention    | 0      | 1,105  | 3,226  | 2,772  |
| **Region**               |        |        |        |        |
| Region 1                 | 1,325  | 899    | 863    | 434    |
| Region 2                 | 715    | 570    | 417    | 308    |
| Region 3                 | 2,120  | 1,979  | 1,946  | 2,030  |
| **Country of Birth**     |        |        |        |        |
| Iraq                     | 587    | 511    | 302    | 409    |
| Syria                    | 258    | 195    | 194    | 118    |
| Afghanistan              | 147    | 135    | 98     | 87     |
| Other                    | 91     | 117    | 148    | 52     |
| Missing                  | 3,077  | 2,490  | 2,484  | 2,106  |
| **Ethnic background**    |        |        |        |        |
| Iraqi                    | 1,776  | 1,447  | 1,375  | 1,520  |
| Syrian                   | 669    | 664    | 491    | 316    |
| Afghani                  | 310    | 255    | 255    | 141    |
| Other                    | 785    | 669    | 727    | 524    |
| Missing                  | 620    | 413    | 378    | 271    |

Note. N = 13,606.
**Table G1b. Number of patients with refugee status recording in file by time point.**

| Group | Location of record of refugee status | T0 | T1 | T2 | T3 | Total |
|-------|--------------------------------------|----|----|----|----|-------|
| Early | Free text only                       | 70 | 78 | 64 |    | 212   |
| Early | ≥ 1 defined fields                   | 987| 1,025| 901|    | 2,913 |
| Late  | Free text only                       | 235| 101| 105| 135| 576   |
| Late  | ≥ 1 defined fields                   | 2,868| 2,244| 2,156| 2,637| 9,905 |
| Total |                                      | 4,160| 3,448| 3,226| 2,772| 13,606|

Note. N = 13,606. Grey shading shows the post-intervention periods.

**Table G1c. Percentage refugee status recordings in patient file by intervention status.**

|                              | Pre-intervention | Post-intervention | Total   |
|------------------------------|------------------|-------------------|---------|
| Refugee status recorded solely in free text | 406 (6.2%)       | 382 (5.4%)        | 788 (5.8%) |
| Refugee status recorded in ≥ 1 defined fields (i.e. country of birth, ethnic background, year of arrival or need for interpreter) | 6,099 (93.8%)    | 6,719 (94.6%)     | 12,818 (94.2%) |
| **Total**                    | 6,505            | 7,101             | 13,606  |

Note. Mixed-effect modelling (accounting for clustering) showed no significant difference between the intervention and control periods.

**Table G1d. Odds ratio of Recording of refugee status (at least defined field/free text only).**

| Characteristics | OR [95% CI] |
|-----------------|-------------|
| **Intervention Status** |             |
| Pre-Intervention (ref.) | --          |
| Post-Intervention | 0.91 [0.60 – 1.38] |
| **Time point** |             |
| T0 (ref.) | --          |
| T1 | 1.57 [1.20 – 2.07] |
| T2 | 2.00 [1.24 – 3.24] |
| T3 | 2.21 [1.30 – 3.76] |
| **Practice Size** |             |
| < 4 FTE GPs (ref.) | --          |
| ≥ 4 FTE GPs | 0.16 [0.02 – 1.35] |
| **Group** |             |
| Early (ref.) | --          |
| Late | 0.62 [0.12 – 3.44] |
| **Region** |             |
| Region 1 (ref.) | --          |
| Region 2 | 2.81 [0.33 – 23.81] |
| Region 3 | 1.93 [0.30 – 12.52] |

Note. FTE: Full Time Equivalent; GP: General Practitioner; OR: Odds Ratio; CI: Confidence Interval. Sample consists of all new (to-the-clinic) refugee patients (N=13,606) attending study general practices. Model outputs are calculated from 50 bootstrapped mixed models using intervention status, time point, practice size, group and region as fixed factors. GP clinics defined as random effect to account for clustering within clinics.
Secondary outcome - Use of credentialed interpreters

*Table G2a. Percentage of credentialed interpreter services provided for refugee patient visits by intervention status.*

|                          | Pre-intervention | Post-intervention | Total  |
|--------------------------|------------------|-------------------|--------|
| Refugee patient visits   | 74,204           | 100,004           | 174208 |
| TIS National services used | 188             | 478               | 666    |
| TIS National services used (%) | 0.25%          | 0.48%             | 0.38%  |

*Table G2b. The number and percentage of credentialed interpreter services by refugee patient appointments, practice and time point.*

| Practice | T0         | T1       | T2       | T3       | Total |
|----------|------------|----------|----------|----------|-------|
| 1        | 33 (4.2%)  | 66 (3.1%)| 22 (1.1%)|          | 121   |
| 2        | 0          | 12 (0.3%)| 17 (0.7%)|          | 29    |
| 3        | 0          | 0        | 0        |          | 0     |
| 4        | 61 (6.9%)  | 82 (6.4%)| 90 (5.8%)|          | 233   |
| 5        | 4 (19.0%)  | 1 (3%)   | 0        |          | 5     |
| 6        | 0          | 1 (0.1%) | 3 (0.3%) |          | 4     |
| 12       | 0          | 0        | 0        |          | 0     |
| 13       | 0          | 0        | 0        |          | 0     |
| 14       | 0          | 0        | 0        |          | 0     |
| 15       | 0          | 3 (2%)   | 2 (2%)   |          | 5     |
| 16       | 0          | 0        | 0        |          | 0     |
| 21       | 0          | 0        | 0        |          | 0     |
| 22       | 2 (0.2%)   | 8 (0.9%) | 6 (0.5%) |          | 16    |
| 23       | 0          | 0        | 0        |          | 0     |
| 24       | 0          | 0        | 0        |          | 0     |
| 25       | 0          | 0        | 0        |          | 0     |
| 26       | 1 (0.3%)   | 1 (0.1%) | 1 (0.3%) |          | 3     |
| 7        | 0          | 0        | 0        | 1 (0.1%) | 1     |
| 8        | 1 (<0.1%)  | 0        | 13 (0.5%)| 5 (0.2%) | 19    |
| 9        | 8 (1%)     | 15 (2.8%)| 21 (1.7%)| 11 (0.7%)| 55    |
| 10       | 0          | 0        | 0        | 0        | 0     |
| 11       | 20 (5.9%)  | 9 (3.5%) | 32 (8.5%)| 29 (9.7%)| 90    |
| 17       | 7 (0.3%)   | 0        | 1 (0.1%) | 0        | 8     |
| 18       | 6 (0.1%)   | 20 (0.5%)| 9 (0.2%) | 17 (0.4%)| 52    |
| 19       | 0          | 0        | 3 (10%)  | 1 (5%)   | 4     |
| 20       | 0          | 0        | 0        | 0        | 0     |
| 27       | 0          | 1 (2%)   | 0        | 0        | 1     |
| 28       | 0          | 0        | 0        | 0        | 0     |
| 29       | 0          | 0        | 20 (0.2%)| 0        | 20    |
| 30       | 0          | 0        | 0        | 0        | 0     |
| 31       | 0          | 0        | 0        | 0        | 0     |
| **Total** | **143**   | **219**  | **240**  | **64**   | **666**|

Note: Grey shading shows the post-intervention periods.
Secondary outcome - Ease of referral to services

*Table G2c Clinician perceived difficulty of referral to services for refugee health care.*

| Service                              | Clinicians completing pre and post surveys | Pre-intervention Median (Q1, Q3) | Post-intervention Median (Q1, Q3) | Z*   | P    |
|--------------------------------------|-------------------------------------------|----------------------------------|-----------------------------------|------|------|
| Social and Settlement Services       | 39                                        | 3.0 (2.0, 3.75)                  | 3.0 (3.0, 4.0)                    | -2.449 | 0.014 |
| Mental health problems including PTSD | 44                                        | 3.0 (2.0, 3.75)                  | 3.0 (2.0, 4.0)                    | -1.823 | 0.07  |
| Oral and dental health issues        | 46                                        | 3.0 (2.0, 3.0)                   | 3.0 (2.0, 4.0)                    | -2.072 | 0.038 |

* Wilcoxon matched-pair signed-rank test

Interquartile range of responses to question: “In the past 12 months how often did you have difficulty finding other services or providers to refer your patients with refugee background for…”

4 point Likert scale (Options: 1=Always or almost always, 2=Often, 3=Sometimes, 4=Rarely or never)