

Multimedia Appendix 1

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Figure S1: Example of POR

Answering the phone
★★★★ out of 5
by Anonymous - Posted on 09 April 2021

Great care, if you can get through. Two experiences now in the last 10 days of waiting 90 mins for the phone to be answered. Appreciate everything that primary care are handling because of Covid but this really needs to be sorted as we are no longer able to call into the surgery.

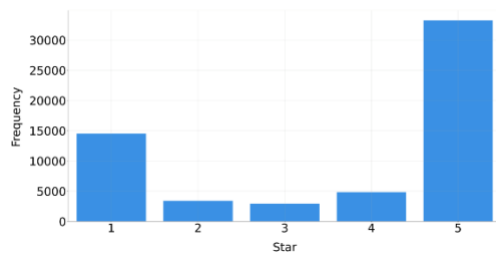
Visited March 2021

[Report as unsuitable](#)

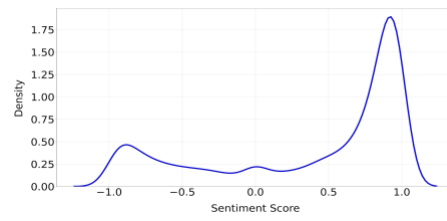
Christchurch Medical Practice has not yet replied.

Note: Example review obtained from www.nhs.uk

Figure S2: Distribution of star ratings and sentiment scores

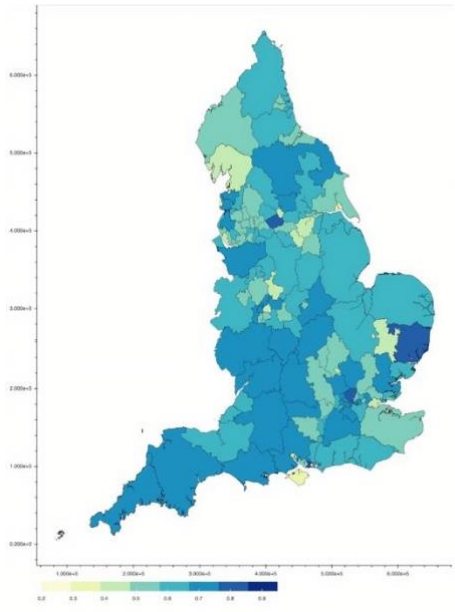


(a) Star ratings

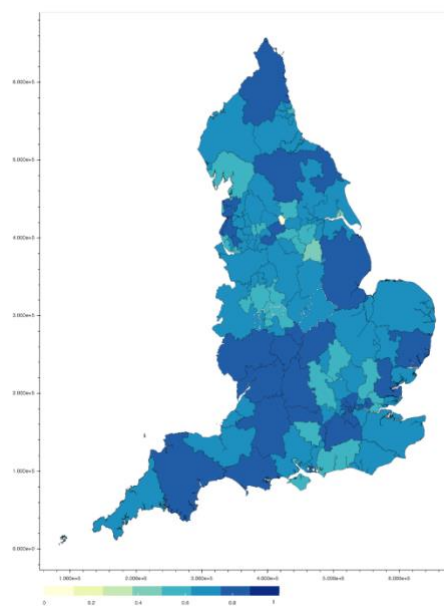


(b) Sentiment scores

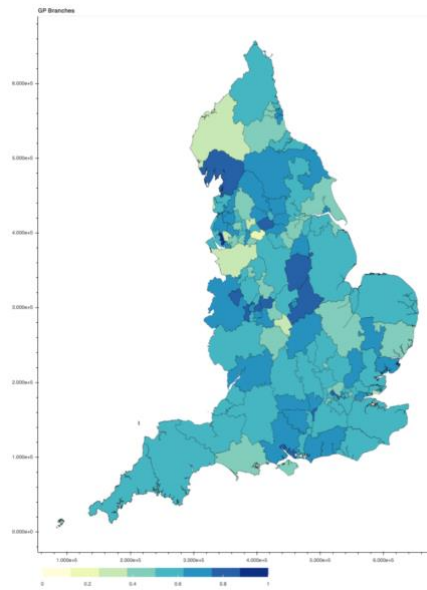
Figure S3: Geographical differences in PORs across CCG areas



(a) Percentage of good PORs



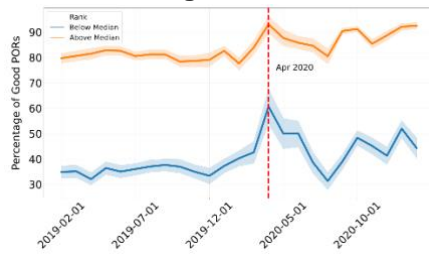
(b) Percentage of PORs with positive sentiment



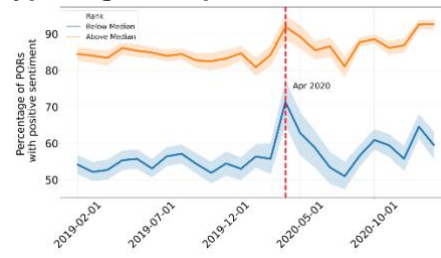
(c) Percentage of PORs receiving a reply

Note: CCG = Clinical Commissioning Groups (CCGs). Yellow (blue) colors reflect lower (higher) percentage of good PORs, average sentiment scores, and percentage of PORs with a reply, respectively.

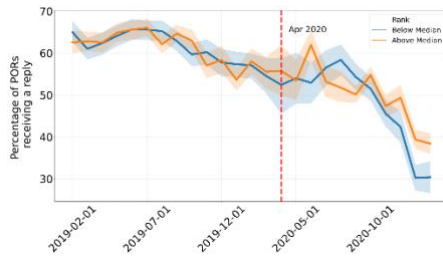
Figure S4: Trends in PORs by type of general practice



(a) Percentage of good PORs



(b) Percentage of PORs with positive sentiment



(c) Percentage of PORs receiving a reply

Note: Vertical red lines depict the start of the lockdown measures of March 23, 2020. Solid lines depict the evolution of monthly averages. Shaded area indicates 95% confidence intervals. Yellow colors represent practice with a share of good reviews (defined as having four or five stars out of five) above the median, while orange colors represent those practices with a share of good reviews below the median.

(b) General practices below median percentage of good PORs

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Figure S6: Evolution of key words

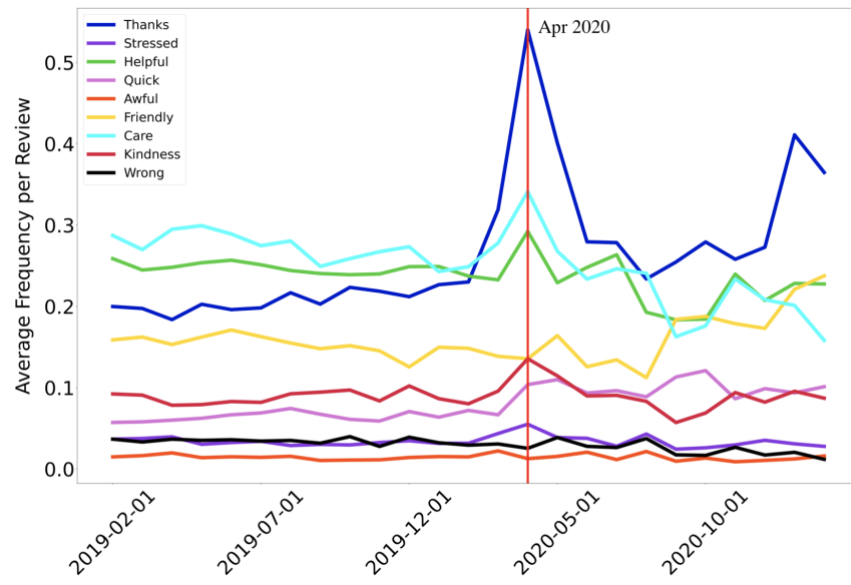


Table S1: Summary statistics at general practice level

| | Feb 2019 – Mar 2020 | Apr 2020 – Feb 2021 | <i>P</i> -value ^a |
|---------------------------------|---------------------|---------------------|------------------------------|
| Good review ^b | 57.6% (35.4) | 62.4% (40.1) | <0.001 |
| Positive sentiment ^c | 68.7% (31.3) | 70.7% (36.3) | <0.003 |
| PORs receiving a reply | 52.5% (44.2) | 39.2% (44.3) | <0.001 |
| Total no. of PORs, n | 37,929 | 21,041 | |
| Total no. of practices, n | 6,125 | 4,517 | |
| POR per practice | 6.2 (13.4) | 4.7 (12.3) | |

Data are presented as mean (SD) unless otherwise indicated.

^a *P*-values obtained from a t-test on the differences of means before and after April 2020.

^b Good reply defined as four or five stars out of five.

^c Positive sentiment defined as having a sentiment score greater than zero.