

	<b>Odds Ratio</b>	<b>S.E.</b>	<b>P-value</b>
Intercept	4.18	0.57	0.01
Time to appointment	0.99	0.00	< 0.001
Referral number	0.91	0.00	
Age at appointment	1.02	0.00	< 0.001
<b><i>Time of Day</i></b>			
Afternoon	<i>Reference</i>	-	-
Evening	1.04	0.03	0.11
Morning	0.99	0.01	0.08
<b><i>SMS Allowed</i></b>			
Not allowed	<i>Reference</i>	-	-
Allowed	1.04	0.01	< 0.001
<b><i>Employment Status</i></b>			
Employed	<i>Reference</i>	-	-
Unemployed and seeking work	0.67	0.01	< 0.001
Full or part-time student	0.98	0.01	0.20
Long-term sick or disabled	0.64	0.01	< 0.001
Homemaker	0.67	0.01	< 0.001
Not receiving sickness and disability benefits and not working	0.60	0.04	< 0.001
Unpaid voluntary work	0.54	0.03	< 0.001
Retired	0.73	0.02	< 0.001
Not stated	0.64	0.04	< 0.001
<b><i>Statutory Sick Pay Indicator</i></b>			
No	<i>Reference</i>	-	-
Yes	1.06	0.01	< 0.001
Unknown	0.62	0.04	< 0.001
Not stated	0.66	0.03	< 0.001
<b><i>Step Intensity</i></b>			
Not stated	<i>Reference</i>	-	-
High intensity - 1st step	1.71	0.03	< 0.001
High intensity - Stepped up	0.75	0.03	< 0.001
Low intensity - 1st step	1.39	0.03	< 0.001
Low intensity - Stepped Down	0.07	0.03	< 0.001
<b><i>Referral Source</i></b>			
GP	<i>Reference</i>	-	-
Other	0.89	0.12	0.33
Self	1.04	0.11	0.76
<b><i>Appointment Purpose</i></b>			
Assessment and treatment	<i>Reference</i>	-	-
Assessment only	0.86	0.37	0.68
Treatment only	0.98	0.31	0.94
Follow-up after left treatment	2.18	0.43	0.07
Review and treatment	0.86	0.33	0.65
Review only	1.77	0.37	0.12
Other	0.99	0.33	0.97
<b><i>Consultation Medium</i></b>			
Email	<i>Reference</i>	-	-
Face to face communication	0.59	0.42	0.21
SMS	0.48	0.48	0.13
Talk type for a Person unable to speak	0.22	0.48	0.002
Telemedicine web camera	0.41	0.49	0.07

Telephone	0.54	0.42	0.14
Other	0.49	0.44	0.10
<b>Gender</b>			
Female	<i>Reference</i>	-	-
Male	1.02	0.01	0.21
Not specified	1.59	0.22	0.03
Not known	0.69	0.37	0.33
<b>Long Term Condition Status</b>			
No	<i>Reference</i>	-	-
Yes	1.01	0.12	0.95
Person asked but declined to provide a response	0.65	0.12	< 0.001
Person asked and does not know or is not sure	0.65	0.13	< 0.001
<b>ADSM</b>			
Agoraphobia-Mobility Inventory	<i>Reference</i>	-	-
Panic Disorder Severity Scale	4.16	0.36	< 0.001
Generalised Anxiety Disorder Assessment	3.18	0.33	< 0.001
Obsessive Compulsive Inventory	5.65	0.34	< 0.001
Impact of Events Scale - Revised	5.09	0.34	< 0.001
Social Phobia Inventory	6.05	0.34	< 0.001

Table 3: Estimated regression parameters, standard errors and p-values for the GLMM