

Appendix 5. Table of subthemes within key concepts.

Key Concept (number of papers)	Sub-themes (number of papers)
Disorganisation and fragmentation of healthcare (8)	Structure of primary health care (6) Inadequate time (5) Fragmented care/ involvement of secondary care (8)
The inadequacy of guidelines and evidence based medicine (10)	Single disease focus (5) Doubts on the evidence underpinning guidelines (5) Guidelines add to complexity (7) Queries on the relevance of disease specific outcomes (6) The use of guidelines for primary prevention (5) Using modified approaches to guidelines (5) Linking guidelines to physician reimbursement (3)
Challenges in delivering patient-centred care (10)	Individualising management (7) Taking a generalist approach (10) Importance of a longitudinal patient-GP relationship (7) The impact of multimorbidity and treatment burden (9) Specific complicating patient characteristics (6)
Challenges in shared decision making (10)	Discussing risks and outcomes associated with treatment options (8) Using alternative models of decision making (7) Lack of appropriate communication skills (3) Approaches to changing or de-prescribing medications (6)

Number of papers related to this key concept / subtheme in brackets.