

**Supplementary Table 1: Example of an uncertainty based on a broad theme and illustrative specific questions included within it.**

<b>Verified Uncertainty</b>
What is the best skin care routine for people with acne?
<b>Questions included within this uncertainty<sup>1</sup></b>
Is there any evidence that how often you wash your skin and what products you use to do so have any effect on acne severity?
What should we tell patients about frequency of cleansing and what moisturisers should we recommend?
Does cleansing regime make any difference to acne?
Is it best to use a cleanser before applying the spot cream or just use warm water?
Do scrubs help all acne types or do they just irritate the skin further causing it to break out?
Which facial washes are good to use to get rid of back acne and face acne?
Is it bad to use multiple types of products at the same time such as cleansers and scrubs?
Is there any basis to the necessity of the cleanse-tone-moisturize ritual, or does that differ from person to person?
What are good ingredients a scrub/cleanser should contain to help my acne improve?
If you cleanse too much does it make acne worse?
Are expensive spot-specific face washes more effective than regular soap & water?
What are the best products to recommend patients use to wash with e.g. soap, medicated cleansers, face wipes, etc?
Can good skincare from an early age help to prevent the onset of acne?
Do I need to use any other skin care products with my prescriptions?

<sup>1</sup>These are examples only and not an exhaustive list.

**Supplementary Table 2. Demographic information for professional respondents.**

		<b>Number</b>
	Total respondents	652
<b>Gender</b>	Female	393
	Male	219
	Not disclosed	40
<b>Location</b>	UK	519
	Overseas	96
	Not disclosed	37
<b>Professional group</b>	Pharmacist	137
	GP	139
	Dermatologist	214
	Other physician in secondary care	15
	Cosmetic surgeon/clinical cosmetologist	5
	Nurse	70
	CAM practitioner	4
	Beauty therapist/aesthetician	36
	Private practitioner	25
	Research scientist	20
	Student (pharmacy or medical)	4
	Dietitian	2
	Counsellor/psychologist	2
	Camouflage practitioner	1
	Other	4
Not disclosed	6	

**Supplementary Table 3. Demographic information for respondents to the patient version of the harvesting survey**

		<b>Number</b>
	Total respondents	1638
<b>Gender</b>	Female	1344
	Male	272
	Not disclosed	22
<b>Age range</b>	15 y and under	161
	16 – 24 y	684
	25 – 34 y	386
	35 – 44 y	169
	45 – 54 y	146
	55 – 64 y	69
	65 y and over	10
	Not disclosed	13
<b>Ethnicity</b>	Asian Bangladeshi	8
	Asian Chinese	28
	Asian Indian	50
	Asian Pakistani	29
	Black African	40
	Black Caribbean	14
	Hispanic	40
	Mixed race	67
	White	1293
	Other	45
	Not disclosed	24
<b>Location</b>	UK	1260
	Overseas	378
<b>Group</b>	Had acne when completed survey	1125
	Had acne in the past	331
	Parent/guardian or partner	132
	Other	50

**Supplementary Table 4. Sources of acne treatment used by respondents who had acne when they completed the harvesting survey.**

<b>Source of treatment</b>	<b>Number (%)</b>	
	<b>In the past</b>	<b>When survey completed</b>
From a pharmacy with a prescription	726 (66)	401 (37)
Over-the-counter from a pharmacy without a prescription (something you have to ask for)	359 (33)	86 (8)
From the open shelves in a pharmacy or supermarket	492 (45)	186 (17)
In/from a hospital	127 (12)	46 (4)
From the internet	166 (15)	74 (7)
From a health food shop	142 (13)	33 (3)
From a complementary therapist/alternative practitioner	77 (7)	10 (0.9)
From a private clinic	80 (7)	24 (2)
From a beauty therapist	158 (14)	40 (4)
Not disclosed	2 (0.2)	4 (0.4)
Other	8 (0.7)	9 (0.8)
Number on treatment	903 (82)	650 (59)
Number off treatment	189 (17)	443 (40)
Not disclosed	3 (0.3)	5 (0.5)
Total number of respondents	1095	1098