Figure 1: Changes in proportion of referred & follow-up patients in relation to the programme

Table 1: Themes & quotes on the different level of learner’s outcomes

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| **Themes** | **Quotes** |
| 1 – Reaction | “I thought it [the OPERA] was excellent, it was very nerve racking... the actors played very good part…they weren’t open with a lot of information, we need to pick [search] for that, we needed to find the basis of their problems which is true in diabetes care” (participant 8) |
| 2a – Modification of attitudes / perceptions | “Invariably you will end up talking about certain case-studies and putting your thoughts or point of view forward from your professional perspective...that’s really nice for everybody to understand the issues a profession may have with that particular thing” (participant 7) |
| 2b – Acquisition of knowledge and/or skills | “After having more knowledge I really changed my practice enormously, as a result of attending the course, I’m much more confident at looking at scenarios and changing treatments...also getting the patient to focus more on themselves…” (participant 3)  Since [the programme] I have had newly diagnosed patients referred to me with off-the-scales HBA1C, which I was being able to bring right down, which was very satisfying.” (participant 7) |
| 3 – Behavioural change | “It’s hard to be definitive…I think we definitely became a lot more aggressive about treatment…before we probably let things bobble along for a long time…” (participant 6) |
| 4a – Change in organisation practice | “...there were changes in prescribing, we are concentrating on making prescribing uniform throughout the practice, changing to be more cost-effective…if combination therapy is available and cheaper then we change to them...” (participant 6) |
| 4b – Benefits to patients / clients | “They [the general practitioners] were referring more complex problems to us, and they’re dealing with the more mundane problems...they know what to do with newly diagnosed…patients are being better managed in primary care for longer times and targets are much better achieved now…this is really good for the patient” (participant 1) |