## TABLE 1. STUDY OUTCOMES

| Type | Outcomes and variables | Definition and assessment | Timepoint |
|---|---|---|---|
| Primary | Appropriate medical referral | Patient referral by the pharmacist made in accordance with the designed protocols. It was calculated as the proportion of patients appropriately referred divided by the total number of patients. | Pharmacist–patient consultation, completed by the pharmacist. |
| | Modification of direct product request | Treatment requested by the patient modified by the pharmacist due to not approved indication of use for the minor ailment, wrong dose, dosage or formulation. The summary of product characteristics determined by the Spanish Agency was used as the standard*. | |
| Secondary | Symptom resolution | Relief of symptoms. measured using a Likert scale from 1 “not at all” to 5 “completely” | 10-day telephone follow-up with interview conducted by the research group. |
| | Reconsultation rate | Whenever the patient had to consult again for the same ailment. | |
| | Health related quality of life (HRQoL) | The patient self-complete instrument and/or at the telephone interview. EuroQol 5D-5L (EQ-VAS) and Utility were used. | Pharmacist–patient consultation and repeated at 10-day telephone follow-up. |
| Independent | Patient basic demographics | Gender, age, other health problems, number of medicines used for other health problems. | Pharmacist–patient consultation, completed by the pharmacist. |
| | Other patient demographics | Education, health insurance, employment. | 10-day telephone follow-up completed by the research group. |
| | Minor ailment type: | Dermatological problems (cold sore, foot fungus), gastrointestinal disturbance (diarrhoea, flatulence, heartburn or vomiting), pain (dysmenorrhea, headache, sore throat) and upper respiratory tract-related conditions (cough, cold or nasal congestion). | Pharmacist–patient consultation, completed by the pharmacist. |
| | Minor ailment characteristics | Symptom duration and whether it was the first time the patient had experienced the symptom. | |
| | Consultation | Consultation type (symptom presentation or direct product request), length of visit and the | |

| | | | |
|---|---|---|---|
| | | outcome of the consultation (medicines supplied were classified using Anatomical Therapeutic Chemical Classification System, ATC). | |

* Spanish Agency of Medicines and Medical Devices (AEMPS). Centro de Información de Medicamentos de la AEMPS (CIMA) [Information centre for medication of AEMPS]. [Internet] [revised 19 sept 2020]. Available from: https://cima.aemps.es/cima/publico/home.html

**TABLE 2. BASELINE CHARACTERISTICS FOR THE SAMPLE BY PHARMACY GROUP**

| | | MAS CP* (n=323) | UC CP* (n=485) | Total | p-value |
|---|---|---|---|---|---|
| Gender | Male | 125 (38.7%) | 173 (35.7%) | 298 (36.9%) | |
| | Female | 198 (61.3%) | 312 (64.3%) | 510 (63.1%) | 0.382 |
| Education† | None/Primary/Not know | 102 (46.2%) | 140 (49.3%) | 242 (47.9%) | |
| | Secondary | 73 (33.0%) | 84 (29.6%) | 157 (31.2%) | |
| | Superior | 46 (20.8%) | 60 (21.1%) | 106 (20.9%) | 0.691 |
| Employment† | Employed | 112 (49.3%) | 172 (59.3%) | 284 (54.9%) | |
| | Unemployed | 29 (12.8%) | 21 (7.2%) | 50 (9.8%) | |
| | Retired | 48 (21.1%) | 46 (15.9%) | 94 (18.2%) | |
| | Student | 9 (4.0%) | 14 (4.8%) | 23 (4.4%) | |
| | Other | 29 (12.8%) | 37 (12.8%) | 66 (12.7%) | 0.124 |
| Health insurance† | Public | 200 (87.3%) | 253 (87.5%) | 453 (87.4%) | |
| | Private/Both/Not known | 29 (12.7%) | 36 (12.5%) | 65 (12.6%) | 0.944 |
| Consultation type | Symptom presentation | 235 (72.8%) | 329 (67.8%) | 564 (69.8%) | 0.136 |
| | Direct product request | 88 (27.2%) | 156 (32.2%) | 244 (30.2%) | |
| Minor ailment | Upper respiratory | 220 (68.2 %) | 309 (63.7%) | 529 (65.5%) | |
| | Pain | 65 (20.1%) | 96 (19.8%) | 161 (19.9%) | |
| | Digestive | 24 (7.4%) | 52 (10.7%) | 76 (9.4%) | |
| | Dermatological | 14 (4.3%) | 28 (5.8%) | 42 (5.2%) | 0.309 |
| First time symptoms | Yes | 26 (8.0%) | 42 (8.7%) | 68 (8.4%) | |
| | No | 297 (92.0%) | 443 (91.3%) | 740 (91.6%) | 0.417 |
| Symptom already treated | Yes | 61 (18.9%) | 110 (22.7%) | 171 (21.2%) | |
| | No | 262 (81.1%) | 375 (77.3%) | 637 (78.8%) | 0.196 |
| Other health problem/s | Yes | 148 (45.8%) | 222 (45.8%) | 370 (45.8%) | |
| | No | 175 (54.2%) | 263 (54.2%) | 438 (54.2%) | 0.989 |
| | | Average (SD) | | | p-value |
| Age (years) | | 48.1 (15.8) | 47.3 (17.1) | 47.6 (16.6) | 0.552 |
| Baseline EQ-VAS | | 68.2 (19.0) | 71.3 (19.6) | 70.1 (19.4) | 0.005‡ |
| Baseline utility | | 0.87 (0.12) | 0.89 (0.14) | 0.88 (0.13) | <0.001‡ |
| Symptom duration (days) | | 3.6 (3.7) | 3.9 (4.4) | 3.8 (4.1) | 0.263 |
| N° medicines to treat other health problems | | 1.2 (1.9) | 1.3 (1.9) | 1.2 (1.9) | 0.798‡ |

* MAS CP: Minor Ailment Service Community Pharmacies; UC CP: Usual Care Community Pharmacies; SD: Standard deviation
† Data recorded 10 days after consultation by phone, 291 patients answered in CP control group (60.0%) and 229 in CP intervention group (70.9%)
‡ Mann-Whitney

**TABLE 3. PRIMARY OUTCOMES (BIVARIATE ANALYSIS) WITHOUT ADJUSTMENTS FOR BASELINE VARIABLES**

| | | MAS CP (n=323) | UC CP (n=485) | Total | p-value |
|---|---|---|---|---|---|
| Referral criteria identified by the pharmacist | Yes | 28 (8.7%) | 20 (4.1%) | 48 (6.0%) | |
| | No | 295 (91.3%) | 465 (95.9%) | 760 (94.0%) | 0.007† |
| Refer according to protocol | Yes | 24 (7.4%) | 19 (3.9%) | 43 (5.3%) | |
| | No | 299 (92.6%) | 466 (96.1%) | 765 (94.7%) | 0.029† |
| **Sub analysis for those with direct product request** | | | | | |
| | | **MAS CP (n=88)** | **UC CP (n=156)** | **Total** | **p-value** |
| Direct product request | Treatment requested supplied | 77 (87.5%) | 148 (94.9%) | 225 (92.2%) | |
| | Modification of product requested | 10 (11.4%) | 7 (4.5%) | 17 (7.0%) | |
| | None product supplied | 1 (1.1%) | 1 (0.6%) | 2 (0.8%) | 0.041† |
| Reason for product modification | Inappropriate for the minor ailment | 4 (40.0%) | 4 (57.1%) | 8 (47.2%) | |
| | Inappropriate dose | 4 (40.0%) | 1 (14.3%) | 5 (29.4%) | |
| | Lack of supply | 1 (10.0%) | 2 (28.6%) | 3 (17.6%) | |
| | Other | 1 (10.0%) | 0 (0.0%) | 1 (5.8%) | 0,497 |

* MAS CP: Minor Ailment Service Community Pharmacies; UC CP: Usual Care Community Pharmacies

† Pearson chi square

**TABLE 4. SECONDARY OUTCOMES (BIVARIATE ANALYSIS) WITHOUT ADJUSTMENTS FOR BASELINE VARIABLES**

| | | MAS CP (n=230) | UC CP (n=293) | Total | p-value |
|---|---|---|---|---|---|
| Symptom resolution | 1 | 4 (1.7%) | 4 (1.4%) | 8 (1.5%) | |
| | 1.5 | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | |
| | 2 | 8 (3.5%) | 4 (1.4%) | 12 (2.3%) | |
| | 2.5 | 2 (0.9%) | 3 (1.0%) | 5 (1.0%) | |
| | 3 | 19 (8.3%) | 31 (10.6%) | 50 (9.6%) | |
| | 3.5 | 3 (1.3%) | 6 (2.0%) | 9 (1.7%) | |
| | 4 | 54 (23.5%) | 54 (18.4%) | 108 (20.6%) | |
| | 4.5 | 6 (2.6%) | 9 (3.1%) | 15 (2.9%) | |
| | 5 | 134 (58.3%) | 182 (62.1%) | 316 (60.4%) | 0.563 |
| Symptom resolution | 1-4.5 | 96 (41.7%) | 111 (37.9%) | 207 (39.6%) | |
| | 5 | 134 (58.3%) | 182 (62.1%) | 316 (60.4%) | 0.371 |
| Time to complete symptom resolution (days) (X, SD) | | 4.5 (2.8) | 4.5 (2.3) | 4.5 (2.4) | 0.648† |
| Reconsultation rate | Yes | 43 (14.6%) | 56 (24.3%) | 99 (18,9%) | |
| | No | 251 (85.4%) | 174 (75.7%) | 425 (81,1%) | 0.005‡ |
| Reconsultation visits setting | Primary care | 28 (65.1%) | 40 (71.4%) | 68 (68.7%) | |
| | Pharmacy | 9 (20.9%) | 7 (12.5%) | 16 (16.2%) | |
| | Emergency department | 3 (7.0%) | 5 (8.9%) | 8 (8.1%) | |
| | Emergency room (GP) | 1 (2.3%) | 1 (1.8%) | 2 (2.0%) | |
| | >1 visit | 2 (4.7%) | 3 (5.4%) | 5 (5.0%) | 0.016§ |
| Prescription after reconsultation visit | Yes | 38 (88.4%) | 49 (87.5%) | 87 (87.9%) | |
| | No | 5 (11.6%) | 7 (12.5%) | 12 (12.1%) | 0.895 |
| | | **Average (SD)** | | | **p-value** |
| Follow-up utility | | 0.92 (0.15) | 0.92 (0.17) | 0.92 (0.16) | 0.326† |
| Change in utility | | 0.05 (0.11) | 0.03 (0.15) | 0.43 (0.13) | 0.163† |
| Follow-up EQ-VAS | | 82.1 (15.6) | 81.8 (17.2) | 81.9 (16.5) | 0.875† |
| Change in EQ-VAS | | 13.5 (22.1) | 11.9 (24.2) | 12.6 (23.3) | 0.476† |

* MAS CP: Minor Ailment Service Community Pharmacies; UC CP: Usual Care Community Pharmacies; SD: Standard deviation

† Mann-Whitney

‡ Pearson chi square

§ ANOVA test

**TABLE 5. COMPARISON OF ADJUSTED OUTCOME MEASURES BETWEEN GROUPS**

| | *Outcome* | | *Adjusted* Odds Ratio | *Confidence Intervals* | *p-value* |
|---|---|---|---|---|---|
| ***Primary*** | ***Appropriate referral*** | UC CP<br>MAS CP | 2.343 | 1.146-4.792 | 0.020 |
| | ***Modification of direct product request*** | UC CP<br>MAS CP | 2.296 | 0.795-6.629 | 0.125 |
| ***Secondary*** | ***Symptom resolution*** | UC CP<br>MAS CP | 0.852 | 0.897-1.632 | 0.397 |
| | ***Symptom resolution (ITT)*** | UC CP<br>MAS CP | 1.210 | 0.897-1.632 | 0.212 |
| | ***Reconsultation rate*** | UC CP<br>MAS CP | 1.833 | 1.151-2.919 | 0.011 |
| | ***Reconsultation rate (ITT)*** | UC CP<br>MAS CP | 0.884 | 0.661-1.183 | 0.408 |
| | ***Change in utility*** | UC CP<br>MAS CP | 1.026 | 1.002-1.051 | 0.029 |

* MAS CP: Minor Ailment Service Community Pharmacies; UC CP: Usual Care Community Pharmacies

† The variables used to adjust were: study group, gender, consultation type, symptom already treated, minor ailment, baseline EQ-VAS, patient's age (years) and symptom duration (days).