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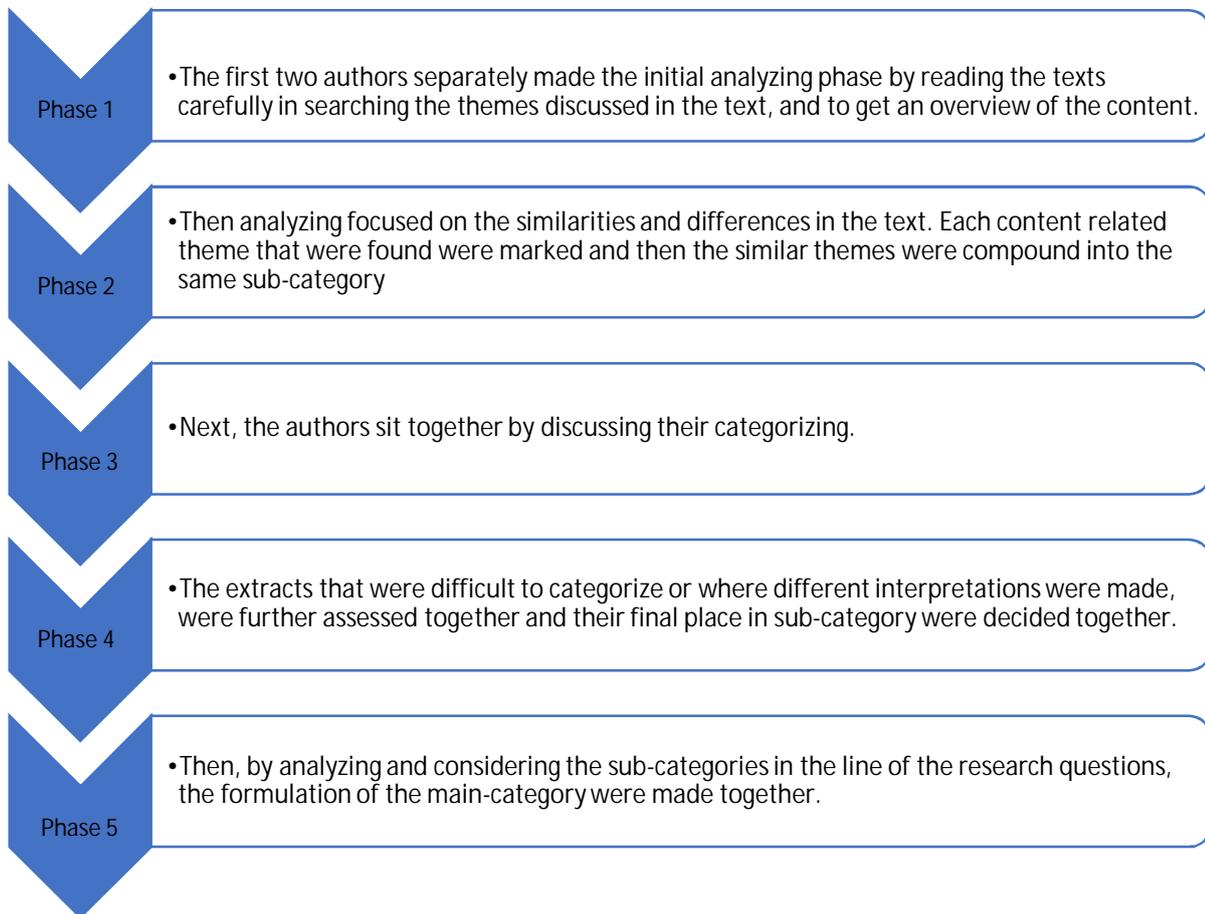


Figure 1. The five steps of qualitative content analysis, adapted from Graneheim&Lundman (2014)

DATA CATEGORISATION		
SOME TEXT EXAMPLES	SUBCATEGORIES	MAIN CATEGORY
<p>PtE13... Direct access has worked well, work is suitably challenging, the assurance of experience is important</p> <p>PtE16... Direct access action is meaningful and in a good way challenging</p> <p>PtE17... I feel comfortable in my work</p> <p>PtB10... At first, the action was challenging, education has brought self-confidence, can help clients. The action has brought the desired challenge and change to the image of the job and added the meaningfulness of work</p> <p>PtB11... Training has increased skills, improved professional self-esteem and motivation to study further</p>	<p>WORK PERSPECTIVE</p>	<p>MEANINGFULNESS OF WORK</p>
<p>PtE5... Clients' feedback is positive and rewarding</p> <p>PtE7... The client can quickly get examination and instructions - accelerates their return to work</p> <p>PtE11... Patients satisfied, when you get quick instructions on self-care</p> <p>PtB7... Clients feel that they will be consulted and investigated properly</p> <p>PtB11... Patients get the guidance they need quicker and are really satisfied</p> <p>PtB12 Direct access accelerates the client's treatment, and self-care</p>	<p>CLIENTS' PERSPECTIVE</p>	
<p>PtE2... In general, the clients' access is very fluent</p> <p>PtE3... Clients' access via triage nurse is generally functional</p> <p>PtE13... Co-operation with the rest of the staff</p> <p>PtB5... Co-operation with colleagues works,</p> <p>PtB15... Physician's consultation worked well</p> <p>PtB16... Although co-operation with colleagues works, there is always a need to brief a new staff</p>	<p>WORKING COMMUNITY PERSPECTIVE</p>	
<p>PtE= experienced, PtB=beginners</p> <p>Figure 2. Data categorisation of open-ended questions.</p>		

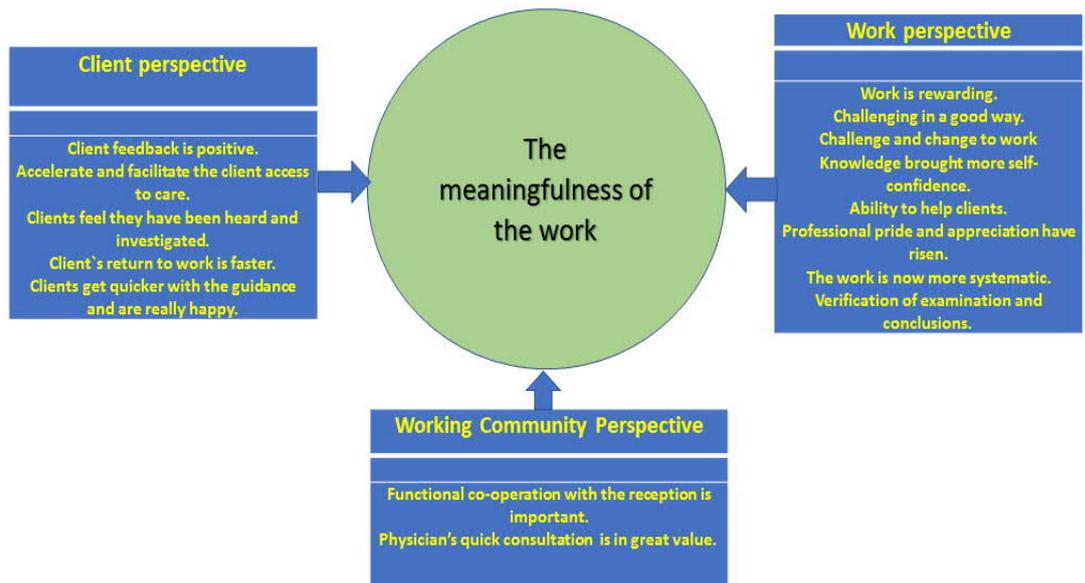


Figure 3. Summarised results about physiotherapists' experiences of their direct access practice