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**Article:**

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## Why do people choose Emergency and Urgent care services?

Table 1: Characteristics of included studies

	Number of included studies, n (%)
Characteristics	38 (100)
Country	
USA	13 (34.2)
UK	15 (39.4)
Other Europe	4 (10.5)
Other	6 (15.8)
Study design	
Multiple qualitative (e.g. focus group and interviews)	3 (7.9)
Mixed method (e.g. interviews and survey)	3 (7.9)
Focus group	2 (5.3)
Patient interviews	7 (18.4)
Cross-sectional studies (e.g. Survey or structured interviews)	21 (46.2)
Secondary data analysis	2 (5.3)
Setting	
ED	26 (68.4)
ED and Urgent Care Centre or Out of Hours	3 (7.9)
Ambulance	2 (5.3)
Out of hours urgent	2 (5.3)
Urgent care centre	1 (2.6)
Primary care/community based	3 (7.9)
Hospital/ED	1 (2.6)
Key themes	
Access to and confidence in primary care	26/38 (68.4)
Perceived urgency, anxiety and the value of reassurance from emergency based services	24/38 (63.1)
Views of family, friends or healthcare professionals	11/38 (28.9)
Convenience in terms of location, not having to make appointments and opening hours	15/38 (39.4)
Individual patient factors	8/38 (21.5)
Perceived need for EMS or hospital care, treatment or investigations	13/38 (34.2)