Appendix: Sources used for the narrative analysis

PERIOD 1 (March – June 2020)

Primary dataset


Campbell D, Only one in four GP appointments now conducted in person. The Guardian, April 19, 2020.


Epstein A, The medics who can see you now! (But only online). Daily Mail, March 31, 2020.

Field M, Doctors using mobile apps to ‘see’ patients. The Daily Telegraph, April 6, 2020.

Francis A, Thousands of patients across Newham get access to remote GP consultations. The Voice, April 9, 2020.


Lay K, GPs urged to see patients remotely. The Times, March 10, 2020.

Lay K, How pandemic is set to future-proof the NHS. The Times, April 4, 2020.


Porter M, Your GP is preparing for the virus. This is how. *The Times*, March 17, 2020.


Sheldrick G, Patients told: Doctor will see you now... but only by video. *The Express*, March 11, 2020.


**Examples of articles from wider dataset**


**PERIOD 2 (July 31 – August 13 2020)**

**Primary dataset**


Cowburn A, All initial GP consultations should now happen on phone or online, Matt Hancock announces. *The Independent*, July 30, 2020.


Lay K, Only 1 in 10 see their doctor face to face as GPs go online. *The Times*, July 30, 2020.


Street-Porter J, ‘Zoom medicine’ won’t work for the elderly - seeing a GP face to face is so important. *The Independent*, August 1, 2020.

Tidman Z, Doctors fear loss of patient relationships as government announces GP appointments to be moved to phone or online. *The Independent*, July 31, 2020.
