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## Nature of factors influencing Number of patients (n, %) Factors influencing recruitment Registered at the diabetes clinic n=1360 (100%) Non-eligibility $n=802 (59.9\%)^{\dagger}$ Ongoing recruitment to another study Computer query of medical records n=660 (48.5%)In person recruitment strategy Healthcare provider-related constraint n=681 (50.1%)\* Recruitment strategy constraint Change to discharge policy n=646 (47.5%)Institutional constraint Ongoing recruitment to another study n=588 (43.2%)Provider-related constraint Practical constraints (researcher unavailable, inability to contact, patient n=509 (37.4%)Practical constraint deceased) Appointment non-attendance Patient-related constraint n=419 (30.8%)n=291 (21.4%) Exclusions **Exclusions** Refusals Patient self-selection n=86 (6.3%)

Figure 1. Simplified illustration of factors affecting recruitment to the study

Non-return of baseline questionnaire required for randomization

Note: <sup>†</sup>This number is for a first computer query that was performed before the study began, to provide some approximation of the number of people who were potentially eligible to the study. \* The number of invitations sent (n=681) could exceed the figure above (n=660) because new computer queries were run every two weeks to identify and send invitations to potentially eligible patients with upcoming appointments, and data in medical records change over time. In this figure, the order in which factors are displayed on the left is not chronological, it is based on the recruitment phase affected.

Patient self-selection

n=81 (6.0%)