

Multimedia Appendix 2. Summary of themes, codes and illustrative quotes from the focus group discussions.

Themes	Codes	Illustrative quotes
Risk assessment	Automated screening	<p>P3: ... I would like to see a system where I get given like a portal access... generate a link... and they [patients] can complete it on their iPad, phone, or their PC and the results will automatically come back to me...</p> <p>P22: If it's simple calculator, we put the data in... and it calculates... and you collate the data points yourself.</p> <p>P20: I think having resources there where it could score it for you and say "This person is low risk or high risk, whatever."</p>
	Guidance to communicate risk to patients	<p>P4: I think the wording of the results [risk assessment] will have to be very careful... We have to make sure there's not a massive label.</p> <p>P7: It's always a balance between keeping them informed and keeping them positive...</p> <p>P8: I think the first message is don't tell them which category they fall under... it's only going to promote negative thinking... not going to help in their recovery.</p> <p>P22: I think de-catastrophising, education around pain, making it simple... There's going to be some acknowledgement of the injury...</p>
Management of people at low risk of non-recovery	Downloadable and customisable exercise sheets	<p>P9: The practitioner makes a selection of the exercises and then prints it off and emails it to them.</p> <p>P14: You've got space to personalise it... you've got access to change that [exercises]...</p> <p>P16: The ability to pick and customize the exercises for them [patients] relevant to their case, not general.</p> <p>P28: If you've got something like this [exercise sheets] that you can individualise for your patient, then I think that's a good resource to have.</p>
	Accessible resources	<p>P1: ... You [practitioner] are directing them [patients] to a reliable source or link of information rather than have them google.</p> <p>P3: A point or a portal where you can actually have the latest evidence-based exercises.</p> <p>P28: It probably needs to be [designed such that] whatever they're looking for they can get that... specifically for the patient... specifically for the practitioner... so they can easily find that information</p>
	Additional resources	<p>P2: A video to be able to look at online just demonstrating the exercises perhaps.</p> <p>P5: Some recommended sentences... if we have something more structured for reassurance so that people are provided reassurance not just being casual about it.</p>

		<p>P9: Just on the website, if you can [put] things in there that promote basically self-management, self-efficacy...</p> <p>P15: It's important to have some red flags... to know if they're [patients] experiencing anything with those exercises.</p> <p>P16: ... Webpage with different exercises listed there and then you can just click on it</p> <p>P17: ... A lay description of what sort of injury people sustain, just so they [patients] understand that it's your general and acute soft tissue injury...</p> <p>P19: Maybe other information part... tips and some general information [about whiplash].</p> <p>P22: In terms of resources... brief, 15-minute, 10-minute instructional video.</p> <p>P23: ... An automatic direct line, that automatically directs to that video.</p>
Management of people at medium/high risk of non-recovery	Database of WAD ^a specialists	<p>P4: Database of who and where they are.</p> <p>P5: List of specialists in the area.</p> <p>P8: A physical barrier would just be where to send them. If on the website, you got a list of people, so then you got the confidence to say... they're [specialist HCPs] the right person."</p> <p>P19: I think a list of who to refer to will be really nice, like a nice contact...</p>
	Information on complex assessments	<p>P20: Anxiety and depression scale... You had one about pressure pain thresholds...</p> <p>P22: How to screen psychologically without doing a battery of tests, a battery of papers... What are the key physical parameters...</p> <p>P21: Cut-off scores... What the scores of the different questionnaires mean. What is an acceptable clinical change too... It's the content as well aside from the score.</p> <p>P26: I guess your qualitative sensory testing... what that actually looks like in a clinical sense.</p>
	Case vignettes	<p>P26: Could you have clinical cases online? ... I think that would give someone a good enough idea of how to seamlessly put an examination together.</p> <p>P18: ... Vignettes- they are a useful tool but they certainly provide you with anywhere near the same information as actually seeing the patient...</p> <p>P23: Case vignettes with supporting literature... and then there's an outcome, an actual competency evaluation at the end... So it's actually more than just ticking the box.</p>

^aWAD: whiplash associated disorder.