

Supplementary Tables and Figures

Supplementary Table 1 Patients who did or did not stop treatment by variables (new patients; N = 1267)

Variable		n (%) ^a	
		Did not stop treatment	Did stop treatment
Age at start of treatment	n	963	304
	Mean (SD), years	39.8 (9.19)	39.4 (9.62)
Sex	n	963	304
	Female	774 (80)	246 (81)
	Male	189 (20)	58 (19)
Q1: First time using treatment?	n	961	304
	Yes	803 (84)	254 (84)
	No	158 (16)	50 (16)
Q2: How long was previous treatment?	n	141	37
	Mean (SD), months	25.1 (24.80)	27.7 (24.16)
Q3: Patient choice to discontinue previous treatment?	n	134	39
	Yes	85 (63)	21 (54)
	No	49 (37)	18 (46)
Q4: Clinic given any treatment information?	n	953	296
	Yes	780 (82)	226 (76)
	No	173 (18)	70 (24)
Q5: How well informed do you feel?	n	961	304

Supplementary Tables and Figures

Variable		n (%) ^a	
		Did not stop treatment	Did stop treatment
Q6: Are you looking forward to treatment?	Extremely	42 (4)	14 (5)
	Not very	111 (12)	44 (14)
	OK	429 (45)	114 (38)
	Uninformed	10 (1)	4 (1)
	Very	369 (38)	128 (42)
	n	953	298
	Extremely	43 (5)	24 (8)
Q7: What is your concern?	Moderately	320 (34)	88 (30)
	Not at all	141 (15)	42 (14)
	Quite a bit	278 (29)	90 (30)
	Slightly	171 (18)	54 (18)
	n	499	138
	I am not sure I can inject myself (tiw)	160 (32)	42 (30)
	I am worried about the side effects	140 (28)	39 (28)
I cannot see the point of the treatment	0 (0)	1 (<1)	
I do not know what to expect of the treatment	31 (6)	10 (7)	
It will change my lifestyle	28 (6)	6 (4)	
It will impact my work	3 (<1)	4 (3)	

Supplementary Tables and Figures

Variable		n (%) ^a	
		Did not stop treatment	Did stop treatment
Q18: How have you been since last call (worst patient experience on therapy)?	No concerns	120 (24)	31 (22)
	Other	17 (3)	5 (4)
	n	959	306
	Very well	3 (<1)	0 (0)
	Well	36 (4)	9 (3)
	OK	641 (67)	162 (53)
	Not well	235 (25)	116 (38)
Q20: How well informed do you feel (lowest level of information during therapy)?	Very unwell	44 (5)	19 (6)
	n	958	304
	Extremely	4 (<1)	3 (<1)
	Very	157 (16)	70 (23)
	OK	766 (80)	214 (70)
	Not very	25 (3)	14 (5)
Q21: Have you contacted any support lines this month?	Uninformed	6 (<1)	3 (<1)
	n	961	306
	Rebif [®] (yes)	140 (15)	40 (13)
	Rebif [®] (no)	821 (85)	266 (87)
	MS Society (yes)	42 (4)	15 (5)

Supplementary Tables and Figures

Variable	n (%) ^a	
	Did not stop treatment	Did stop treatment
MS Society (no)	919 (96)	291 (95)
Other (yes)	39 (4)	19 (6)
Other (no)	922 (96)	287 (94)

^aUnless otherwise stated

Abbreviations: MS, multiple sclerosis; SD, standard deviation; tiw, three times weekly

Supplementary Tables and Figures

Supplementary Table 2 Responses to pre-installation questionnaire (new patients, N = 1267)

Question		Answer, n (%) ^a
Q1: Is this the first time you will be using a self-injectable treatment for your MS?	n	1265
	Yes	1057 (84)
	No	208 (16)
Q2: How long was your previous treatment? (in months) (asked if response to question 1 was "no")	n	178
	Mean (SD)	25.6 (24.63)
Q3: Was it your choice to discontinue previous treatment? (asked if the response to the question 1 was "no")	n	173
	Yes	106 (61)
	No	67 (39)
Q4: Has your clinic given you any information about treatment yet?	n	1249
	Yes	1006 (81)
	No	243 (19)
Q5: How well informed do you feel?	n	1265
	Extremely	56 (4)
	Very	497 (39)
	OK	543 (43)
	Not very	155 (12)
	Uninformed	14 (1)
Q6: If I was to say are you looking forward to starting your treatment, would you say.....?	n	1251
	Extremely	67 (5)

Supplementary Tables and Figures

Question		Answer, n (%) ^a
	Quite a bit	368 (29)
	Moderately	408 (33)
	Slightly	225 (18)
	Not at all	183 (15)
Q7: What is your concern? (asked if response to question 6 was "not at all")	n	637
	I am not sure I can inject myself (tiw)	202 (32)
	I am worried about the side effects	179 (28)
	It will impact my work	7 (1)
	It will change my lifestyle	34 (5)
	I do not know what to expect of the treatment	41 (6)
	I cannot see the point of the treatment	1 (<1)
	No concerns	151 (24)
	Other	22 (3)

^aUnless otherwise stated

Abbreviations: MS, multiple sclerosis; SD, standard deviation; tiw, three times weekly

Supplementary Tables and Figures

Supplementary Table 3 Responses to post-installation questionnaire (new patients, N = 1267)

Question		Answer, n (%) ^a
Q9: Did your first delivery go to plan and did you receive your Rebit [®] , sharps bin and information bag?	n	1265
	Yes	1257 (>99)
	No	8 (<1)
Q10: Are you using the injection device?	n	1228
	Yes	1127 (92)
	No	101 (8)
Q11. Did you have any concerns during your training (more than one response is possible)?	n	1120
	n ^b	1207
	Patient nervousness	144 (12)
	Training equipment	22 (2)
	Side effects	158 (13)
	Carer nervousness	4 (<1)
	More painful than expected	12 (<1)
	Nurse/patient relationship	1 (<1)
	No concerns	818 (68)
	Other	48 (4)
Q12: Do you feel you have had sufficient training?	n	1179
	Yes	1128 (96)
	No	51 (4)

Supplementary Tables and Figures

Question		Answer, n (%) ^a
Q13: Will you be injecting yourself?	n	1247
	Patient	1165 (93)
	Carer	35 (3)
	Both	45 (4)
	Doctor/Nurse	2 (<1)
Q14: Where has most of your information on MS come from?	n	1238
	Patient support groups	70 (6)
	Rebif [®] support line	10 (<1)
	General practitioner	15 (1)
	Internet	254 (21)
	Hospital	766 (62)
	Clinovia information	67 (5)
	Other	56 (5)
Q15: Did you receive any training?	n	1225
	Yes	1149 (94)
	No	73 (6)
	Training declined	3 (<1)
Q16: How did you receive your training?	n	1192
	Hospital	1018 (85)
	Clinovia MS Nurse	174 (15)

Supplementary Tables and Figures

Question	Answer, n (%) ^a
Q17: What made you decide to begin your treatment?	n 1232
	Peer pressure 42 (3)
	Personal choice 918 (75)
	No choice 272 (22)

^aUnless otherwise stated

^bTotal number of responses given as multiple responses were allowed

Abbreviations: MS, multiple sclerosis

Supplementary Tables and Figures

Supplementary Table 4 Responses to pre-delivery questionnaire by time period (new patients, N = 1267)

0 - 6 months (n=1251)	Q18: How have you been since you last call? Would you say you have been?	n*	3017
		Very well	126 (4%)
		Well	600 (20%)
		OK	2007 (67%)
		Not well	255 (8%)
		Very unwell	29 (<1%)
	Q19: Have you been in contact with the clinic since our last call?	n*	2993
		Yes	1024 (34%)
		No	1969 (66%)
	Q20: How well informed do you feel?	n*	3004
		Extremely	162 (5%)
		Very	1602 (53%)
		OK	1213 (40%)
		Not very	24 (<1%)
		Uninformed	3 (<1%)

Supplementary Tables and Figures

0 - 6 months (n=1251)	Q21: Have you contacted any support lines this month?	n*	3012
		Rebif	123 (4%)
		MS Society	33 (1%)
		Other	30 (<1%)
		No	2826 (94%)
	Q22: Have you found taking your treatment this month?	n*	3016
		Very good	125 (4%)
		Good	604 (20%)
		OK	2134 (71%)
		Poor	143 (5%)
		Very poor	10 (<1%)
	Q23: If the answer to TAKING question is Poor/Very poor: What was your concern?	n*	91
		Difficulty with injections	42 (46%)
		It is changing my lifestyle	10 (11%)
I do not know what to expect of the treatment		1 (1%)	
I cannot see the point of the treatment		1 (1%)	

Supplementary Tables and Figures

0 - 6 months (n=1251)	Q23: If the answer to TAKING question is Poor/Very poor: What was your concern?	Other	37 (41%)
	Q24: If answer to clinic question is Yes: Was this by phone or a visit to the clinic?	n*	966
		Phone	325 (34%)
		Clinic visit	641 (66%)
	Q45: Did you last delivery go to plan	n*	3019
		Yes	2959 (98%)
		No	60 (2%)
6 months - 1 year (n=1010)	Q18: How have you been since you last call? Would you say you have been?	n*	3008
		Very well	150 (5%)
		Well	651 (22%)
		OK	2038 (68%)
		Not well	157 (5%)
		Very unwell	12 (<1%)

Supplementary Tables and Figures

6 months - 1 year (n=1010)	Q19: Have you been in contact with the clinic since our last call?	n*	2963
		Yes	670 (23%)
		No	2293 (77%)
	Q20: How well informed do you feel?	n*	2979
		Extremely	136 (5%)
		Very	1620 (54%)
		OK	1205 (40%)
		Not very	15 (<1%)
		Uninformed	3 (<1%)
	Q21: Have you contacted any support lines this month?	n*	3000
		Rebif	56 (2%)
		MS Society	19 (<1%)
		Other	17 (<1%)
No		2908 (97%)	

Supplementary Tables and Figures

6 months - 1 year (n=1010)	Q22: Have you found taking your treatment this month?	n*	3004
		Very good	119 (4%)
		Good	648 (22%)
		OK	2142 (71%)
		Poor	81 (3%)
		Very poor	14 (<1%)
	Q23: If the answer to TAKING question is Poor/Very poor: What was your concern?	n*	61
		Difficulty with injections	41 (67%)
		It is changing my lifestyle	1 (2%)
		I do not know what to expect of the treatment	1 (2%)
		I cannot see the point of the treatment	1 (2%)
		Other	17 (28%)

Supplementary Tables and Figures

6 months - 1 year (n=1010)	Q24: If answer to clinic question is Yes: Was this by phone or a visit to the clinic?	n*	656
		Phone	163 (25%)
		Clinic visit	493 (75%)
	Q45: Did you last delivery go to plan	n*	2990
		Yes	2948 (99%)
		No	42 (1%)
1 - 2years (n=793)	Q18: How have you been since you last call? Would you say you have been?	n*	3755
		Very well	159 (4%)
		Well	811 (22%)
		OK	2582 (69%)
		Not well	180 (5%)
		Very unwell	23 (<1%)

Supplementary Tables and Figures

1 - 2years (n=793)	Q19: Have you been in contact with the clinic since our last call?	n*	3738
		Yes	736 (20%)
		No	3002 (80%)
	Q20: How well informed do you feel?	n*	3734
		Extremely	140 (4%)
		Very	2109 (56%)
		OK	1469 (39%)
		Not very	12 (<1%)
		Uninformed	4 (<1%)
	Q21: Have you contacted any support lines this month?	n*	3748
		Rebif	50 (1%)
		MS Society	17 (<1%)
		Other	25 (<1%)
No		3656 (98%)	

Supplementary Tables and Figures

1 - 2years (n=793)	Q22: Have you found taking your treatment this month?	n*	3756
		Very good	129 (3%)
		Good	783 (21%)
		OK	2764 (74%)
		Poor	70 (2%)
		Very poor	10 (<1%)
	Q23: If the answer to TAKING question is Poor/Very poor: What was your concern?	n*	53
		Difficulty with injections	23 (43%)
		It is changing my lifestyle	2 (4%)
		I cannot see the point of the treatment	1 (2%)
		Other	27 (51%)

Supplementary Tables and Figures

1 - 2years (n=793)	Q24: If answer to clinic question is Yes: Was this by phone or a visit to the clinic?	n*	687
		Phone	182 (26%)
		Clinic visit	505 (74%)
	Q45: Did you last delivery go to plan	n*	3742
		Yes	3698 (99%)
		No	44 (1%)
2 years+ (n=356)	Q18: How have you been since you last call? Would you say you have been?	n*	1770
		Very well	70 (4%)
		Well	353 (20%)
		OK	1283 (72%)
		Not well	54 (3%)
		Very unwell	10 (<1%)

Supplementary Tables and Figures

2 years+ (n=356)	Q19: Have you been in contact with the clinic since our last call?	n*	1758
		Yes	243 (14%)
		No	1515 (86%)
	Q20: How well informed do you feel?	n*	1755
		Extremely	72 (4%)
		Very	1025 (58%)
		OK	656 (37%)
		Not very	2 (<1%)
	Q21: Have you contacted any support lines this month?	n*	1765
		Rebif	19 (1%)
		MS Society	3 (<1%)
		Other	4 (<1%)
		No	1739 (99%)

Supplementary Tables and Figures

2 years+ (n=356)	Q22: Have you found taking your treatment this month?	n*	1771
		Very good	55 (3%)
		Good	349 (20%)
		OK	1328 (75%)
		Poor	36 (2%)
		Very poor	3 (<1%)
	Q23: If the answer to TAKING question is Poor/Very poor: What was your concern?	n*	18
		Difficulty with injections	9 (50%)
		I cannot see the point of the treatment	1 (6%)
		Other	8 (44%)
	Q24: If answer to clinic question is Yes: Was this by phone or a visit to the clinic?	n*	234
Phone		51 (22%)	
Clinic visit		183 (78%)	
2 years+ (n=356)	Q45: Did you last delivery go to plan	n*	1765
		Yes	1750 (>99%)
		No	15 (<1%)

Supplementary Tables and Figures

Supplementary Table 5 Responses to ended treatment questionnaire (new patients, N = 1267)

Question		Answer, n (%) ^a
Q25: What was your reason for stopping?	n	300
	n ^b	355
	It impacted my work	1 (<1)
	It changed my lifestyle	14 (4)
	Switched drug	73 (21)
	Needle phobic	1 (<1)
	Side effects	100 (28)
	I became disillusioned with treatment	18 (5)
	Injection-site issues	27 (8)
	Hospital	78 (22)
	Other	43 (12)
Q26: Is there anything about sc IFN β -1a you would change that may benefit new patients?	n	211
	n ^b	261
	Better information	3 (1)
	Did not meet expectations	13 (5)
	Reduced side effects	124 (48)
	Reduce frequency of injections	20 (8)
	Improved injection device	6 (2)
	Reduced injection-site issues	50 (19)

Supplementary Tables and Figures

Question	Answer, n (%) ^a	
Q27: Did you contact any support lines during your treatment?	Easier access to doctor and ongoing support	6 (2)
	Other	39 (15)
	n	264
	n ^b	311
	Rebif [®]	78 (25)
	MS Society	16 (5)
	Clinovia	63 (20)
	Not at all	108 (35)
	Other	46 (15)

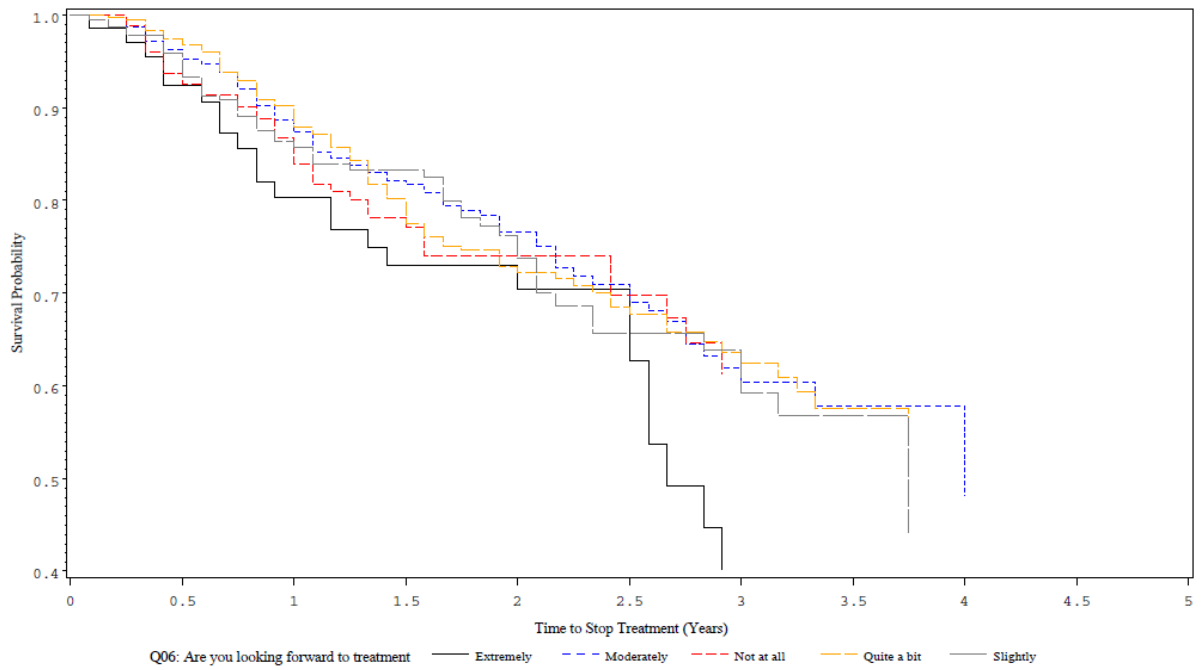
^aUnless otherwise stated

^bTotal number of responses given as multiple responses were allowed

Abbreviations: IFN, interferon; MS, multiple sclerosis; sc, subcutaneous

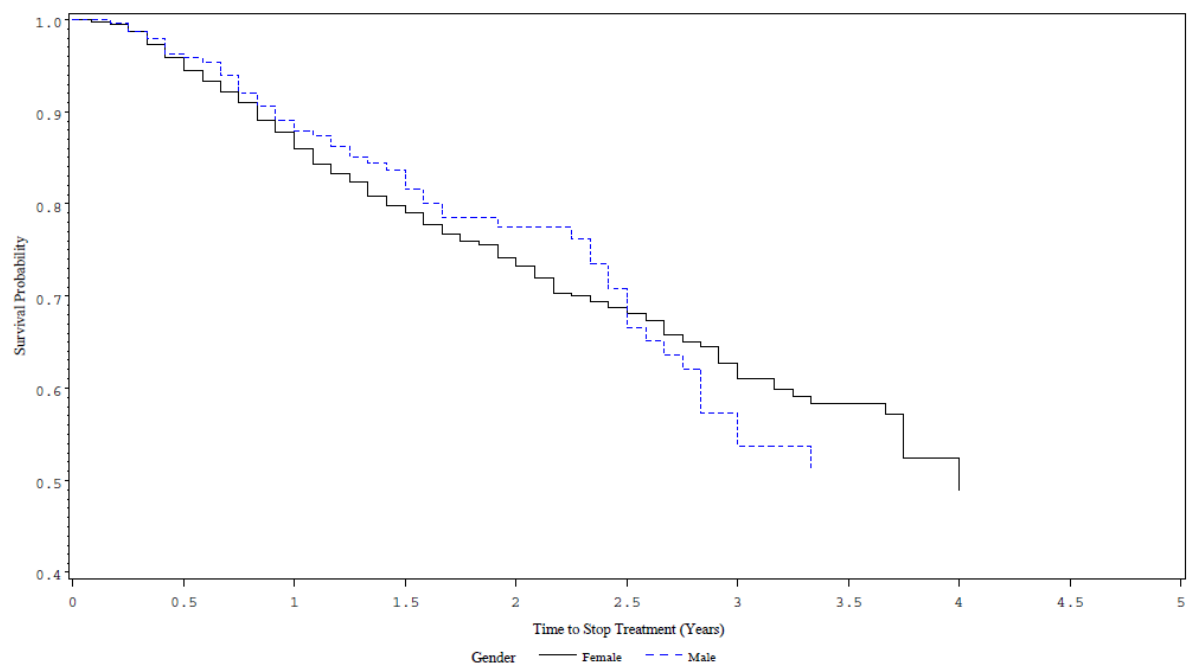
Supplementary Tables and Figures

Supplementary Figure 1A Kaplan–Meier curves of time to stop treatment, by degree that patients were looking forward to therapy (new patient population)



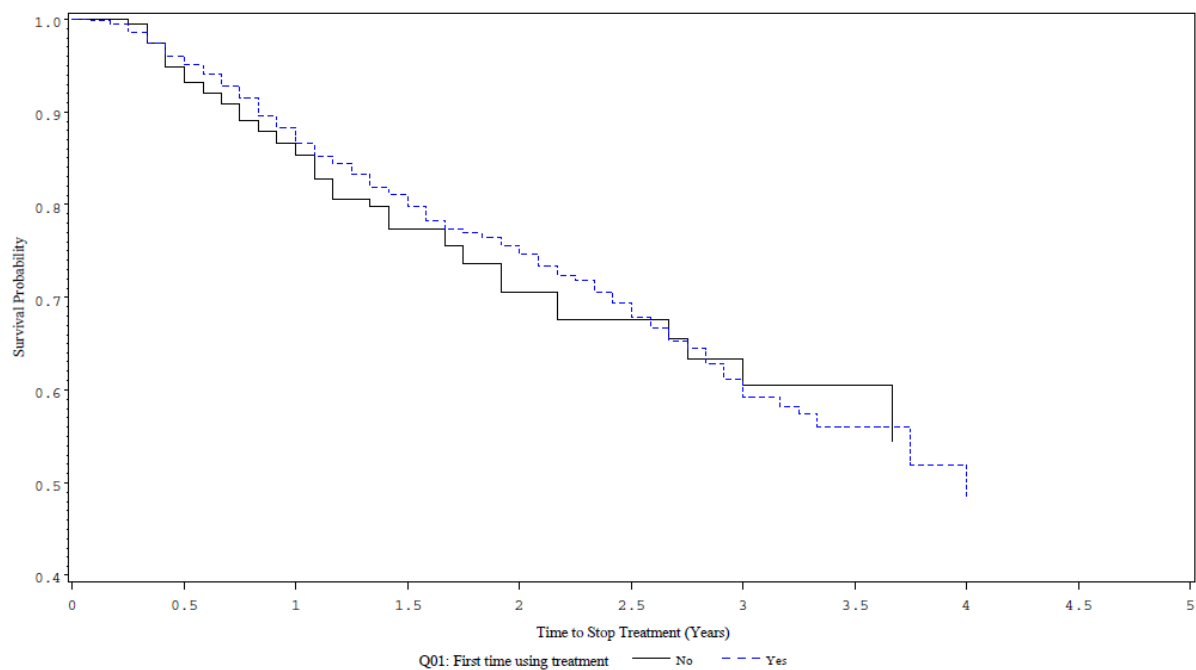
Supplementary Tables and Figures

Supplementary Figure 1B Kaplan–Meier curves of time to stop treatment, by gender (new patient population)



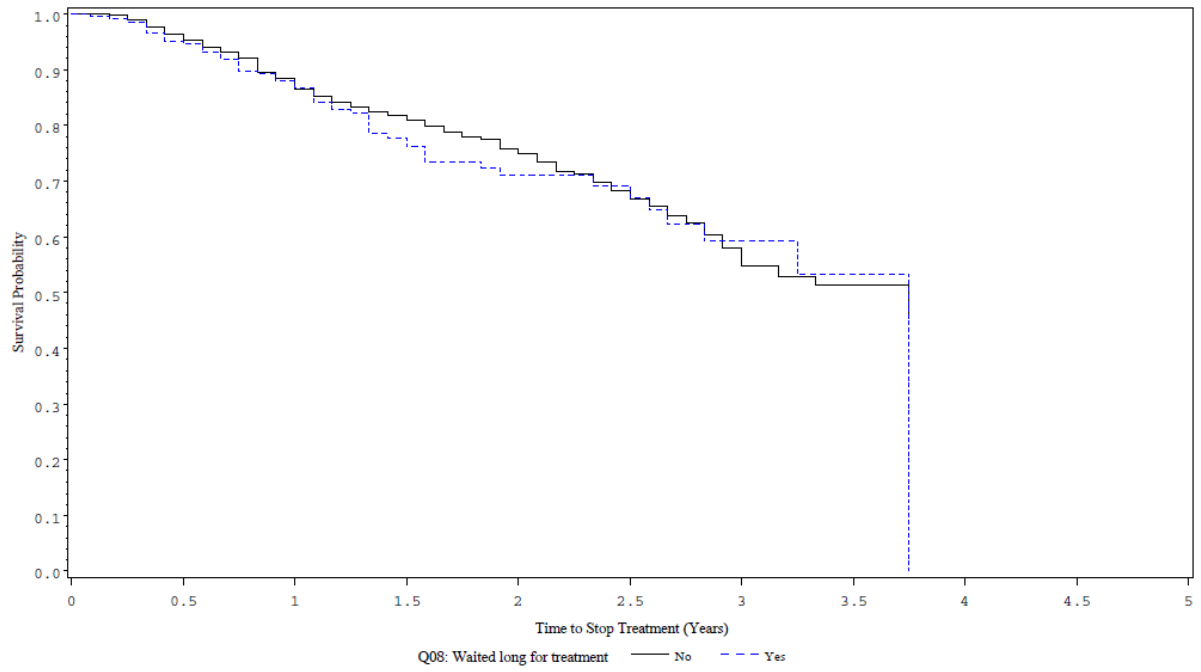
Supplementary Tables and Figures

Supplementary Figure 1C Kaplan–Meier curves of time to stop treatment, by use of previous disease-modifying drug (new patient population)



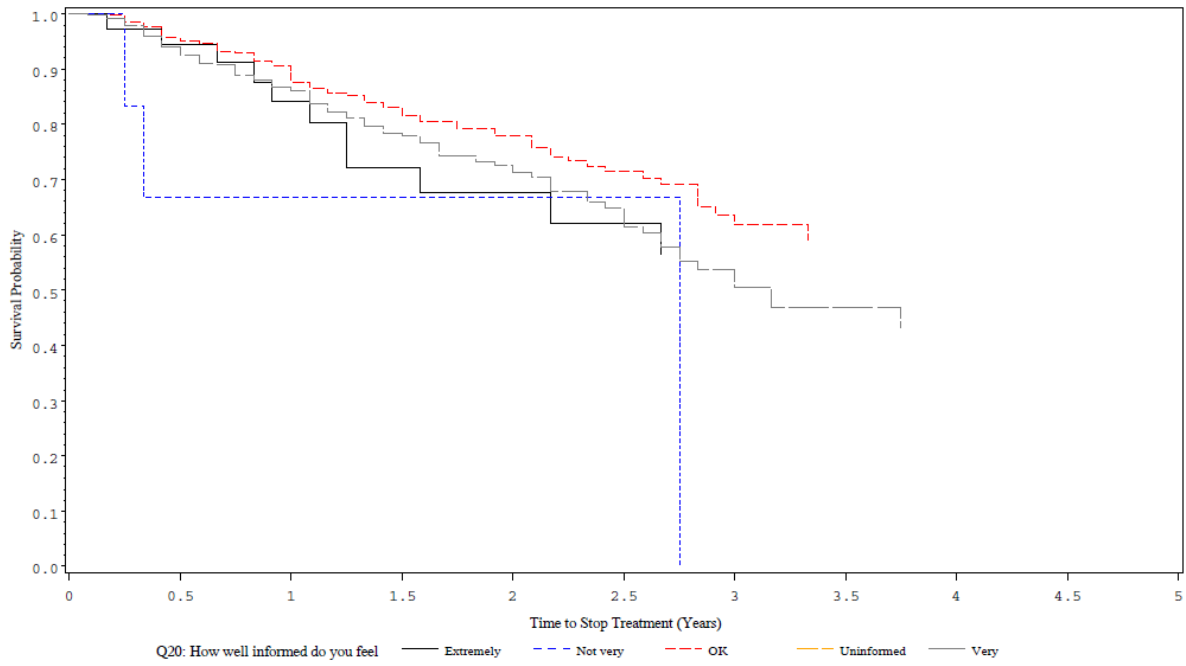
Supplementary Tables and Figures

Supplementary Figure 1D Kaplan–Meier curves of time to stop treatment, by patients' decision to discontinue the previous treatment (patients who had used a previous disease-modifying drug in the new patient population)



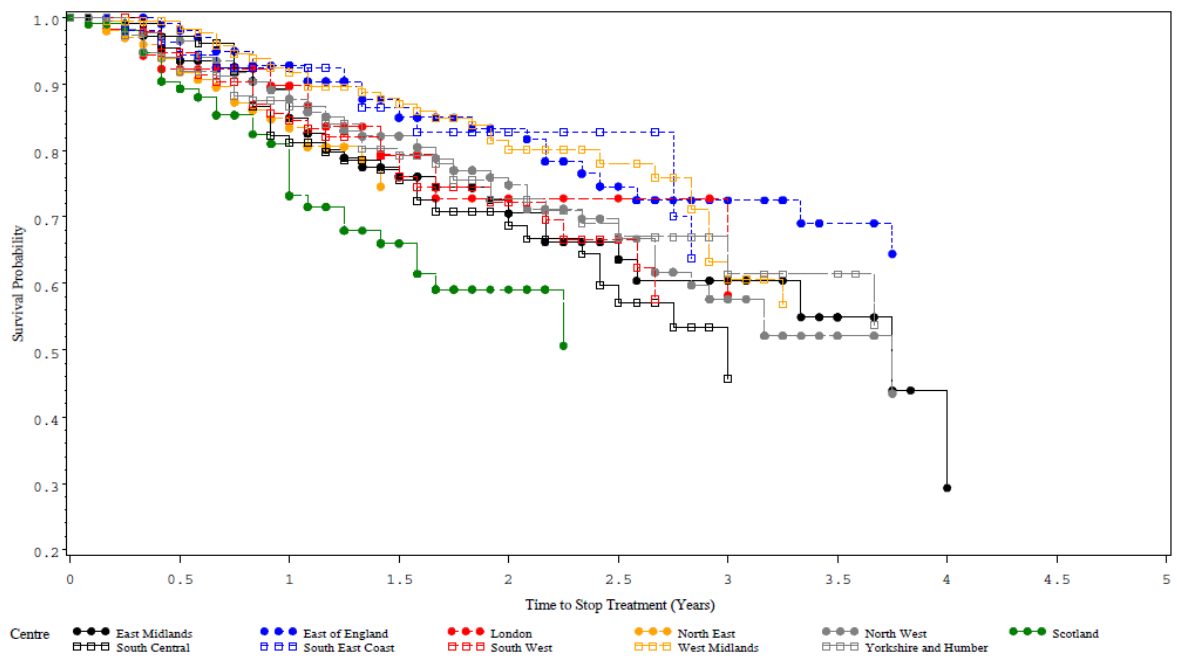
Supplementary Tables and Figures

Supplementary Figure 1E Kaplan–Meier curves of time to stop treatment, by level of information during therapy (new patient population)



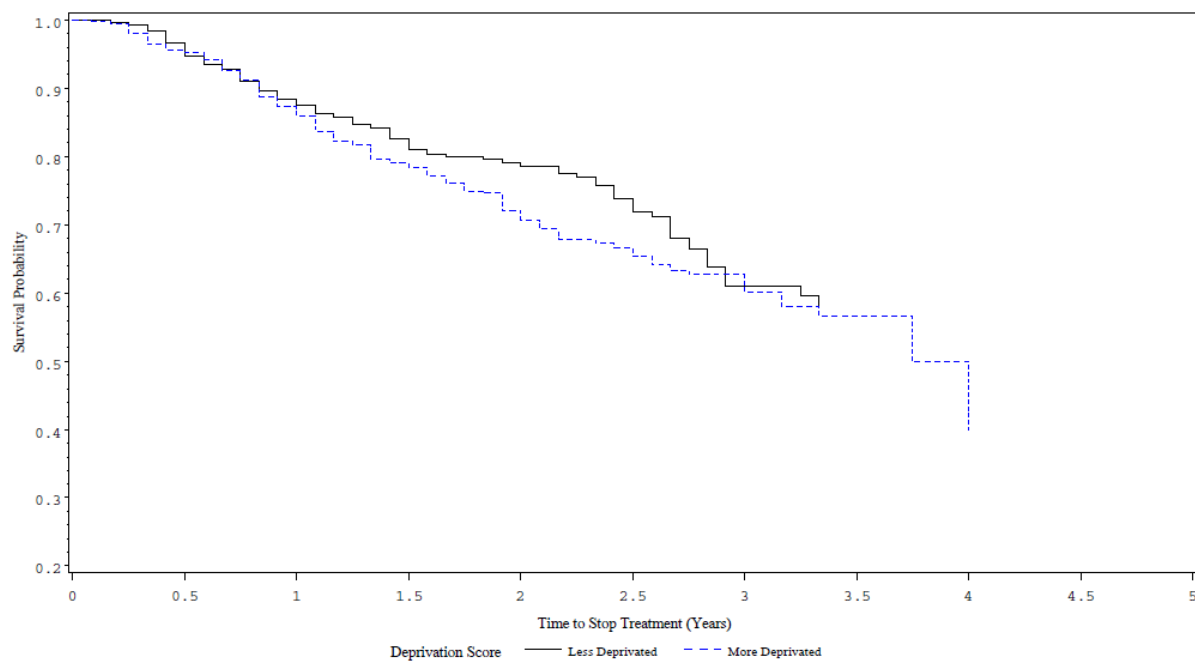
Supplementary Tables and Figures

Supplementary Figure 1F Kaplan–Meier curves of time to stop treatment, by region (new patient population)



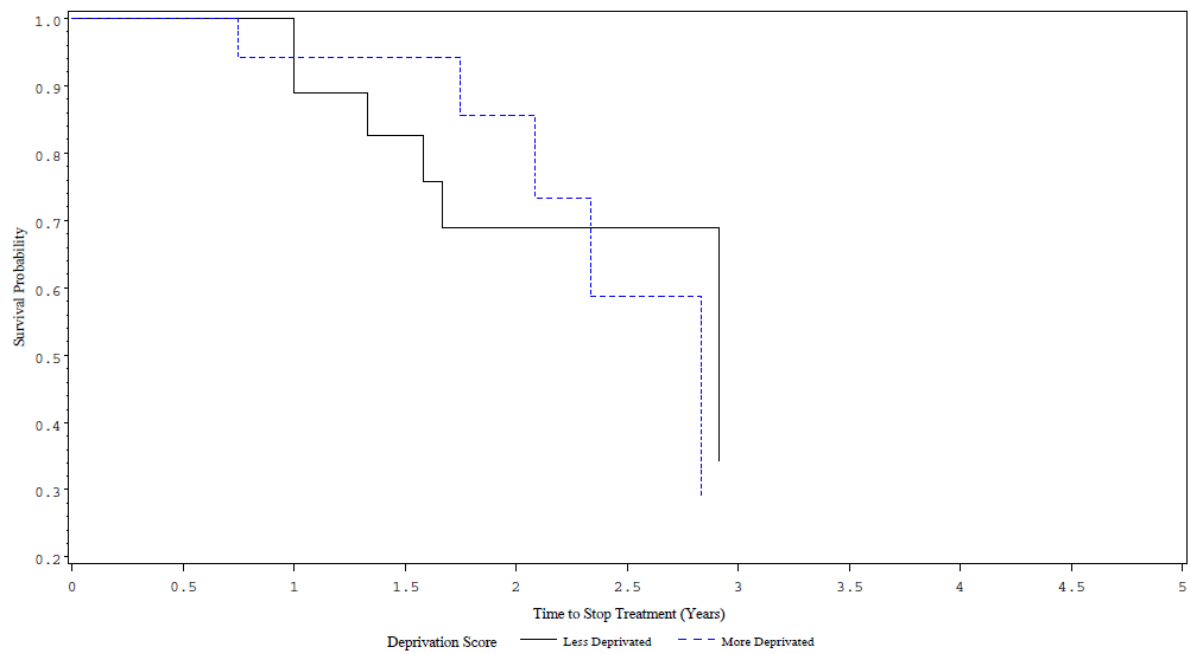
Supplementary Tables and Figures

Supplementary Figure 2A Kaplan–Meier curves of time to stop treatment, by deprivation score (new patient population, England)



Supplementary Tables and Figures

Supplementary Figure 2B Kaplan–Meier curves of time to stop treatment, by deprivation score (new patient population, Wales)



Supplementary Tables and Figures

Supplementary Figure 2C Kaplan–Meier curves of time to stop treatment, by deprivation score (new patient population, Scotland)

