
Appendix 2. Table of illustrative quotes

Theme	Subtheme/code	Quote/s
Resources gaps	Power and autonomy	<p>... realising that, you know, there's a lot of things you can't fix and a lot of complaints that you can't justify that patients might have and um you know that's part of growing up I suppose as a doctor, saying, you know, I don't know or I can't help you or just refusing things but that's really depressing when you want to help people and when you that it's just money in the way or poor setup ... (Registrar)</p> <p>... not having the element of control is a big factor, so not being able to, not having much control over your work hours, your patient load, your ah case complexity of your patients um not having any say in terms of your um your, your billings and your pay, all of those things, things that are out-, things that you feel you should be able to control but you really don't I think they go, probably go a long way to whether you feel um supported in work. (Registrar)</p> <p>I think there can be a tendency for practice owners to just overwork registrars because we cost less but we make the same amount of money for the clinic um so ... I think we're a little bit vulnerable in that instance we can be, we often feel pressured to work the hours that the practice wants us to work when actually ... we're in effect working more hours than the other doctors ... at the clinic. (Registrar)</p>
	Finances	<p>... actually on the finance thing, there are a number of registrars who when they came out of the hospital system, they've been in the hospital system for a few year so it's actually quite a big pay cut coming out to the practice side, it sort of um enforces a kind of view that they have to work harder to maintain income um which is a, yeah, I think that actually causes some stress and burnout as well. (Medical Educator)</p> <p>... financial pressure to pass the exams in the first round and then just knowing that there's an incredibly low pass rate um I think. (Registrar)</p> <p>Urban registrars</p> <p>I reckon there might be more financial stuff with general (urban), because I think their income is more affected, I think you earn more rural and you get incentives and things like that. (Program Coordinator)</p>
Time		<p>... I think the main thing I've noticed is sort of annual leave allowances (laughs) I feel I probably really haven't had a holiday (laughs) 'cause you sort of use days here and there and actually you're not left with much at the end, um so I, I've noticed that a lot, I think especially um in the rural areas because you travel to things ... (Registrar)</p> <p>I know also the driving distance to work is a factor for some of my registrars when they do OMP (outer metropolitan); I've got one who's driving, you know, fifty minutes across town every day and he just finds it unbearable ... (Program Coordinator)</p> <p>Rural registrars</p> <p>... putting extra pressure on themselves making enormous trips in, right, travelling six hours in a day just to see a family, the family at the weekend or something for one day. (Program Coordinator)</p> <p>... travel time to and from the workshops um is difficult I guess; there was one where we had a workshop on in the city on a Wednesday and a Thursday which meant a three-hour trip each way um and everyone finishes work at about 6 and then starts again at 8:30 in the morning, so they had to drive during the dark ... (Registrar)</p>

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Theme	Subtheme/code	Quote/s
	Clinical resources	<p>... everything's under-resourced, even your patients, even if you do ... a mental health care plan for them, the waiting list for the fully bulk-billed psychologist is six months long and they can't afford even the gap after their mental health care plan to see the other psychologist that does have an appointment next week, you know, that you can't actually get people the help they need and then you end up being a help that you were never trained for ... (Registrar)</p> <p>I also think having to think about financial stuff in (general practice) is also quite draining um so you get patients who pressure you to bulk-bill rather than wanting to pay a gap um and having to think about the cost of um radiology that you're ordering or the drug that you're prescribing um and so in hospital you just don't have to think about any of that, 'cause it's all kind of you know, in quotation marks, a free service, um in (general practice) I feel that your practice is a lot more restricted with what the patient can afford um and having to sort of think about that on top of everything else is, can be quite stressful as well. (Registrar)</p> <p>Rural registrars</p> <p>... you are further away from um other services. (Registrar)</p> <p>... it comes back a bit to that feeling of helplessness as well, um when you know when you know had the patient presented to a tertiary hospital they would have had full treatment, whereas because they're where they are, and because all they have is you and you can't provide them with that next level care, you feel like ... you've let them down yeah and it builds the guilt as well from that. (Registrar)</p> <p>I think yeah the hospitals here are less equipped and under-staffed and things like that, so you're sometimes asking too much from ... the staff as well ... (Registrar)</p>
Load	Workload	<p>... it's always like very busy like the need's just massive and so just the sense that you can't see people quick enough ... (Registrar)</p> <p>... so registrars with a high mental health caseload or lots of drug-seekers constantly having to fight the battle and those kind of things can be challenging. (Medical Educator)</p> <p>I guess the other thing that could tip a person over is just some sort of trauma with a patient, you know, where things happen, where something's gone wrong; someone's died or that type of thing, then that can be very confronting for them, so that could be that they're just managing and then that happens and then everything falls apart. (Program Coordinator)</p> <p>Rural registrars</p> <p>... I think rural registrars um, they have a far greater time commitment in terms of their workload than urban registrars; they're often expected to do a lot of on-call um they often have to do sort of ah hospital shifts as well as clinic shifts um and I think a lot, I think for a lot of rural registrars that that kind of involvement is a little bit appealing – they quite enjoy and find the work quite satisfying but I think it probably adds to just the general stress, low support, those sorts of things. (Registrar)</p> <p>... the demand on you is often higher than city registrars with on-calls, nursing homes, um not being able to quite get away from work. (Registrar)</p> <p>... I think the on-call on top of everything else can be a major thing. (Program Coordinator)</p>

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Theme	Subtheme/code	Quote/s
Assessment stress		<p>... he was just fine and then he had multiple exam failures and that's what just tipped him and he literally went to that burnout absolutely. (Program Coordinator)</p> <p>... when you're closer to your exams, you start panicking about your exams, how you're going to juggle between work and studying. (Registrar)</p> <p>... there are too many things to do with (assessment platform) and some of them need to be done for the RACGP (The Royal Australian College of General Practitioners) and some of them are just ridiculous and time-consuming and annoying and have no real purpose that we think of. (Registrar)</p> <p>... the training program that (RTO) provides on one hand, I think is helpful, because it sets you up for exams, but on the other hand, there are a lot of tasks to get through and it can feel quite overwhelming 'cause you've just started and every week there's another thing you have to hand in and get done ... (Registrar)</p> <p>... when you're closer to your exams, you start panicking about your exams, how you're going to juggle between work and studying. (Registrar)</p> <p>... I think that one of the main concerns at the moment is around the exams um the, there's a massive amount of anxiety around the exams ... because um the pass rate is low, the exam is fairly opaque, the feedback that the College gives is very generic and um there are specific exam techniques that you need to be able to master to be able to succeed in that exam and so that I think is causing anxiety which then leads to burnout ... and it also impacts on people financially, because the exams are extremely expensive ... and many people feel obligated to do commercial preparation courses as well to help them prepare ... um and those courses are ridiculously expensive as well ... you're talking about a pretty significant financial hit for people who have already taken a pay cut, may not feel that their financial situation is that good um so that I think is not helping. (Registrar)</p>

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Theme	Subtheme/code	Quote/s
Adjustment to general practice (junior registrars)		<p>... I think also the breadth of general practice, which I think is probably one of the beauties of why we all do general practice, but it's also one of the burdens and having to switch from one problem encounter that may be multi-faceted to something completely different um that may be completely simple straightforward or equally as complex but in a completely different way I think can be quite challenging ... (Medical Educator)</p>
		<p>... that mentality that's a mind-shift thing that goes on, and 'what if I don't know the right answer? What do I do?' ... (Supervisor)</p>
		<p>... you're in a room on your own, you're basically ah assessing the patient on your own and then you will decide whether you need to talk to your supervisor or not and most circumstances you will only have a discussion with them where they're not seeing the patient unless you actually ask them to see the patient ... (Registrar)</p>
		<p>I think one of the main ones is the transition from um being in a team-based environment to being effectively on your own as a (general practice) registrar, um so you know, most hospital jobs are part of a very large team, particularly if you're working in one of the larger hospitals, you'll end up, you'll have an intern, you'll have other RMOs (resident medical officers) you'll have registrars, you'll have consultants, there'll be nursing staff around and other allied health and you never feel like you're alone or you're addressing a problem by yourself. (Registrar)</p>
		<p>... as a junior doctor in a hospital, um you have limited autonomy and so you um need to run your decision-making by other people ah before it can be put into place for the patient for most things, particularly major decisions so things like treatment plans, discharge ah discharging patients, significant investigations, CT scans things like that ... in general practice, as a (general practice) registrar, you do all that yourself um you know there is a supervisor there you can talk to, but in my experience, I haven't always wanted to call the supervisor, like I've done it if I've needed to, if I really felt uncertain or wanted to get their opinion on things but you definitely feel like you've got that greater responsibility to make those decisions yourself with no other person to discuss it with ... so the jump up in terms of decision making, autonomy, responsibility is massive. (Registrar)</p>
		<p>... there's a lot of topics that you don't learn all that well in med school or in the hospital and then suddenly you're in general practice and a patient comes in that you've never seen apart from in a textbook six years ago and um you're expected to know about it, so, yeah I think the hospital is good 'cause you learn a lot of skills, but it doesn't prepare you all that well for general practice I don't think ... (Registrar)</p>
		<p>It's also the first time they've had to ask people to pay for their service, and I think they really struggle with that. (Medical Educator)</p>
	<p>... that's um very different when you come to general practice, where if I see a patient and I do a um a procedure and I didn't bill the right item number, I basically wasted half an hour of my time with being underpaid because I haven't requested the right item number, so you actually need, not only to learn medicine, but you need to learn the MBS (Medicare Benefits Schedule) item numbers and you need to learn the criteria for each item number and when can you claim it and when not and sometimes you don't know that there is an item number of something that you've done ah so this is a big aspect, that administrative requirement, financial requirement. (Registrar)</p>	
Learning demands (junior registrars)		<p>... it's a huge learning curve right at the beginning. (Registrar)</p>
		<p>I guess initially though as well a lot of us were feeling that we didn't have the knowledge required and so there is a really steep learning curve you know for everything you see, you know, you're trying to learn about. (Registrars)</p>

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Theme	Subtheme/code	Quote/s
	Balancing responsibilities	<p>... I don't want to sound old and cynical, but this would have been a lot easier if I had been straight out of medical school, it just would, you know, didn't have to look after anybody else, you know, had a lot more energy ... (Registrar)</p> <p>I'd also think it might be um more prevalent in people that have other responsibilities outside of the (general practice) slash emergency work whatever they're doing. If they've got babies or if they've got existing, co-, existing problems, like existing mental health issues or you know financial burden. I think if there's anything other than just having to focus on your training, you're more apt to perhaps be a victim of it. (Program Coordinator)</p> <p>We have, we have people doing .6 (full-time equivalent) who are actually working 46 hours a week, so it's way more than full-time work, you just need to be aware of that. (Supervisor)</p> <p>... they're studying and working full time and trying to do just the basics outside of that, it's pretty full on. (Program Coordinator)</p> <p>... you finish work at a reasonable hour, but then there is this constant feeling of this weight hanging over your head of 'now I've got to go home and study', so you kind of, you don't even really feel you have this sort of down time to just be, you know, work-free. (Registrar)</p>
Psychosocial context	Practice support and culture	<p>The practice culture around flexibility of hours um and you know flexibility of how much notice you need to give for a day off, so practices' approach to giving study leave that's outside of the NTCER (National Terms and Conditions for the Employment of Registrars), things like that, the practice's approach to the ruled-off time, the yeah which all falls into that practice culture has a huge impact, and that's where the placement thing can make a difference. (Program Coordinator)</p> <p>I think the workplace and the culture in the workplace itself, you know I think a lot of the practices have a very team approach and you know everyone's in it together and help each other um and for people who haven't, who are in practices that don't have that, I think that's quite a difference for them. (Registrar)</p> <p>I've got registrars in other states that I talk to a lot who their practices were pushing them to work a lot because their practice's priority was for them to make more money rather than actually training and learning and that was a big thing. (Registrar)</p>
	Social support	<p>And certainly their personal circumstances, things they've got, spouses, children who are or aren't with them, co-located, that's a huge stress. (Medical Educator)</p> <p>... having good um personal supports, so if you're closer to your family or at least you have family that you can talk to um and if, you know, you had a child and you didn't have good childcare or reliable childcare that would be, you know that's something important as well for your wellbeing. (Registrar)</p> <p>... I think when you know if someone's doing their job and then they go home and then there's still more stress and more problem solving to do at home um then it doesn't give them that appropriate chance to relax and um you know repair all of that for the next day of work, so if it is all of that constant then you don't get that downtime um so if, you know, if someone had kids or elderly parents they were looking after, then that is a lot of responsibility and really kind of unpaid work that they're doing um outside of their job. (Registrar)</p>

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Theme	Subtheme/code	Quote/s
Medical culture		<p data-bbox="512 333 1422 437">... medical culture can be quite toxic um and I think that is slowly changing, but it's still, we're not, as doctors, I think, we're not often very nice to each other um and so I think yeah there, there is a lot of, there's a lot of traditional hierarchical patriarchal cultural aspects of medicine which are probably not very conducive to protecting yourself against burnout. (Registrar)</p> <p data-bbox="512 447 1406 520">... like medicine and general practice, knowing that it is a job as well like it's not the be-all and end-all of your existence, but I think um for a lot of doctors, a big part of their identity does revolve around being a doctor ... (Registrar)</p> <p data-bbox="512 530 1422 602">... you do feel appreciated when you go the extra mile for a patient or your team but patients in (general practice) land rarely thank you or notice that, it's an expectation and no one in your team or your workplace will thank you, it's just this is we all just keep grinding away. (Registrar)</p> <p data-bbox="512 613 1422 747">I think medicine is the type of profession where people are encouraged to have anxiety, like it's actually a professional quality to be worried about people to be concerned to be perfectionist to be um on the ball and that can be very beneficial quality but the problem is it very easily tips over into being very unhelpful ... and um if you've got other stressors in your life that aren't fully under control it's hard to reign that in. (Registrar)</p> <p data-bbox="512 758 1406 810">... I think the medical culture in Australia's phenomenal um as far as not punishing people for being human ... (Registrar)</p>
Isolation		<p data-bbox="512 830 671 851">Junior registrars</p> <p data-bbox="512 861 1406 986">... also when you're a first year I think your supervisor is more likely to be more supportive because from a practical point you need more support, like you just don't know the systems yet, you know, you haven't worked in a (general practice) clinic yet before and that sort of stuff where you're working there's more sort of contact points um, whereas as you go along and become more independent, as you should, you become more isolated ... (Registrar)</p> <p data-bbox="512 1006 663 1027">Rural registrars</p> <p data-bbox="512 1038 1406 1089">Being away from family as well, because a lot of them in rural locations are away from their family um and their support networks. (Program Coordinator)</p> <p data-bbox="512 1100 1406 1172">... being away from family and friends, but it ... is a huge impact on you ... and you don't realise that until you do go away ah and it takes a little time to build up that network in the area you're in ... (Registrar)</p> <p data-bbox="512 1183 1422 1317">... doing rural rotations in the past I thought that often the towns are so small that you know everybody there and you know these quite intimate details about many people in the town and so like socially if you're going out to the pub or something, half your patients will be there, so you have to be quite careful with what you say or don't say um in a social setting which I think would be hard to, yeah, kind of switch off from work when your patients are your friends as well ... (Registrar)</p> <p data-bbox="512 1328 1422 1431">I think um because we are human we make mistakes and I think that um that's probably going to hit you a little bit harder especially if it's like a tight-knit small community um and some of the really small places, everyone knows everyone and you've got that community gossip backlash action as well ... (Registrar)</p> <p data-bbox="512 1452 671 1473">Urban registrars</p> <p data-bbox="512 1483 1422 1576">... in the city on the other hand, because there's such um a huge amount of specialists and like subspecialists within the specialties as well um it can feel as though you're kind of lost in the system um feel a bit less supported um and kind of, you know, a bit more isolated in terms of what you have to do and what you have to know. (Registrar)</p> <p data-bbox="512 1587 1422 1711">... you could, in a funny way you could feel quite isolated if you were a registrar at a big group practice in (location removed) and you're working sort of 8-6 everyday and you're travelling for an hour to get there, when are you seeing your friends, 'cause then you've got to study on the weekend, so you could feel even, you're not part of a community, whereas I guess when you go rural you can, it is perhaps easier to become part of a community, if you want to. (Program Coordinator)</p>

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Theme	Subtheme/code	Quote/s
	Expectations	<p><i>I actually think a huge thing we haven't talked about is the goodwill we all built up with our regular patients which buffers us from a lot of stress, you know, like these guys are new, they're being cross-examined everyday by patients, by staff, everybody, mistakes they make are highlighted ... (Medical Educator)</i></p> <p><i>... just having this patient sitting in front of you and waiting for an answer and they kind of expect that you know everything about everything and um I think that can be stressful in itself, like patient's expectations um of what they think you know um versus what you may actually know or something that you might have to look up, 'cause, yeah there's so many different presentations so I think that can be a stressful thing in itself. (Registrar)</i></p> <p><i>... you do get that sense of um being judged or being thought not ... to know what you're doing ... (Registrar)</i></p> <p><i>... supervisors thinking that registrars have to do exactly how they did it and 'that's how I did it and you should be toughening up' and all that, that's not good. (Program Coordinator)</i></p> <p><i>'... expectations from colleagues, so maybe if you're put in a position that you don't feel you should be responsible for. (Registrar)</i></p> <p><i>... I spend my life thinking 'ok, I must be ok at this' and then I'll be like 'oh, it's that imposter syndrome stuff, 'maybe I'm not', 'maybe I am, maybe I'm not' and I daresay that the registrars coming in have that to deal with as well, a lot of them, that adds to the whole stress. (Supervisor)</i></p>
		<p>Junior registrars</p> <p><i>... you fight this um like um force in your head where you don't want to present to the practice as if you are um a very anxious person or you don't know what you're doing and at the same time you don't want to not ask the questions and do mistakes, so you, a bit of a battle in how much you need to ask ... (Registrar)</i></p> <p><i>... in the new junior registrars, it would be whether they've done the right thing and then I think it's the thing that keeps them up at night ah whether they've done enough or done too much or are they gonna, yeah are they doing what's right for the patient. (Registrar)</i></p>
		<p>Senior registrars</p> <p><i>... so I think the initial difficulty in starting in general practice is offset a little bit by longer appointment times, support from everything, and as you slip into the next phase and that support drops off, you've got increased expectations of how many patients you see, less support, 'oh, you're better at it' ... (Medical Educator)</i></p> <p><i>... then (GPT)3 you're meant to know a lot more ... exams are telling you that you should know a lot more...and then you hope that you do but then everyone thinks more of you ... and what you expect of yourself ... (Registrar)</i></p>
		<p>Rural registrars</p> <p><i>I think the expectation of country people is higher though, so just like 'oh, I'm really struggling with this', it's sort of like, 'well, we all do it and we all do every third night on', you know, that's just what's done, so maybe if there is that sort of awareness of them burning out, then maybe it's that your tolerance needs to be upped ... (Medical Educator)</i></p> <p><i>... there's an expectation, I think, that rural GPs (general practitioners) after they've finished registrar, they're hard workers ah there's a lot of older GPs that work in the area that you know burnout wasn't a thing – they were used to working 21 weeks in a row with no break and constant on-calls, so it's a difficult subject to approach with your supervisors sometimes and, because of that, that increases the vulnerability for people to push from that low to high level of burnout a lot quicker ... (Registrar)</i></p>
		<p>Urban registrars</p> <p><i>... it's a very competitive field and I guess that in an urban setting, it's easier to compare yourself to your other colleagues I think, um compared to being rural where you're a bit more removed from that um, for example like we had practice sessions for our exams for the, for the (general practice) exams and you'd be in there with another fifteen, twenty other GPs and you'd talk about what you're learning, what you've done, what you haven't done and I felt that I'd compare myself a lot to other colleagues which may be different in a rural setting 'cause you're a bit more removed from that ... (Registrar)</i></p>

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Theme	Subtheme/code	Quote/s
Conflicts		<p><i>I found that at some practices, they (patients) do expect, they kind of come in with their own agenda, or they want a scan or they want a treatment and it might not be suitable or the best practice and they, yeah, I find that hard kind of managing their expectations versus what is the best practice ... (Registrar)</i></p> <p><i>And also the concept with supervisors of 'oh when I did it, we did it like that', so I and even now the expectation is that ... they mustn't work any harder than their supervisor, but they are allowed to regulate that they work at that level and there are some supervisors that work at ridiculous things because maybe they're those people I was talking about that they're quite happy with that, that they get fulfilled and they're not burnt out from it, but their expectation is that everybody is like them ... (Program Coordinator)</i></p> <p><i>... you finish work at a reasonable hour, but then there is this constant feeling of this weight hanging over your head of 'now I've got to go home and study', so you kind of, you don't even really feel you have this sort of down time to just be, you know, work-free. (Registrar)</i></p> <p><i>... the reception staff who also want you to run on time and the other doctors who are wondering why you're taking so long but then you're looking after their patients as well ... so you want to do the best you can for them ... so you don't want that to be impacted and then you want to still do the best and then you still want to get home on time ... (Registrar)</i></p>
Insight		<p><i>... whether they can respond sort of quickly when they start to recognise signs of burnout in themselves ... (Registrar)</i></p> <p><i>I think ah a self-awareness as to when you are struggling and what you can do to sort of help yourself out of it um when to ask for help, knowing your own limitations um and sort of understanding what you need to do to sort of get yourself back on track again, so whether that may be um you know increasing your exercise levels or ... maintaining your social bonds um yeah I think it's, I think a lot of it is about recognising those early stages of burnout in yourself and actually trying to put strategies in place to deal with that early ... (Registrar)</i></p>
Confidence		<p><i>... I spend my life thinking 'ok, I must be ok at this' and then I'll be like 'oh', it's that imposter syndrome stuff, 'maybe I'm not', 'maybe I am, maybe I'm not' and I daresay that the registrars coming in have that to deal with as well, a lot of them, that adds to the whole stress. (Supervisor)</i></p>
