

Table 1: Matrix Table integrating the findings from this synthesis with the findings of relevant Cochrane effectiveness reviews

Studies included in the relevant Cochrane effectiveness reviews	Was the intervention/communication designed to address the following factors?							
	1	2	3	4	5	6	7	8
Anderson 2009	✓		✓			✓	✓	
Banerjee 2010	✓							
Bartu 2006	✓		✓					
Bjornson 1997	✓						✓	
Bolam 1998	✓	✓	✓	?				
Brugha 1996	✓							
Owais 2011	✓		✓				✓	
Pandey 2007	✓	✓				?	✓	
Quinlivan 2003	✓	✓		?				
Usman 2009							✓	
Usman 2011							✓	
Wood 1998	✓		✓	✓			?	

The questions used under the heading “Was the intervention/communication designed to address the following factors?” are:

1. Has information been provided to parents before the vaccination appointment?
2. Has the information been provided in more than one setting, including settings outside of the health centre? Has an opportunity for discussion about the vaccination information been offered?
3. Has an attempt been made to tailor the information to a particular audience?
4. Are health workers helpful, caring and willing to have open non-judgemental discussions with parents about their questions and concerns regarding vaccination?
5. Do parents perceive the health worker as having their child’s best interest as their focus as opposed to for instance performance targets or financial gain?
6. Has an attempt been made to provide parents with information they perceive as impartial, balanced and unbiased?
7. Is the information provided clear and simple and presented in a variety of formats?
8. Did the information provided try to address ongoing media stories or rumours about vaccination so as to address parents’ current questions and concerns?