Supplementary File 5

Table: Theme 1 examples

Theme	Subtheme	Code	Example quotes from participants
Biomedical	Subtheme	Back strain	"I went pick a pair of socks up from the floor so
back pain	1.1: Cause	with bending	and as I went to pick it up as I was getting back
beliefs	of CLBP		up there was just like this crack sounding noise
	attributed to		and erm I think that was my first experience of
	physical (structural/a	Back strain	it." [S10] "It was definitely related, there was a timber and
	natomical)	with lifting	I went to pick it up and I felt my back hurt" [S2]
	factors	Specific Specific	"I was involved in a car accident where my car,
	10.000	traumatic	at a roundabout junction, was hit from the back
		event	and I think because of the angle I was standing
			with my neck turned, the impact was quite
			severe" [S1 PM MD MPR].
			"I had a complicated pregnancy in 1995. Ahh,
			with my son, it was a very difficult birth; really
			prolonged labour and ammm significant
			problems during the actual birth. That was quite a shock, needless to say. I didn't have any
			epidural or anything like that when I had him so
			my body went in to shock I think with the
			experienceI started to get it" [S4 WBF MD
			MPR]
			"It could be a trapped nerve, a slipped disc" [S1
		Biomedical self	PM MD MPR]
		<u>diagnosis</u>	"I suppose I'd always think it gets to the point
			where they cant actually find anything wrong
			soits wear and tear because of your age,
			because there's 50 odd years ofand its almost something which I accept. You almost expect it
			because you see old people who are struggling
			with joints and this sort of thing and you think
			well yeah but for 80 odd years those knees have
			worked so I can understand a bit of it" [S8 WM
			LD LPR]
			"My mother in law just says its lifting and stuff"
		Biomedical	[S3 WBF MD MPR].
		Back Pain	"They think that by lifting heavy weights or
		beliefs in the Family and	something or moving something heavy that that does their back in"[S7 PM MD MPR]
		cultural	
		community	
	Subtheme	Biomedical	"They thought it was sciatica"[S5 PF HD HPR]
	1.2:	diagnosis	"The doctors have told me that I have got
	Recalling		sacralisation"[S2 WBM MD HPR]
	HCP		[Recalling MRI diagnosis] "It ermm showed like
	biomedical 	<u>Biomedical</u>	a bulgingermm at the lowerspine but it was
	diagnosis	<u>diagnosis</u> via	down to my age" [S9 WBF MD HPR]
	and the	<u>MRI</u>	"I had an M.R.I. scan which was showing that I
	biomedical		had got wear and tear on the vertebrates and
	beliefs		that L4 and L5 were closing up" [S3 WBF MD

adopted	Manual handling influence: protect spine with lifting and bending Nurse occupational belief	MPR]. "I suppose if you lift incorrectly it will cause back pain I mean we have all had it drummed in to us, how to bend our knees and how to do all that malarkey" [S2 WBM MD HPR] "Well that's what you get on all these health and safety things at work and lifting weights, they, they reckon you're supposed to bend at the knees, keep your back straight and stand with your legs" [S8 WM LD LPR] "I was a nurse for many many years on a very heavy surgical ward and I wonder if maybe I have damaged it while nursing, you kind of associate nursing with back pain, well I do anyway." [S2 WBM MD HPR]
Subthem 1.3: Vulnerab of the sp.	e <u>Central to</u> function	"I rely on it well most people rely on their back" [S6 PM LD LPR] "Your spine in general iscentral to you I think you're reminded of it more each day" [S8 WM LD LPR]
	Can't see the back	"Because your back'sbehind you, you can't see what's going on inside it or outside it."[S10 PF HD HPR]
	Feeling weak and cautious	"It's always been slightly weaker well felt slightly weaker well it felt slightly weaker so I was just a bit more cautious of it"[S6 PM LD LPR] "I've always had a bit of a weakness in my back for quite a few years" [S9 WBF MD HPR] "My back seems a bit more precious" [S6 PM LD
	<u>Precious</u>	LPR] "I feel like my back's more precious rather than my wrist or ankle because it is a vital piece" [S5 PF HD HPR] "So if you know there is a problem, go and fix
	Needs urgent attention	"So if you know there is a problem, go and fix itthe thing is if you don't fix itthen the impact of itso the old English saying 'a stitch in time saves nine" [S1 PM MD MPR]. "Do try and get it sorted out at the most earliest point. Don't leave it" [S3 WBF MD MPR]. "Obviously not lifting really heavy stuff" [S5 PF HD HPR]
	Fear avoidant beliefs	"Only pick up something that you feel you could pick up, it's not too heavy." [S10 PF HD HPR]
Subthem 1.4: Futu outlook	re	"I even think now that I will wake up and it will all go away and it maybe will." [S2 WBM MD HPR] "Well hopefully in a little less pain than I am in right now" [S3 WBF MD MPR] "I think it's always going to hurt me and it's
	<u>Pessimism</u>	always going to cause me pain" [S5 PF HD HPR] "When I look into the future I just think how am I gonna cope with a child when I can't yknow

Uncertainty Religious beliefs interlinked wit outlook on pain	carry heavy things" [S10 PF HD HPR) "I can only play it by ear" [S8 WM LD LPR] "But I'm not surehaving lived with it for this long, I'm not sure" [S3 WBF MD MPR] [Referring to finger amputation] "As I would say, someone up there wanted them so they were gonemy sin plate clean on that day and we start again sort of thing" [S1 PM MD MPR]
--	---

Table: Theme 2 examples

Theme	Subtheme	Code	Quote from participants
Coping	Subtheme 2.1:	Self-searching	"Ammm, it was just something off the internet
with	Active coping	for knowledge	that suggested you stretch and what
CLBP	strategies	<u>and</u>	not"[S3 WBF MD MPR]
		<u>understanding</u>	"You have got to look at why it is hurting and
			you can ask yourself that question. Don't
			expect anyone else to have all the answers"
			[S4 WBF MD MPR]
		Learning from	"With me neck it certainly helps beingactive,
		pain experience	being yknow rather than sitting staring at a
			screen" [S8 WM LD LPR]
		Confronting pain	"All I was bothered about was getting things
		and battling on	better for him (disabled child) because he
			literally couldn't do anything" [S4 WBF MD
			MPR]
			"I just managed it and got on with itI tend to
		Acceptance and	be quite stubborn" [S3 WBF MD MPR]
		adapting to pain,	"I have kind of giving up looking for an
		due to a lack of	answer. I just think whatever happens I have
		understanding,	just got to deal with it" [S5 PF HD HPR]
		ineffective	"Put up with it because basically nothing
		interventions	seemed to work" [S3 WBF MD MPR]
		and pain	"It became normal to me because I've had
		<u>duration</u>	that for so long. It got normal for me to me
	Subtheme 2.2:	Lincolonting	feel little niggles in my back"[S6 PM LD LPR] "I wonder what it is and for the children I
	Reliance on	Unrelenting search for	would like to know" [S3 WBF MD MPR]
	HCP's and	understanding	"I'm looking for answers but I want those
	biomedical	answers	answers. I am a dog with a bone" [S4 WBF
	interventions	answers	MD MPR]
	"" ICI VOI ILIONS		"Well I wanted a second scan" [S3 WBF MD
		Explanation &	MPR]
		reassurance via	"An X-ray, MRI scan or anything just so I
		investigation	could have some reassurance that it's
		ouguton	nothing major" [S10 PF HD HPR]

Subtheme 2.3: Protective and avoidance coping strategies	Adopted caution, protect spine	"I have had new chairsI got the one with the lumbar support and an incline" [S1 PM MD MPR] "If you keep bending at the back all the time. The back takes the strain for everything. If you're bending at the knee to access what it is you need to get it takes the pressure out of your back from a moving and handling perspective" [S4 WBF MD MPR] "I can stay in the office and look after my back whereas previously I might think, o well I might go for a walk around the buildingI wouldn't be doing that because it
	Avoidance behaviour: exercise, physical task	wouldn't be enjoyable and it would hurt" [S2 WBM MD HPR] "Subconsciously you know that you should move a certain way to avoid injury. You know that, well I do because it is part of how I live yeah" [S4 WBF MD MPR] "I can't do this my back hurts, or I can't do that my back hurts" [S10 PF HD HPR] "Yeah I have stopped swimming" [S4 WBF MD MPR] "I used to be very active, I just don't do any exercise really at the minute" [S9 WBF MD HPR] "If I bend over, that's how my back went, and it's more than once, it's twice now, anytime I go to bend down now I think maybe it's going to go again or I shouldn't be doing this" [S6 PM LD LPR] "I don't do any heavy lifting" [S2 WBM MD HPR] "On my drive now I've got a load of bricks and if I need to lift them up ten years ago I wouldn't of thought nothing about it I would of picked them Whereas now maybe I think really haven't got it in me to lift them I feel a bit weaker so it's more, now it's become if I can avoid it I avoid it . I just think why take the risk on that" [S6 PM LD LPR]
Subtheme 2.4: Coping	Punjabis passive to active	"I felt like I was doing more instead of sitting in my bed all day" [S5 PF HD HPR]

transition	coping style	"Over time I tried to not spend too much time lying down and just tried to keep myself active as possible just try to keep things moving" [S7 PM MD MPR] "I've had to like buy books and stuff myself and do research on the internet myself to ermm be able to look into these things more" [S10 PF HD HPR]
Subtheme 2.5: Health benefits of an active lifestyle in Punjabis	Psychological, emotional effect	"I try and do other things now tolike maybe go to the cinema and like sit in the big seats and like try and make myself a bit comfortable and likebecause I've had it for so long I've gotten used to like erm making plans with my back pain so erm I'm not as depressed as I would've been maybe 5-10 years ago" [S10 PF HD HPR]

Table: Theme 3 examples

Theme	Subtheme	Code	Quote from participants
The	Subtheme 3.1:	Depressed	"I wake up grumpy. I mean obviously
psychological	Psychological	mood	for a person who has been able to
	,	111000	•
and emotional impact of CLBP	and emotional consequences	<u>Hopelessness</u>	sleep 7,8,9 hours when you are constantly waking upeven the small break in a sleep" [S1 PM MD MPR] "I've never felt as low as I have done" [S9 WBF MD HPR] "The injections didn't work. I kind of felt low" [S7 PM MD MPR] "Sometimes I still feel really bad, really low mood because I can't do what I used "[S5 PF HD HPR] "I am awful. I am moody a lot of the time it does make me grumpy" [S3 WBF MD MPR] "Not much I can do about it is basically what the guy said" [S4 WBF MD MPR] "There was no other route to go down" [S3 WBF MD MPR]
		<u>Frustration</u>	"I went and saw a chiropractor he gave an x-ray looking for back symptomsthey said it didn't show anything, there was nothing they could do" [S7 PM MD MPR] "I had an MRI scan and that's when they done and my spine was fine I was just annoyed that there was no answers" [S5 PF HD HPR] "It's a ball ache and it's getting on my

		nerves" [S4 WBF MD MPR] "It's so frustrating where,
		whensighs, yknow things like,
		picking up my sewing machine I just
		think well what's up with me?! It's
		ridiculous" [S9 WBF MD HPR]
		"You wonder, what if? What if you
		can't carry on at the same level that
	Catastrophising	you are" [S1 PM MD MPR]
		"It just makes you think is this the start
	thoughts	of something bigger for me?"[S6 PM
		1 0 00 1
		LD LPR]
		"They couldn't really give me an
		explanation really I was thinking then
	<u>Uncertainty</u>	oh what's caused my problem now"[S7 PM MD MPR]
		"Apprehensive, apprehensive about
		all those things that I have just spoken
		about. About what would the impact
		be in later lifeahh, that's about it at
		the moment" [S1 PM MD MPR]
		"But I'm not surehaving lived with it
		for this long, I'm not sure" [S3 WBF
		MD MPR]
		"It's not improving, it's getting probably
		a bit moreregular" [S1 PM MD
		MPR]
	Lack of control	"I'm just getting to the stage where I'm
	over pain	thinking on the days where it gets
	Over pain	really really bad that I'm gone beyond
		the need of self-help" [S4 WBF MD
		MPR1
Cubthoma 2.2	Cataatranhia	4
Subtheme 3.2:	Catastrophic	"I justI got up and I hadI got up on
Catastrophic	description:	the Monday morning ermmm and I felt
nature of pain	impact on body	like a crippleI felt like I was folding it
flare-ups	and mind	half, it was hard work to stand up
		straight"[S8 WBM LD LPR]
		"It's horrible. It's the worst pain. It
		makes you cry it's that bad. the pain
		is ermmm you just can't, you just feel
		like you've lost control. You can't do
		anything for yourself you can't like
		you can't even go to yknow the loo
		because you're taking so many steps
		to get there and every step you take
		you're like ow, ow, ow and it's that
		acute ermm it's just horrible. You
		justI think you just kind of lose
		yourself and that's when you start
		getting depressed like "oh god it's
		happened again" [S10 PF HD HPR]
Subtheme 3.3: Threat to self-	Threat to self	"I suppose it's hindering my life" [S3 WBF MD MPR]
Throat to don'	1	
identity		"Obviously it's restricted what I can
identity		"Obviously it's restricted what I can

		and can't do" [S2 WBM MD HPR]
<u> </u>	<u>Disrupting</u>	"It's a small thing like bending over the
<u>q</u>	<u>personal</u>	sink to brush your teeth" [S4 WBF MD
	care/daily	MPR]
	unction	"I got out of bedit took me quite a
		while to sort of straighten up" [S8 WM
		LD LPR]
		"My socks, my shoes, tying my shoes
		up, I can't bend down" [S9 WBF MD
		HPR]
	Dependency on	"It's embarrassing sometimes and
I	amily	degrading because hehas to help
	<u>arriny</u>	me put my underwear on because I
		cant bend down to even put my
-	Diaruptina hausa	knickers on" [S9 WBF MD HPR]
	Disrupting house	"I get the hoover out and hoover,
	<u>chores</u>	within 10 minutes I'm absolutely
		shattered and it's hurting my back" [S9 WBF MD HPR]
		"Mowing the lawn It's that pushing
		forward movement I mean it's a push
		mower I mean it takes us about an
		hour to mow our lawn. And I know that
		if I sit down after doing that, that I will
		be in trouble" [S3 WBF MD MPR]
		"I can't stand at a sink for more than
		10 minutes without pain." [S10 PF HD HPR]
		"A fair weather golfer by the time I
	Barrier to	played a few holes. I could feel that
	recreational	there was additional pressure on the
	activities	back" [S1 PM MD MPR]
	activities	"I can't ride my bike because it's in the
		leaning forward position and I'll have
		only gone half a mile but it causes
		pain in my back" [S3 WBF MD MPR]
		"Over the last year it is a genuine
		struggle if I woke up in the night I
	Sloop discustion	struggle to get back to sleep" [S4 WBF
	Sleep disruption	MD MPR]
		"It's okay during the day but at night
		I'm really suffering"[S5 PF HD HPR]
		"I am constantly tossing and turning" [S1 PM MD MPR]
		"I sleep on my side but theni start to
		ache in my hips and then I have to
		change sides I do wake up
		because of it and then it takes me
		about 20 minutes to go back to sleep"
		[S10 PF HD HPR].
		נסוטדו ווטוורוגן.

Table: Theme 4 examples

Theme	Subtheme	Code	Quote from participants
The social	Subtheme 4.1:	Disrupting family	"If my back goes I can't do nothing, I
and	Threat to	roles/social	wouldn't be able to do any housework
cultural-	family/friend	activity	orermmm no bending certainly no
religious	relationships and		bending" [S10 PF HD HPR]
impact of	social life		"If I'm restricted so is she [wife] in
CLBP			respect of doing things and going out
			and stuff"[S2 WBM MD HPR]
			"Even when I'm driving when we go
			over a speed bump or a pothole the
			intense pain that shoots up my back is
			amazing" [S3 WBF MD MPR]
			"When I'm down everybody else feels
			down in the family" [S9 WBF MD
		Elicit negative	HPR]
		family emotions	"You have to stand up in a bar or
			evening and that just is so
		Social disruption,	painful, so I tend not to be social"
	Out the same A Ou	isolation	[S10 PF HD HPR].
	Subtheme 4.2:	Disrupting work	"The pain constraints on work"[S1 PM MD MPR].
	Work impact		"I've also had to raise it with work
			because of the amount of time I sit by
			the computer and they've had to get
			me a special chair" [S10 PF HD HPR]
			"While my job is actually fully sitting
		Burdening	down, any activities where they have
		colleagues	asked me to go and do outreach
		concagaco	sessions, I have had to restrict them
			or send other people, which again
			isn't ideal but other people can
			deputise as necessary" [S2 WBM MD
			HPR]
			"I didn't drive.,,.,,I went into the office
			a few times but then got a lift into the
			office from colleagues" [S7 PM MD
			MPR]
			"I think I only might have had a few
		<u>Sickness</u>	days off in the whole time I was there
		<u>absence</u>	for the pain" [S3 WBF MD MPR]
			"I'm off work I've had so much time off
			work"[S9 WBF MD HPR]
		<u>Financial</u>	"I'm in the building trade without a
		<u>pressures</u>	back I can't earn no money. So that
			goes through your mind as well as
			that you're not going to get no sick
			pay or anything" [S6 PM LD LPR]
			"Still go to work ermmmbecause
			I've got still got bills to pay and I've
			still for me daughter to support through university and so on and so
			forth so there's that pressure" [S8 WM

	1	
	Changing role	"Initially I suppose I thoughtmight as well have to look for a different type of job because of thethe physical aspect if you like" [S8 WBM LD LPR]
Subtheme 4.3: The impact of CLBP on cultural and religious wellbeing	Religious rituals: disrupted sitting to meditate /secluding self	"I couldn't do like sit on the floor if it was too hardif I sat on the floor for a certain amount of time, then got up, started moving around, my legs would get pins and needles and would reach my back" [S7 PM MD MPR] " [Referring to sitting in the temple] I'll just go when it's quiet yknow, ermmm do my praying and then come back out and then just go downstairs where there's chairs or I can just hang around somewhere else and that kind ofI feel secluded sometimes because yknow people tend to like
	Disrupting female role within the home/burdening others	wanna sit upstairs and I have to like go just downstairs" [S10 PF HD HPR] "Because of the pain yknow like I can't help around the house as much as I would like" [S10 PF HD HPR]
Subtheme 4.4: The response of family, friends and wider community to CLBP	Family: varying response/ support	"My brother, he was just getting more and more annoyed every time because there was no answers" [S5 PF HD HPR] "People were badgering me, yknow its not getting any better you ought to goand see" [S8 WM LD LPR]
	Punjabi community: Lack of empathy/ understanding	"Yeah and whenever I did anything they'd say oh watch your back, you'd be carefully about, you don't want that happening again" [S9 WBF MD HPR] "Everyone thinks like "oh her back her back, she just uses that as an excuse now" [S10 PF HD HPR] "Unfortunately there is always this advice from the community that oh I had a similar thingno you didn't because you have no idea what the cause of my problem is" [S1 PM MD
	Punjabi community: Stigmatized	MPR] "I believe they're like the doctors that I've experienced. They always assume the worst first yknow" [S10 PF HD HPR] "Oh there comes a fat cow, she's got back, yknow she just can't get up, or oh let's make room for her she's like she can't stand up or just that kind of response. It's not about pain it's aboutoh she's too big, she can't do

		it cus she's too big"[S10 PF HD HPR]
Subtheme 4.5: Recalling family experiences of CLBP	Varying impact of CLBP/coping strategies Varying HCP interactions	"He [Brother] has medication to deal with that on a daily basis"[S4 WBF MD MPR] "He [Dad] felt like a bit of self-dignity went because he was always self-dependent and independent, always doing his own thing"[S5 PF HD HPR] "He [referring to husbands back pain] could sit but he couldn't stand and he couldn't walkhe could just barely walk from the edge of his room to the other side to get to the kitchen and he would be bent over and he would be crippled". [S3 WBF MD MPR] "He [Dad] has not let it really impact him to be honest" because he still goes to the gym, he still lift weights, just does everything. Before every now and again his back hurts a little bit. He does what he does it he hasn't changed anything"[S6 PM LD LPR] "Well my mum used to have back pain and she always used to say 'oh doctors don't do anything they say they just can't do anything they say they just can't do anything with it" [S10 PF HD HPR] "My dad suffered from back pain. He had a slipped disk. They said he would never walk again" [S5 PF HD HPR] "She [Husbands physio] explained things; she showed usshe showed us a back. What you should do with it, what you can do she gave him exercises to do and how to manage it in the future better" [S3 WBF MD MPR]

Table: Theme 5 examples

Table. Theme 5 examples				
Theme	Subtheme	Code	Quote from participants	
Reflecting on	Subtheme 5.1:	Strong	"I felt that it was explained pretty	
HCP	Varying quality	therapeutic	muchcompletely if you like" [S2 WBM	
interactions,	of therapeutic	alliance	MD HPR]	
management	alliance		"I left that consultation knowing that I can	
experience			physically do more than what I thought I	
and			could do"[S6 PM LD LPR]	
expectations			"She helped me and showed me how to	
of future			do it"[S5 PF HD HPR]	
management			"I felt they were a lot more like	
			approachable, they were a lot more	

	Weak therapeutic alliance	understandingI was listened to, that was the biggest thing" [S10 PF HD HPR] "I'm doing exercises, which I've been told to do"[S9 WBF MD HPR] "My confidence was improving"[S5 PF HD HPR] "[Referring to chiropractic] Why is that treatment not available on the NHS?" [S10 PF HD HPR] "I get the feeling sometimes that it's maybe a textbook thing to treat back pain" [S4 WBF MD MPR] "I think probably like my GP didn't take me seriously I don't think anybody like has the time" [S10 PF HD HPR]. "I don't think people understand the severity of the situation"[S4 WBF MD MPR] "With the chiropractor there wasn't much listening ,with the back specialists there was to an extent but it wasn't too involved" [S6 PM LD LPR] "I went back 5 times in totalSo I kept going back until I got more or less what I had hoped for" [S2 WBM MD HPR] "I got the impression from the Dr that when I went to see the back specialist they would do at least an ultrasound and she didn't" [S8 WM LD LPR] "I was expecting a diagnosis I want him to tell me" [S3 WBF MD MPR] "Yeah, expected no more flare ups within a matter of weeks, 2 weeks if that, I was just sitting down and had another flare up" [S7 PM MD MPR] "She hadn't really done anything to my back, she hadn't really done anything to my back, she hadn't really done the tests or anything"[S7 PM MD MPR] "I think I was expecting to beto kind of have something like that done to me rather than just saying, 'ok here are the exercises, do them at home" [S5 PF HD HPR] "No sort of a aftercare at all you know put an ice pack on your back that's it "[S6
Subtheme 5.2:	Adopt courties	PM LD LPR]
Interpreting the HCP explanation	Adopt caution, Protect spine	"[Told by HCP] Be more careful so when you get into bed, don't just jump in"[S7 PM MD MPR] "Just be careful of what I do, just be careful of how I bend, Dr's and physio" [S9 WBF MD HPR]
	Diagnostic	"It could be your movements, it could be

<u></u>	T	
	uncertainty	your muscles, it could be disc, it could be anything. Ermmm but obviouslyI don't know what's causing my back pain" [S10 PF HD HPR] "Mixed messages oh it could be your stomach, they told me that wear and tear is on my hip and that's causing pain in my back" [S7 PM MD MPR]
Subtheme 5.3: Appraising interventions and ability to control CLBP	Ineffective medication, acupuncture Short lasting manual therapies Variable impact of injection and exercise therapies	"Some of the pain killers made no difference" [S2 WBM MD HPR] "I went through the acupuncture stage and that didn't work" [S3 WBF MD MPR] "I did go to see a chiropractor as well ermm because at one stage I was just like oh I can't take this anymore I had about 8 treatments?I probably had about 2 or 3 treatments in one week as soon as it stopped ermm probably aboutthe first 2 weeks I would say the pain was still there" [S10 PF HD HPR] "They gave me some injections into my facet joints and they didn't help that much they gave me some more injections but this time they were deeper. So since that time, I've not had any flareups as what they were before but I've had constant pain" [S7 PM MD MPR] "Because I'm exercising its obviously building my muscles and whether that's causing me more pain" [S5 PF HD HPR] "I went to a yoga class three weeks ago and it about killed me but I love it, the next day although there was a dull ache in my back it felt wonderful. I felt like I had really stretched it out" [S4 WBF MD MPR] "My flexibility has increased" [S6 PM LD LPR] "The pain goes away if I do stretching, it goes away and like arching your back over and putting your hands on your buttocks and arching back" [S3 WBF MD MPR] "Exercises I do them everyday, every morning or night the underlying problems still there its not going away, its not getting any better" [S9 WBF MD HPR] "When I was walking or running or whatever I was doing the pain was worse
		than it was before" [S10 PF HD HPR] "My back pain got worseit was like exercises everyday to do like my back and twisting it" [S7 PM MD MPR]

Subthen	ne 5.4: Individualised	"Almost take it case by case, person by
Expectat	tions <u>management</u>	person and work out what's best for that
of future	Mind body	person"[S8 WM LD LPR] "The psychological mixed with other
manage	ment approach	things, it's a huge things" [S4 WBF MD
		MPR]
		"I think you can help yourself a lot
		Bybelieving in yourself" [S8 WM LD LPR]
	Effective communication	"Listening to what I have to say" [S6 PM LD LPR]
	: listen, give	"They will give me enough time to explain
	time,	the problem" [S2 WBM MD HPR]
		"I think, to me its almost just a matter of
		communicating rather than having a rigid set routine" [S8 WM LD LPR]
	<u>Physical</u>	"Give me some sort of examination of the
	<u>examination</u>	problem area" [S2 WBM MD HPR]
	Clear	"All I want to know is what's triggering it"
	<u>explanation</u>	[S4 WBF MD MPR]
	and	"Explain why and what they're doing in
	understanding	detail that would be understandable,
	of pain	cause sometimes the physio would
		explain something in their term like L1 or something, I remember hearing
		that"[S5 PF HD HPR]
		"Give you the right advice and guidance" [S3 WBF MD MPR]
		"Maybe some follow up consultations to
	Support and	see how have you progressed" [S6 PM
	guidance, gain	LD LPR] "Most importantly that they will give me
	control	"Most importantly that they will give me some advice or treatment, exercise.
		Something that I can go home and feel
		that there is progress being made" [S2
		WBM MD HPR]
		"Exercise – yeah well I need to keep
		doing exercise"[S7 PM MD MPR]
		"Just some sort of activity I can do that
	<u>Increase</u> <u>exercise</u>	helps it and relieves the pain"[S9 WBF MD HPR]