

Dimension	Feedback	Theme	Qualitative feedback	Illustration
Reason for participating	24 participants shared their reason for participating in the trial.	Get additional support for their mental health and pain	20 participants were aiming to get additional support for their mental health (14) and for their pain (6).	<i>I was dealing a lot mentally and I felt that the support I didn't receive once I had my surgery at Stanmore wasn't good enough, and if I can do anything to help or improve a service that they could potentially offer, I would like to do so, just so someone doesn't have to go through with I had to deal with.</i> <b>Participant 20, Usual Care</b>
		Help others in the future	10 of the participants were also aiming that the results of the trial may help other people in the future.	<i>So, I think any study to help people with joint issues, whether that's simple back pain to more serious pain, very happy to participate and share my views, really.</i> <b>Participant 66, Collaborative care</b>  <i>I think it's important. It's imperative, but it doesn't happen. Mental health is so important but it's so - the service is so overrun at the moment that it's impossible to access anything.</i> <b>Participant 82, Usual Care</b>
		Previous experiences with services	4 participants shared that their previous experience helped them to decide to participate in the study. 3 had previous negative experiences with their physical and mental support helped them to participate in this study. They want an improvement in the services provided to patients with chronic musculoskeletal diseases.	<i>Yes, I do. I mean, my first experience with the NHS when my knee first went bad, about 25 years ago, was absolutely appalling. It was rude, obnoxious, and all of the staff in that hospital were really horrible, yelling, saying horrible things to me, and that was the start of it. That was the start of being on the slippery slope because you think, whoa, what's going to happen next? It's been a bit of a rollercoaster of just people that work in the NHS.</i> <b>Participant 21, Usual Care</b>
Advantages of participating	18 participants disclosed the benefit of participating in the trial, even though under usual care.	Be heard	12 participants described the importance of being heard.	<i>Yeah, I think the experience was it was nice to be a part of and I suppose if I didn't get chosen there was someone that needed it more than me, but it was nice to be part of it and to have, to see you now to let you know how I've been and our conversations that we've had. It's been really helpful to me.</i> <b>Participant 46, Usual care</b>
		Managing difficult emotions	2 participants explained that they avoided committing suicide by participating in the study.	<i>No, related with me. Because six months ago I did feel like killing myself, because I didn't understand my condition. I had suicidal thoughts, and now, sitting here six months on, I don't have them thoughts anymore. I haven't had them thoughts from where I've got therapy, and the occupational therapy and the techniques takes that thought because you kind of have a little bit of hope of what – you can get through that bit. Instead of just giving up, I feel like giving up.</i> <b>Participant 62, Usual Care</b>
		Psychiatric support	2 participants added psychiatric support due to their risk of suicide; 1 participant was under usual care.	<i>Seeing [psychiatric name] has been a huge milestone and a huge benefit. I hope it will direct me on the right path now.</i> <b>Participant 26, Usual Care</b>

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Disadvantages of participating	3 participants expressed disadvantages in participating in the trial.	Emotional support can have a negative effect	2 participants were sceptic regarding mental health support and the trial made her think about personal anger.	<i>But you never know what you're going to get and it could be 50-50, whether that actually makes you any better or make you any worse. That's just my view. It might not be that, but because I'm sceptical because of my experiences of the NHS, I'm very wary of them delving into my mind. Participant 21, Usual Care</i>
		Use of personal time	1 participant referred to the use of his own time in the study as a problem.	<i>Just that I use my time up. Participant 10, Collaborative Care</i>
	8 participants shared their feelings when they were allocated to usual care.	Being randomised to usual care	7 expressed their disappointment about not getting the case manager's support.	<i>I was disappointed because I think I desperately needed support and I always have, but I've struggled to get it. Participant 82, Usual Care</i>
Opinion about their case manager (intervention arm)	15 participant shared their opinion	Experience of Case Manager	10 participants expressed their experience with the case manager as a very positive experience, with an impact on their emotional and mental health.	<i>I thought she was wonderful. She was really kind. Really understanding. Really lovely person. I think as we were talking, it transpired that I possibly didn't need the emotional support as much anymore. Because I, over the years, have just managed to cope with things. I am in a better place. But I see her value. I think more of her would be great. Participant 66, Collaborative Care</i>
		More reassurance and review of patient progress on their care plan	5 participants would like to have someone to reassure them on their progress and their treatment plans.	<i>Maybe a bit more interaction with some people. With me, I didn't mind, because I don't need a lot of interaction. I have a lot going on anyway. But some people might benefit maybe checking in once a month, maybe just to have a conversation. Sometimes it's as easy as that, because if they're a bit lonely or a bit stressed, that [unclear] so they have someone to talk to, and understand their condition and stuff like that. Participant 86, Collaborative Care</i>
Opinion on their physical support	26 participants expressed their opinion about their physical support.	Personalised care	20 participants shared the importance of being listened to by their therapist. Moreover, the fact of personalised plan care makes all difference for them.	<i>I think my physiotherapist was great, and she was very helpful. She showed me obviously a lot of the exercises. I wasn't exactly great in keeping up with the exercises every single day, but I think - I have noticed a change in the pain in my hip, so the physio must have worked and so yeah, I think the whole overall experience with physio has been a lot better than my physio before when I had surgery when I was 16. It's a lot better this time around. Participant 24, Collaborative Care</i>
		Negative experience	6 participants also expressed negative feelings as the therapists talk too much instead of more concentrated in exercises, the presence of students without requesting permission, and different therapists at each appointment.	<i>If I'm honest, I feel like it could be a bit more hands on. It took quite a while for me to be like, can you just like examine my shoulders? Or can you do this, can you do that? I felt like it was more just they were talking at me. I didn't really like that. For me, physio is more of a – it's quite a physical thing. It's not just talking. Participant 10, Collaborative Car</i>
Significance of the trial	All participants expressed the importance of the trial.	Integrating mental and physical healthcare	All participants expressed the importance of the trial	<i>I think it was really positive. I think you've got the right people. I think the message is very clear. That there is a link between your physical illness and your mental illness. To be able to link the two and understand has been very positive. Participant 66, Collaborative Care</i>